



OFFICE OF RAIL AND ROAD

# MEASURING UP

ANNUAL RAIL CONSUMER REPORT 2019  
FINDINGS BY TRAIN COMPANY



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# GUIDANCE NOTES ON HOW TO READ THE TRAIN COMPANY REPORTS

## Provision of information to passengers

### Key facts



**Owner group:** This is the parent company which owns the train operating company.  
**Operator:** Train operating company.  
**Franchise:** Name of the franchise the train operating company operates.  
**Franchise period:** Period of time for which the train operating company has been contracted to run the franchise.  
**Employees:** Number of employees the train operating company has.  
**Operated stations:** Number of stations the train company operates.  
**Sector:** Long distance, Regional or London and South East.  
**Passenger journeys per annum:** Number of annual passenger journeys on the train operating company.

### Passenger satisfaction with the usefulness of information when delays occur

Passenger satisfaction with the usefulness of information provided to passengers when delays occur, available at both train operating company and a national level.

The data is sourced from the Transport Focus twice yearly National Rail Passenger Survey (NRPS). Data is included from Spring 2014 to Autumn 2018. Spring 2019 data was published on 27 June 2019.

The side arrows indicate the percentage point change from Autumn 2017 to Autumn 2018.

Source: [Transport Focus, National Rail Passenger Survey](#)

### Passenger satisfaction with how well the train company deals with delays

Passenger satisfaction with how well the train company deals with delays, available at both train operating company and a national level.

The data is sourced from the Transport Focus twice yearly National Rail Passenger Survey (NRPS). Data is included from Spring 2014 to Autumn 2018. Spring 2019 data was published on 27 June 2019.

The side arrows indicate the percentage point change from Autumn 2017 to Autumn 2018.

Source: [Transport Focus, National Rail Passenger Survey](#)

### Passenger satisfaction with the provision of information during the journey

Passenger satisfaction with the provision of information during the journey, available at both train operating company and a national level.

The data is sourced from the Transport Focus twice yearly National Rail Passenger Survey (NRPS). Data is included from Spring 2014 to Autumn 2018. Spring 2019 data was published on 27 June 2019.

The side arrows indicate the percentage point change from Autumn 2017 to Autumn 2018.

Source: [Transport Focus, National Rail Passenger Survey](#)

### Transparency and accountability

Train operators produce a 'Local Plan' setting out how they will provide information to passengers. This can be tailored to how they run their services.

Train operators need to publish their Local Plan (or a public facing version of it), a link to the current Code of Practice for the provision of customer information and an annual progress report. All operators were compliant with this in October 2015 but in October 2016 the industry changed its Code of Practice.

This box records whether the operator has updated its website in accordance with the new Code of Practice. An audit of operator websites was undertaken in May 2017.

### Actions to improve information for passengers, 2018-19

The information in this box outlines the actions the train company has informed ORR that it has taken in the period 2018-19 to improve the quantity and or quality of information it is providing to its passengers.

Examples may have been supplied direct by the train operator or taken from its Local Plan

# GUIDANCE NOTES ON HOW TO READ THE TRAIN COMPANY REPORTS

## Accessibility and inclusion

### Booked assistance volumes

The number of passenger assists requested. These assists were booked through the National Passenger Assistance Booking System, known as Passenger Assist, managed by the Rail Delivery Group (RDG). Please note, the data does not include unbooked assistance, often called 'Turn Up and Go'.

The number of booked assistance requests are shown for each company that manages a station, and therefore not necessarily against the train company which the passenger travels with. For example, if a passenger requests an assist at Darlington station for a Cross Country train journey, the assist will be recorded against London North Eastern Railway, as London North Eastern Railway manage the station. This is why we do not have any data for those train companies who do not manage any stations.

### Alternative accessible transport

The number of instances where the train company provided Alternative Accessible Transport (AAT) in 2018-19.

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances, for example when the station is inaccessible to the passenger or when rail replacement services are inaccessible.

The volume of AAT may be high because an operator has a large number of inaccessible stations (for example) so it is important to view the figures in context.

It should be noted that this only relates to AAT provided in relation to pre-booked assistance.

Source: Train Operating Companies

### Passenger experience of booked assistance, 2018-19

Research on passenger experience of booked assistance throughout 2018-19. Based on research by Breaking Blue where approximately 5,000 Passenger Assist users were asked about their experience. The 2018-19 data is a repeat of the research in 2017-18 (2017-18 research published here).

The graphs are based on the following questions:

- 1). Passenger outcome for assistance that was booked: Question D5 - did you actually receive the following assistance?
- 2). Satisfaction with assistance at the station: Question D7 - how satisfied were you with the overall assistance at the station?
- 3). Satisfaction with the helpfulness and attitude

of staff who provided assistance at the station: Question D17a - how satisfied were you with the helpfulness and attitude of staff who provided assistance at the station?

- 4). Overall satisfaction with the whole process from booking assistance to assistance received: Question D21 - how satisfied are you with the whole process from booking the assistance to the assistance received for your last journey.

The sample size is shown due to varying sample sizes between operators. Operators with a low sample size are not shown due to issues with the robustness of the data. Data not available for those operators who do not operate any stations, a note will indicate where this is the case.

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19

The volume of accessibility complaints per 100,000 journeys. This is shown for both the train company and at a national level.

Accessibility rate is calculated using the complaint categories which train companies submit to ORR.

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

The information in this box outlines the staff training in relation to disability and equality awareness issues the train company reports it has undertaken in 2018-19 with a view to improving the quality of service it provides to passengers who require additional support when travelling on its services.

Source: Train Operating Companies

# GUIDANCE NOTES ON HOW TO READ THE TRAIN COMPANY REPORTS

## Complaints handling and delay compensation

### Complaints rate (per 100,000 journeys), 2018-19 by quarter

The volume of complaint correspondence closed per 100,000 journeys. Complaints are normalised by passenger journeys to allow effective comparison of data between time periods and train operating companies.

Results are provided for the four quarters in 2018-19 which refer to 3-monthly time periods.

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

### Complaints responded to within 20 working days, 2018-19 by quarter

The percentage of complaints which are answered by the train operator within 20 working days. Our regulatory requirement is to close 95% of complaints within 20 working days.

Results are provided for the four quarters in 2018-19 which refer to 3-monthly time periods.

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

The data in this box shows the top five causes of complaints for the train operator in 2018-19. The table also shows what proportion of complaints each of the top five complaints issues accounted for and the percentage point change for each complaint category versus 2017-18.

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

The information in this box outlines the steps that each train company reports it has taken in 2018-19 to address issues highlighted in passenger complaints. This relates to the requirement for each licensee to demonstrate how it is embedding a culture of continuous improvement in its complaint handling.

A link to the company's approved Complaints Handling Procedure is also provided.

Source: Train Operating Companies

Operator full response available here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

The left-hand side of this box displays the volume of delay compensation claims closed by the train operator in 2018-19. The graph shows this by 'rail period' where a rail period is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

The top-right hand side of this box displays the percentage of delay compensation claims closed which have been answered by the train operator within 20 working days since it was received.

The bottom-right hand side of this box displays the percentage of delay compensation claims closed which have were approved by the train operator.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



## Provision of information to passengers

### Key facts

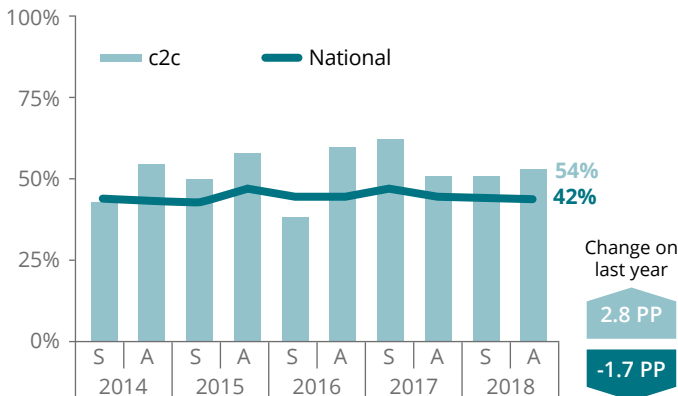


**Owner group:** Trenitalia  
**Operator:** c2c  
**Franchise:** Essex Thameside  
**Franchise period:** 9 November 2014 – 10 November 2029  
**Employees:** 690  
**Operated stations:** 25  
**Sector:** London and South East  
**Passenger journeys per annum:** 49.1 million

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

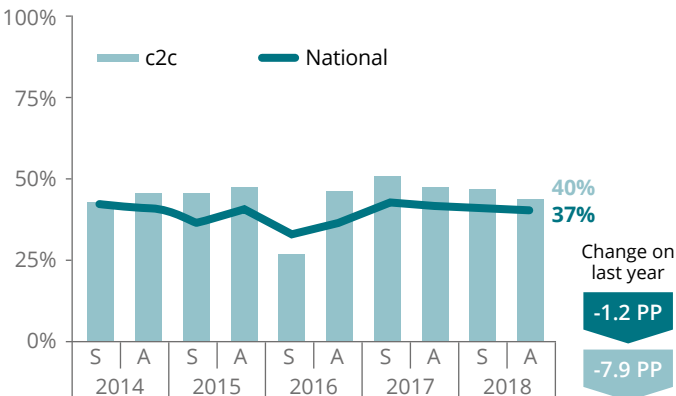
Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



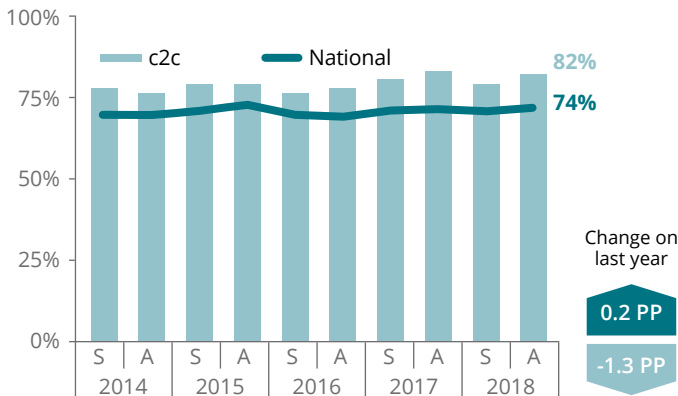
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – October 2016
- Local Plan – February 2017

ORR reviewed the 2017 version of the local plan although this has not been updated every year as per the commitments made.

### Actions to improve information for passengers, 2018-19

c2c reports it has made the following changes to improve information to its passengers

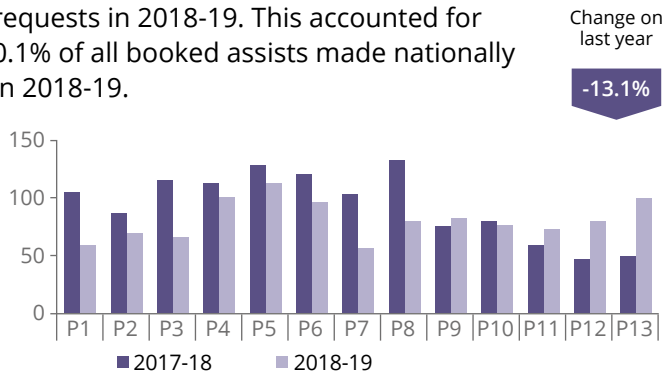
Data not supplied.



## Accessibility and inclusion

### Booked assistance volumes

c2c received **1,057** booked assistance requests in 2018-19. This accounted for 0.1% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

c2c were not able to report on the number of alternative accessible transport that were provided in 2018-19.

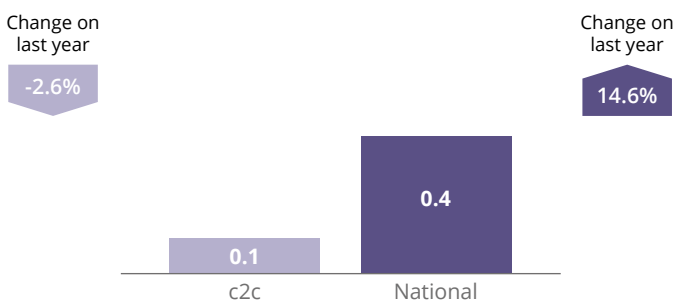
## Passenger experience of booked assistance, 2018-19

No data is available on this company's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 700 c2c staff received disability and equality awareness training.
- All new staff receive disability awareness training as part of their induction and existing staff are currently planned to receive fresher training at a minimum of every two years.
- c2c use a combination of training methods including classroom training, coaching sessions, E-learning and on the job training.

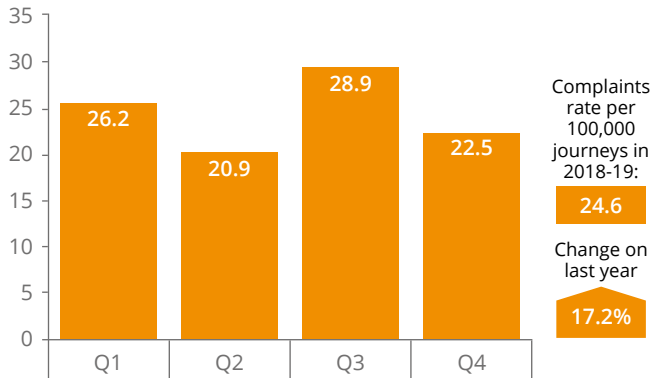
We therefore recommend reading the full detailed description of c2c's disability training activities here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>





## Complaints handling and delay compensation

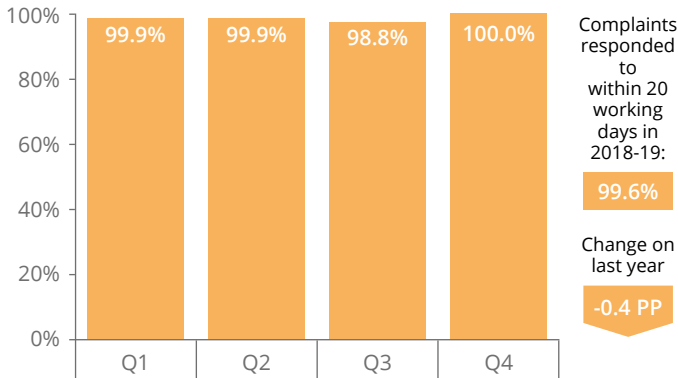
**Complaints rate (per 100,000 journeys), 2018-19 by quarter**



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

**Complaints responded to within 20 working days, 2018-19 by quarter**



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
32.6%	Smartcards	-5.1 PP
15.8%	Punctuality/reliability (i.e. the train arriving/ departing on time)	4.1 PP
10.4%	No response from TOC	5.5 PP
7.6%	Ticketing and refunds policy	-3.7 PP
4.1%	Ticket buying facilities - other	1.6 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

c2c's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

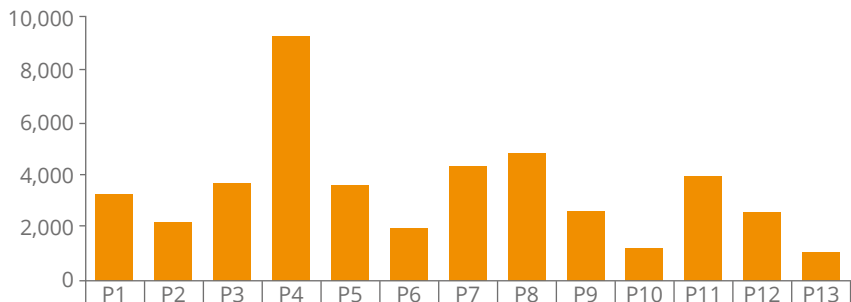
c2c reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- c2c have been engaging directly with customers through social media to respond to Smartcard queries.
- c2c have introduced new IT systems to improve the processing and responding times for queries and complaints.

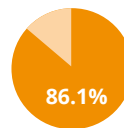
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

c2c closed **44,213** delay compensation claims in 2018-19.



c2c responded to 99.9% of delay compensation claims within 20 working days in 2018-19.



c2c approved 86.1% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# CALEDONIAN SLEEPER

## Provision of information to passengers

### Key facts



**Owner group:** Serco  
**Operator:** Caledonian Sleeper  
**Franchise:** Caledonian Sleeper  
**Franchise period:** 31 March 2015 – 31 March 2030  
**Employees:** 174  
**Operated stations:** 0  
**Sector:** Scotland  
**Passenger journeys per annum:** 0.3 million

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

Note: Caledonian Sleeper does not participate in the National Rail Passenger Survey. Instead, Transport Focus carry out an individual survey for Caledonian Sleeper. The latest data will be published on the [Transport Focus](#) website, see [here](#) for the latest results published June 2017.

### Passenger satisfaction with how well the train company deals with delays

Note: Caledonian Sleeper does not participate in the National Rail Passenger Survey. Instead, Transport Focus carry out an individual survey for Caledonian Sleeper. The latest data will be published on the [Transport Focus](#) website, see [here](#) for the latest results published June 2017.

### Passenger satisfaction with provision of information during the journey

Note: Caledonian Sleeper does not participate in the National Rail Passenger Survey. Instead, Transport Focus carry out an individual survey for Caledonian Sleeper. The latest data will be published on the [Transport Focus](#) website, see [here](#) for the latest results published June 2017.

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – None
- Local Plan – None

Currently non-compliant.

### Actions to improve information for passengers, 2018-19

Caledonian Sleeper reports it has taken some of the following actions to improve its provision of information to passengers:

- It has introduced a dedicated social media lead to drive forward our strategy and engagement on the various social media channels.
- It has completed the installation of 37 information points at stations across our network.
- It has recently launched a new website, giving a more enhanced level of detail and insight into the product it offers.



# CALEDONIAN SLEEPER

## Accessibility and inclusion

### Booked assistance volumes

Data on the volume of booked assistance requests received in each rail period is available for each train operator that manages a station. This data is therefore not available for Caledonian Sleeper because they do not manage any stations.

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

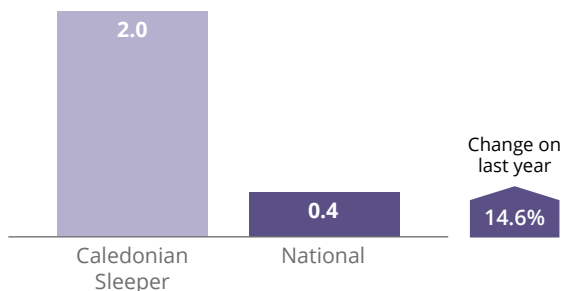
In 2018-19 alternative accessible transport was provided **4** times by Caledonian Sleeper.

### Passenger experience of booked assistance, 2018-19

Data on passenger satisfaction with booked assistance is not available for Caledonian Sleeper as they do not manage any stations.

Source: Research by Breaking Blue  
 When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Note: Caledonian Sleeper received a low number of accessibility complaints (3 in 2017-18, and 6 in 2018-19). Due to the low number, a percentage change for Caledonian Sleeper has not been provided.

Source: Train Operating Companies  
 Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 131 Caledonian Sleeper staff received disability and equality awareness training.
- All new staff receive disability awareness training as part of their induction and all existing staff receive refresher training on an annual basis.

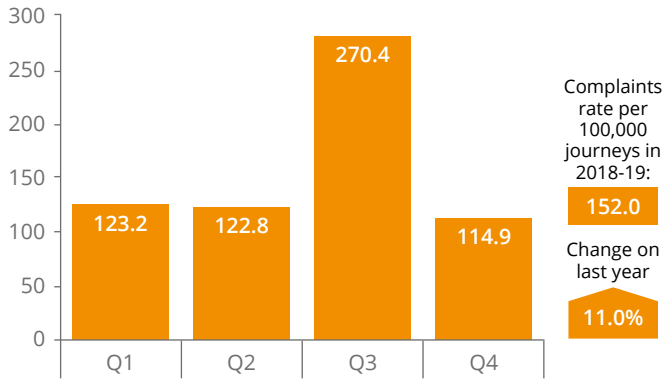
A full description of Caledonian Sleeper’s disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# CALEDONIAN SLEEPER

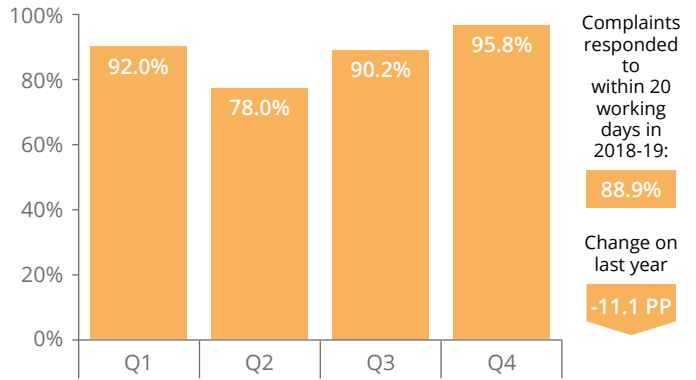
## Complaints handling and delay compensation

Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies  
Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
12.4%	Upkeep and repair of the train	0.6 PP
12.2%	Facilities on board	1.2 PP
8.6%	Punctuality/reliability (i.e. the train arriving/ departing on time)	3.5 PP
7.6%	Other complaints handling	2.2 PP
5.8%	Other – miscellaneous	-23.3 PP

PP = percentage point change  
Source: Train Operating Companies  
Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

Caledonian Sleeper's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

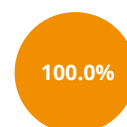
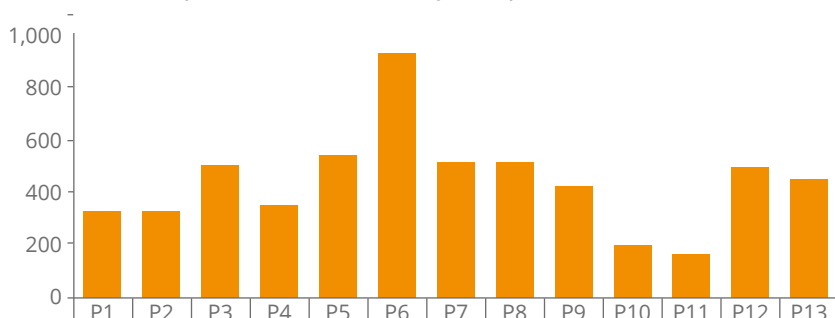
Caledonian Sleeper reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- A new website was introduced to improve the passenger booking process.
- Current trains have seen the addition of new soft furnishings such as new mattresses and improved catering facilities to address the provision of facilities on board.

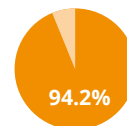
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

Caledonian Sleeper closed **5,610** delay compensation claims in 2018-19.



Caledonian Sleeper responded to 100.0% of delay compensation claims within 20 working days in 2018-19.



Caledonian Sleeper approved 94.2% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# CHILTERN RAILWAYS

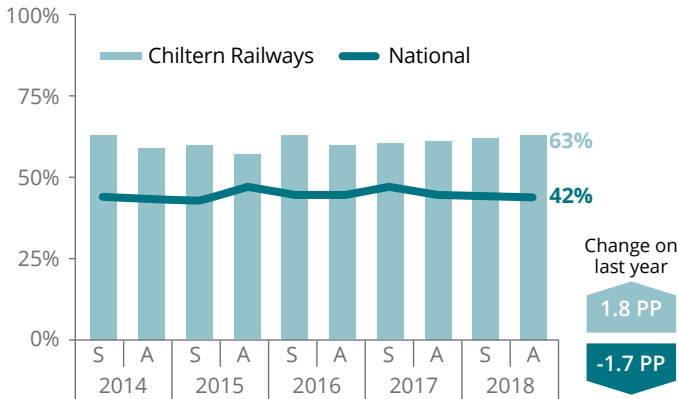
## Provision of information to passengers

**Key facts**

**Owner group:** Arriva UK Trains  
**Operator:** Chiltern Railways  
**Franchise:** Chiltern Railways  
**Franchise period:** 21 July 1996 – 11 December 2021  
**Employees:** 852  
**Operated stations:** 35  
**Sector:** London and South East  
**Passenger journeys per annum:** 29.3 million

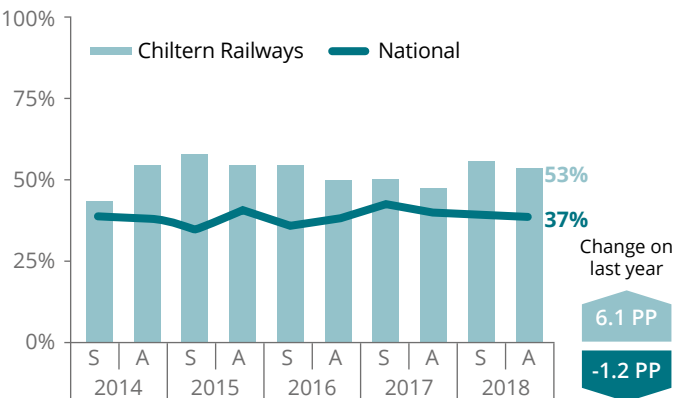
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



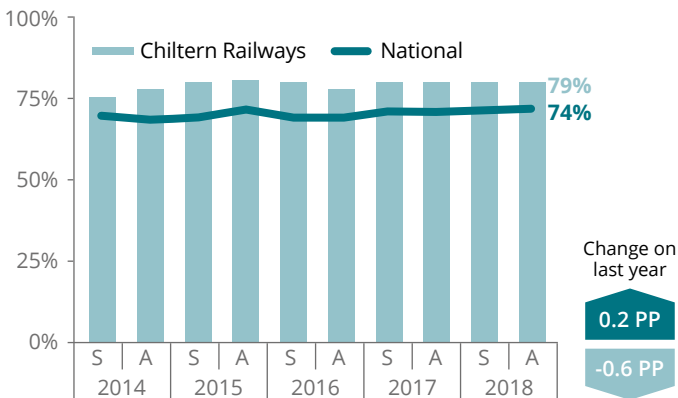
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – October 2016
- Local Plan – Oct 2016

The Local Plan was written for the old Code of Practice and needs to be updated. We have been in contact with Chiltern recently and await a draft of its updated plan.

### Actions to improve information for passengers, 2018-19

Chiltern reports it has made the following changes to improve information to its passengers:

- Prototype departure summary screens are being trialled at four busy stations, allowing better information to be provided including London Underground line statuses.
- Multi-lingual staff have been recruited at three stations to provide improved customer information and assistance. Imminent launch of GPS train location feeds which will improve the quality of live train running information during disruption.
- Trains between Harrow-on-the-Hill & Amersham will have live train running information for the first time.

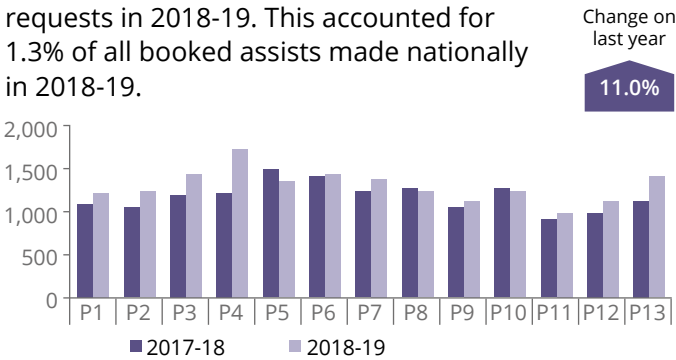


# CHILTERN RAILWAYS

## Accessibility and inclusion

### Booked assistance volumes

Chiltern received **17,068** booked assistance requests in 2018-19. This accounted for 1.3% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

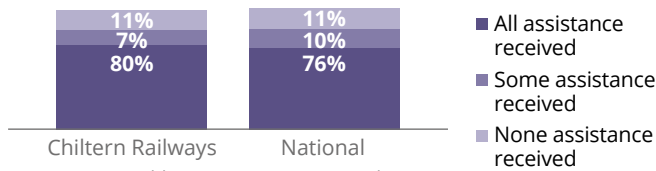
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **122** times by Chiltern.

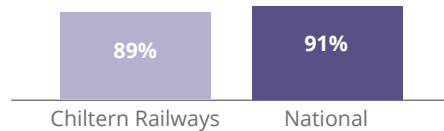
### Passenger experience of booked assistance, 2018-19

#### Passenger outcome for assistance that was booked (all passengers)

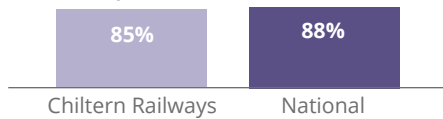


Note: may not add up to 100% as 'unsure/don't know' are not shown.

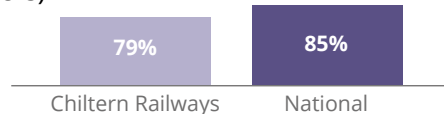
#### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



#### Satisfaction with assistance at the station (for those passengers met by staff)



#### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

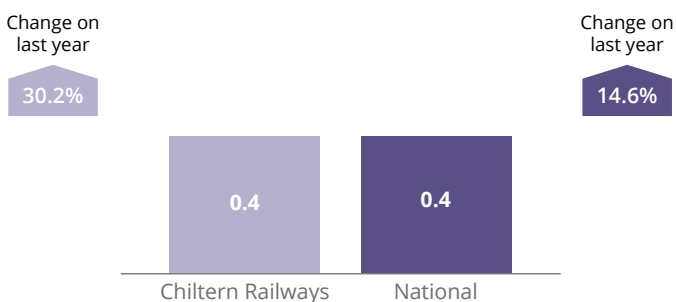


Sample size: 100

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 122 Chiltern staff received disability and equality awareness training.
- All new staff receive disability awareness training as part of their induction and all existing staff receive refresher training every two years.
- The disability and equality awareness element of Chiltern's induction course is delivered by Hear First. The refresher training is delivered by in-house trainers.

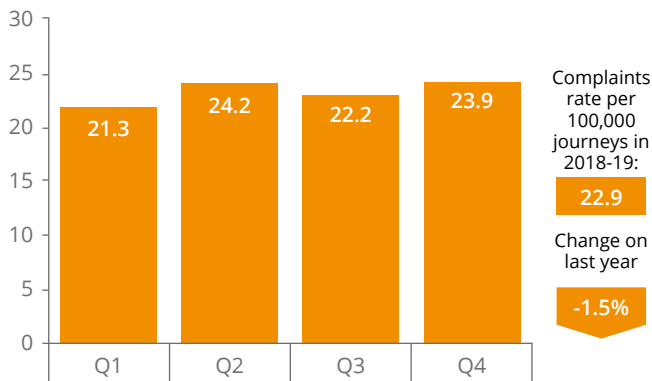
A full description of Chiltern's disability training activities in 2018-19 can be viewed here on our website <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# CHILTERN RAILWAYS

## Complaints handling and delay compensation

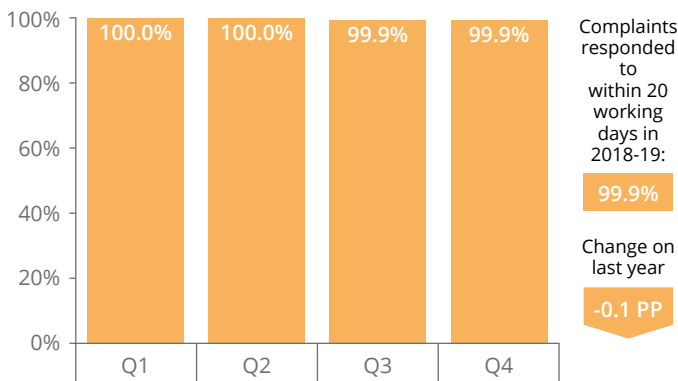
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
14.2%	Ticket buying facilities - other	4.4 PP
9.8%	Punctuality/reliability (i.e. the train arriving/ departing on time)	-1.7 PP
9.0%	Ticket buying facilities	1.0 PP
8.4%	Sufficient room for all passengers to sit/ stand	-1.0 PP
5.7%	Ticketing and refunds policy	-0.1 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

Chiltern's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

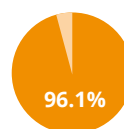
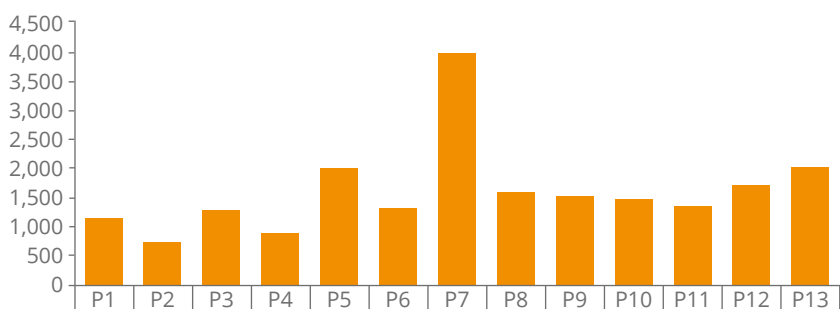
Chiltern reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Advertise price guarantees on TVM's to inform customers of their rights to claim refunds where appropriate.
- Amended the timetable to increase the number of seats available to address complaints about standing/overcrowding.

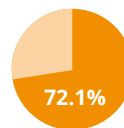
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

Chiltern closed **20,998** delay compensation claims in 2018-19.



Chiltern responded to 96.1% of delay compensation claims within 20 working days in 2018-19.



Chiltern approved 72.1% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# CROSSCOUNTRY

## Provision of information to passengers

### Key facts

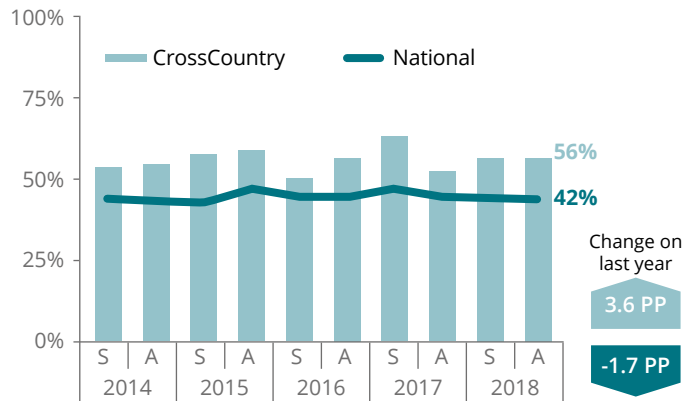


**Owner group:** Arriva UK Trains  
**Operator:** CrossCountry  
**Franchise:** New CrossCountry  
**Franchise period:** 16 October 2016 – 13 October 2019  
**Employees:** 1,915  
**Operated stations:** 0  
**Sector:** Long distance  
**Passenger journeys per annum:** 40.7 million

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

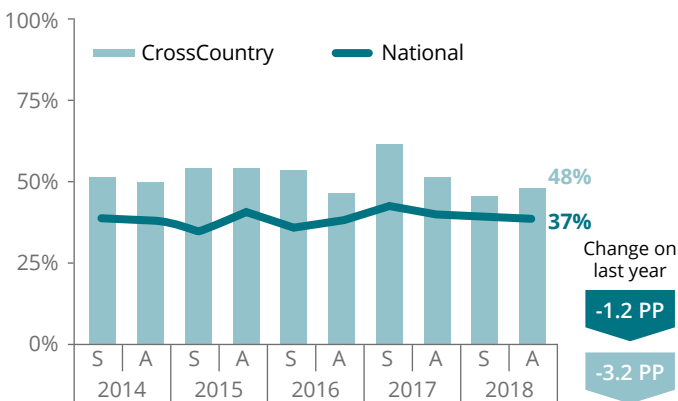


PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

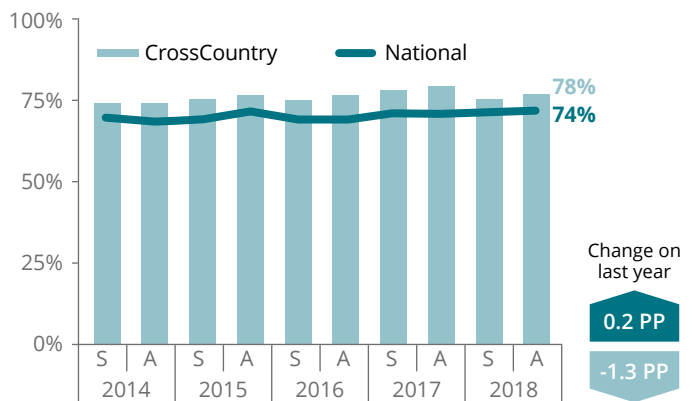


PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes place twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – March 2019

We conducted a review of the new local plan in February 2019 and provided our feedback to CrossCountry. We were satisfied with its contents and happy for this to be published online.

### Actions to improve information for passengers, 2018-19

CrossCountry reports it has made the following changes to improve information to its passengers

It recently introduced a modular structure to improve the content of its PA announcements.

It is working closely with its Training School, introducing a section based on customer wants/needs to help new entrants understand what it is the customer wishes to hear about and when.

The Arrakis Application has been placed on all smartphones for customer service grades. This will provide them with targeted information in the form of a push notification.





# CROSSCOUNTRY

## Accessibility and inclusion

### Booked assistance volumes

Data on the volume of booked assistance requests received is available for each train operator that manages a station. This data is therefore not available for CrossCountry because they do not manage any stations.

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

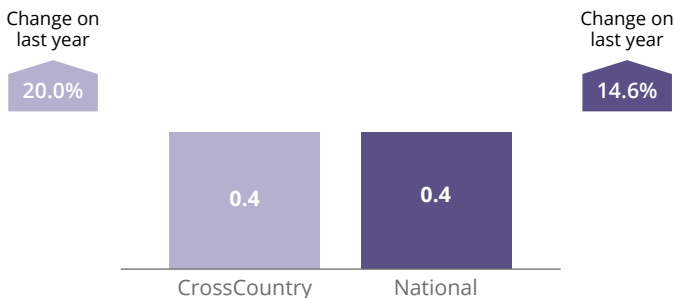
In 2018-19 alternative accessible transport was provided **115** times by CrossCountry.

## Passenger experience of booked assistance, 2018-19

Data on passenger satisfaction with booked assistance is not available for CrossCountry as they do not manage any stations.

Source: Research by Breaking Blue  
 When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies  
 Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 229 CrossCountry staff received disability and equality awareness training.
- All of these were new staff who received disability awareness and equality training as part of their induction programme.
- CrossCountry's disability awareness and equality training is delivered by their in house training team and includes a mix of practical and theory based learning.

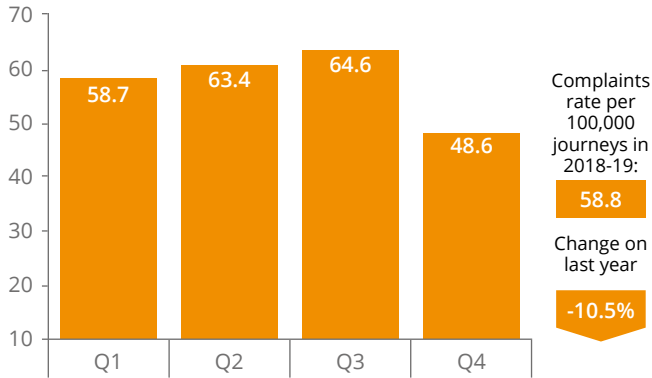
A full description of CrossCountry's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# CROSSCOUNTRY

## Complaints handling and delay compensation

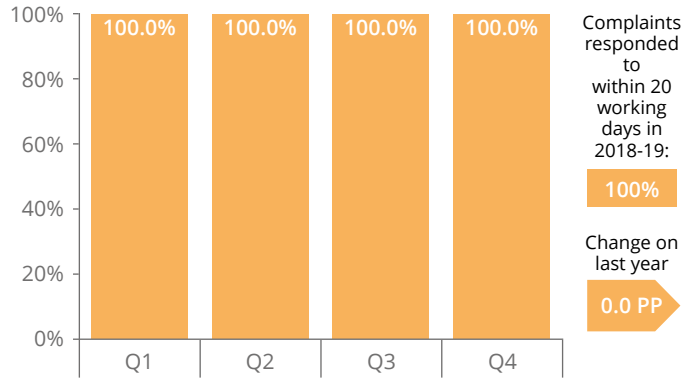
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
36.5%	Punctuality/reliability (i.e. the train arriving/ departing on time)	-10.0 PP
25.5%	Facilities on board	1.8 PP
15.3%	Sufficient room for all passengers to sit/ stand	4.4 PP
6.0%	The helpfulness and attitude of staff on train	-0.2 PP
3.5%	Other policy	2.6 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

CrossCountry's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

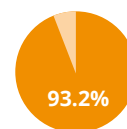
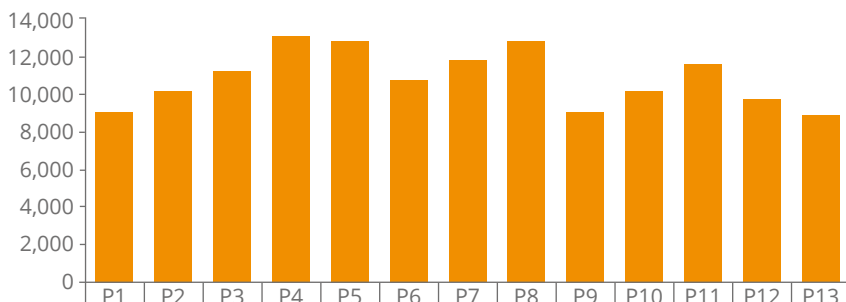
CrossCountry reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Additional catering staff were recruited and all boilers on Voyager trains were replaced to ensure adequate on-board catering provisions.
- CrossCountry introduced a free advance ticket amendment service to allow passengers to travel on alternative trains to avoid crowding.

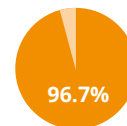
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

CrossCountry closed **139,176** delay compensation claims in 2018-19.



CrossCountry responded to 93.2% of delay compensation claims within 20 working days in 2018-19.



CrossCountry approved 96.7% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# EAST MIDLANDS TRAINS

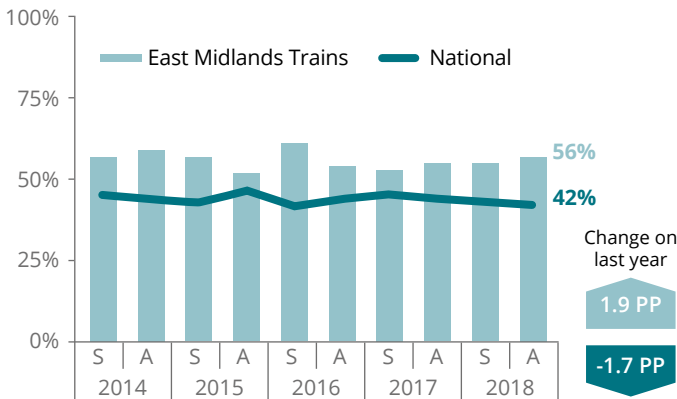
## Provision of information to passengers

**Key facts**

**Owner group:** Stagecoach  
**Operator:** East Midlands Trains  
**Franchise:** East Midlands  
**Franchise period:** 11 November 2007 – 17 August 2019  
**Employees:** 2,460  
**Operated stations:** 90  
**Sector:** Long distance / Regional  
**Passenger journeys per annum:** 26.7 million

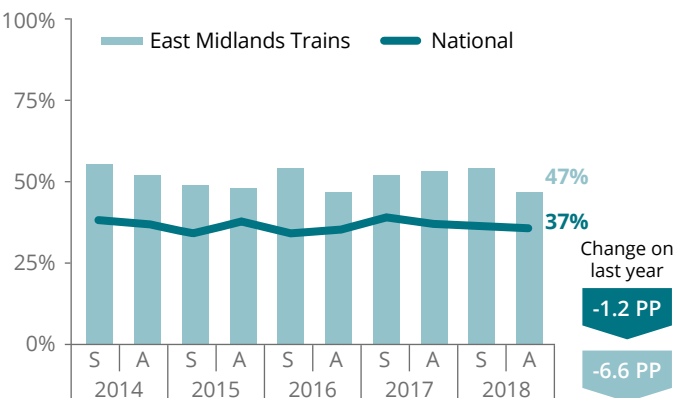
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



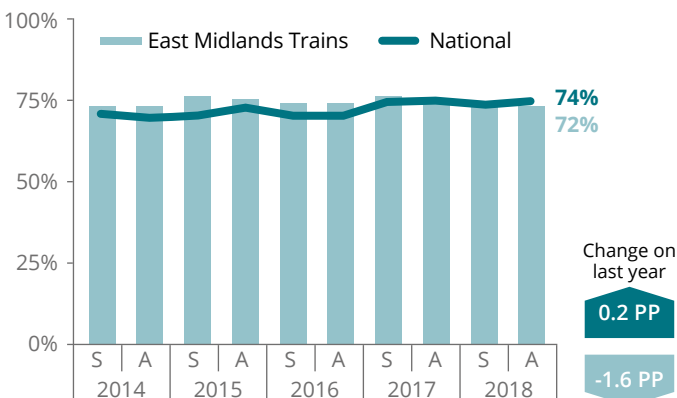
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report**. This is required to meet industry action PIDD-41.

- Code of Practice – October 2016
- Local Plan – January 2019

A revised Local Plan has been reviewed by ORR.

### Actions to improve information for passengers, 2018-19

East Midlands Trains reports it has made the following changes to improve information to its passengers

- Introduced system enhancements to station CIS displays and announcements
- Introduced a microsite to keep customers informed about future planned engineering work on London routes
- Continued to roll out passenger information systems on board the local fleet.

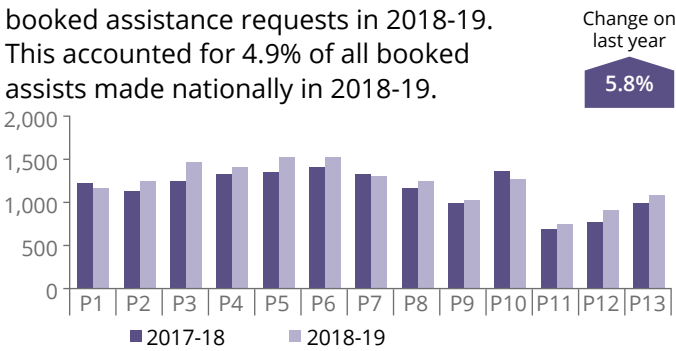


# EAST MIDLANDS TRAINS

## Accessibility and inclusion

### Booked assistance volumes

East Midlands Trains received **63,312** booked assistance requests in 2018-19. This accounted for 4.9% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

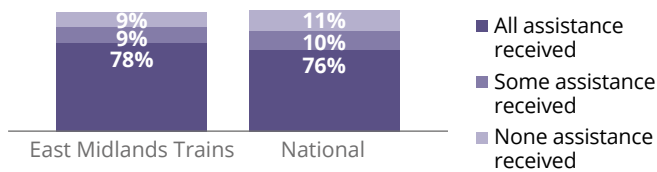
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **233** times by East Midlands Trains.

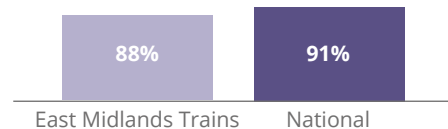
### Passenger experience of booked assistance, 2018-19

#### Passenger outcome for assistance that was booked (all passengers)



Note: may not add up to 100% as 'unsure/don't know' are not shown.

#### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



#### Satisfaction with assistance at the station (for those passengers met by staff)



#### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

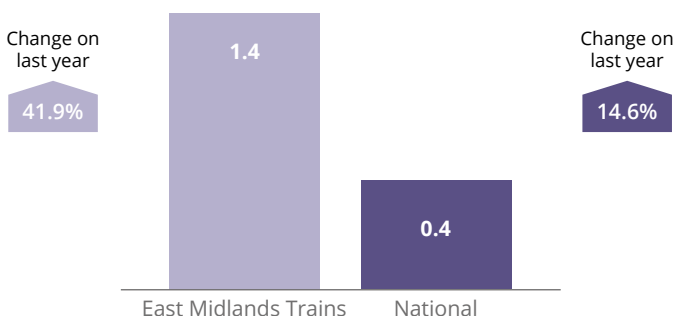


Sample size: 171

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 115 East Midlands Trains staff received disability and equality awareness training.
- East Midlands Trains have a dedicated disability awareness and equality training programme for new staff.
- All managers complete a e-learning programme. A total of 39 managers completed the course in 2018-19.

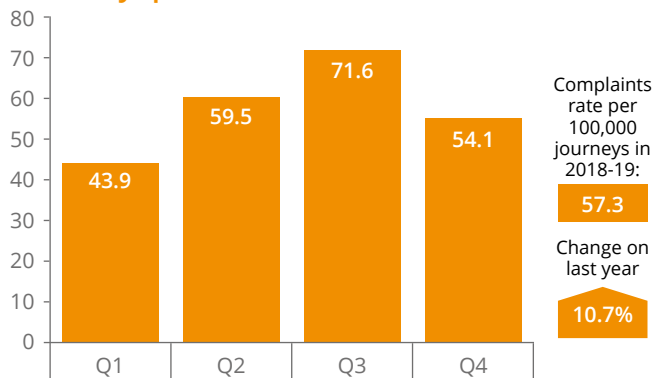
A full description of East Midlands Trains' disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# EAST MIDLANDS TRAINS

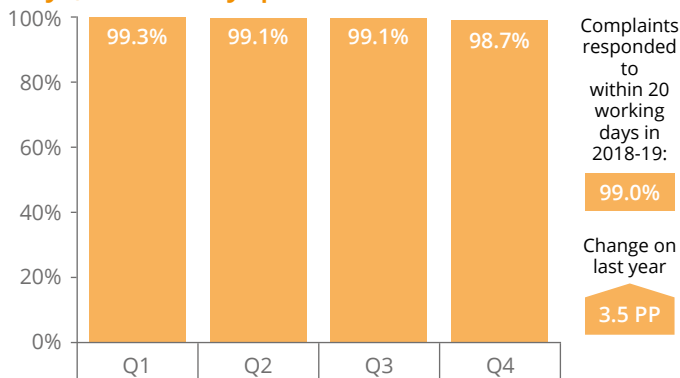
## Complaints handling and delay compensation

Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies  
Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
24.7%	Sufficient room for all passengers to sit/stand	3.8 PP
18.8%	Punctuality/reliability (i.e. the train arriving/departing on time)	1.1 PP
14.7%	Facilities on board	-0.1 PP
6.1%	The helpfulness and attitude of staff on train	0.6 PP
5.6%	The attitudes and helpfulness of the staff at station	1.0 PP

PP = percentage point change  
Source: Train Operating Companies  
Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

East Midlands Trains' Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

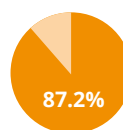
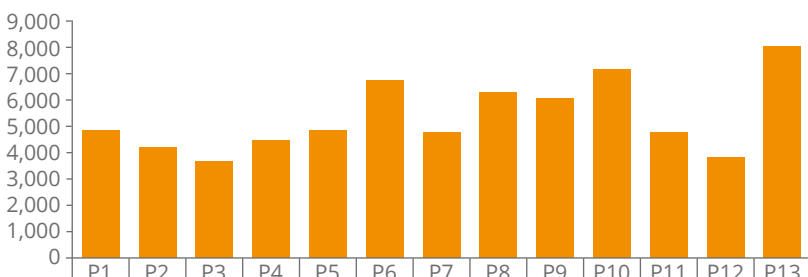
East Midlands Trains reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Staff allocations are reviewed to ensure that there are adequate staffing levels to address complaints about facilities on board and the helpfulness and attitude of staff on the train.
- Train and station staff have been trained on how to resolve reservation issues to address complaints about overcrowding.

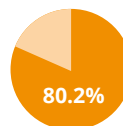
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

East Midlands Trains closed 68,781 delay compensation claims in 2018-19.



East Midlands Trains responded to 87.2% of delay compensation claims within 20 working days in 2018-19.



East Midlands Trains approved 80.2% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# GOVIA THAMESLINK RAILWAY

## Provision of information to passengers

### Key facts

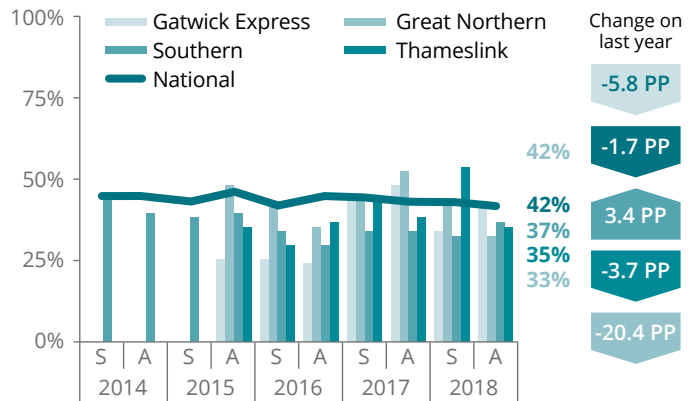


**Owner group:** Govia  
**Operator:** Govia Thameslink Railway (GTR)  
**Franchise:** Southern / Thameslink / Great Northern / Gatwick Express  
**Franchise period:** 14 September 2014 – 01 September 2021  
**Employees:** 7,276  
**Operated stations:** 235  
**Sector:** London and South East  
**Passenger journeys per annum:** 341.5 million

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

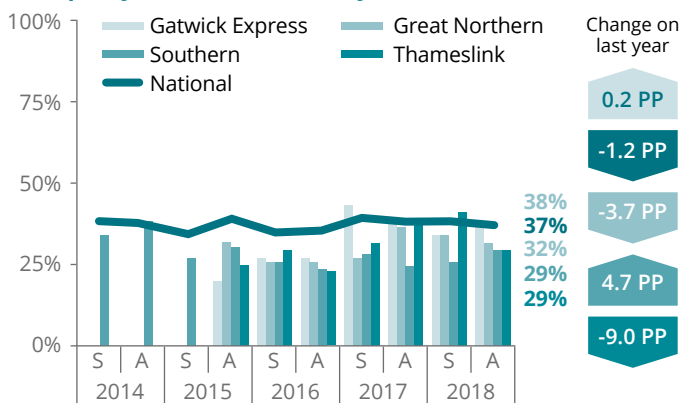


PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

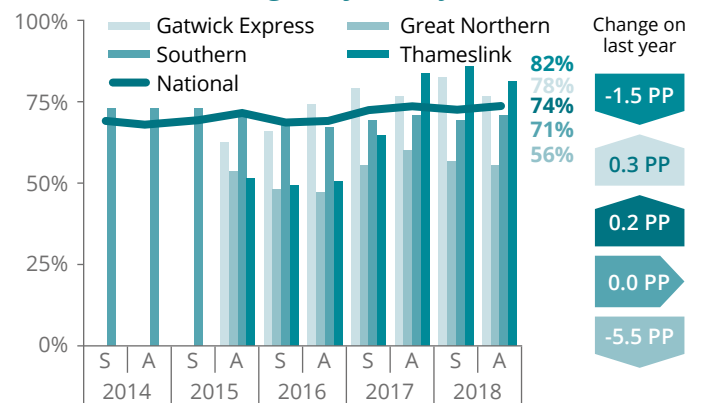


PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – April 2019

The information is up to date. The Local Plan should be reviewed annually.

### Actions to improve information for passengers, 2018-19

Govia Thameslink Railway reports it has made the following changes to improve information to its passengers:

- It has replaced 742 information screens on Southern and Gatwick Express.
- In addition, it is focusing on communicating information regarding its upcoming engineering work.
- It has rolled out 3000+ data enabled phones to its customer facing staff
- It has introduced software upgrades to the Customer information systems to include "warning of future delays" and "location of train"

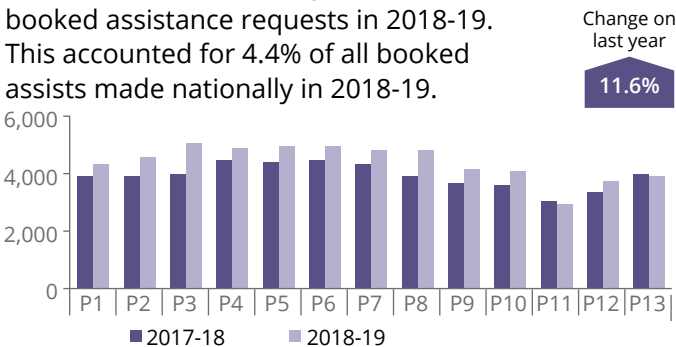


# GOVIA THAMESLINK RAILWAY

## Accessibility and inclusion

### Booked assistance volumes

Govia Thameslink Railway received **57,060** booked assistance requests in 2018-19. This accounted for 4.4% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

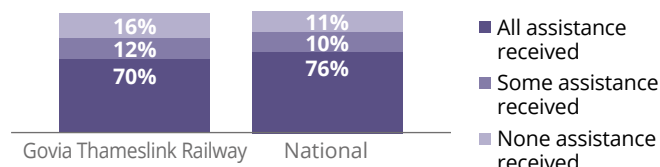
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **1,201** times by Govia Thameslink Railway.

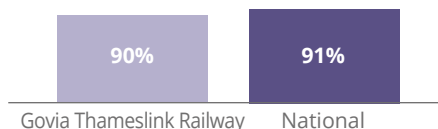
### Passenger experience of booked assistance, 2018-19

#### Passenger outcome for assistance that was booked (all passengers)

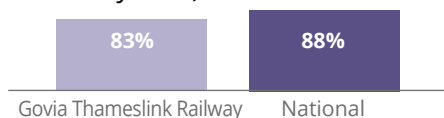


Note: may not add up to 100% as 'unsure/don't know' are not shown.

#### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



#### Satisfaction with assistance at the station (for those passengers met by staff)



#### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

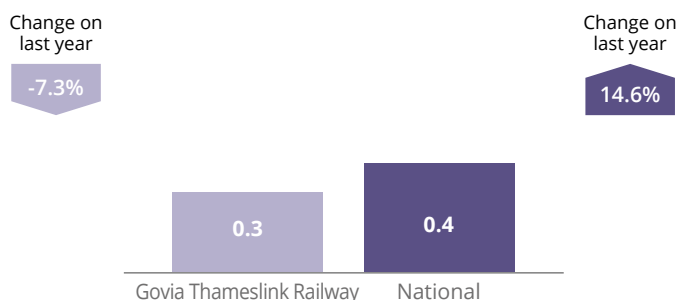


Sample size: 153

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 1,349 Govia Thameslink Railway staff received disability and equality awareness training.
- All new staff attended disability and equality awareness training as part of GTR's induction programme. A total of 557 completed this training as part of their induction.
- GTR use a mix of practical and theoretical training to deliver their disability and equality awareness training.

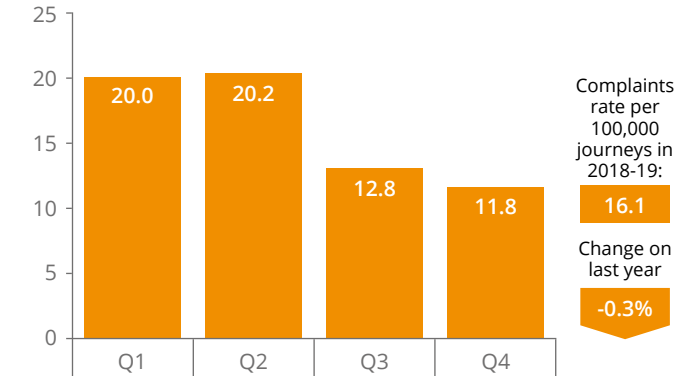
A full description of Govia Thameslink Railway's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# GOVIA THAMESLINK RAILWAY

## Complaints handling and delay compensation

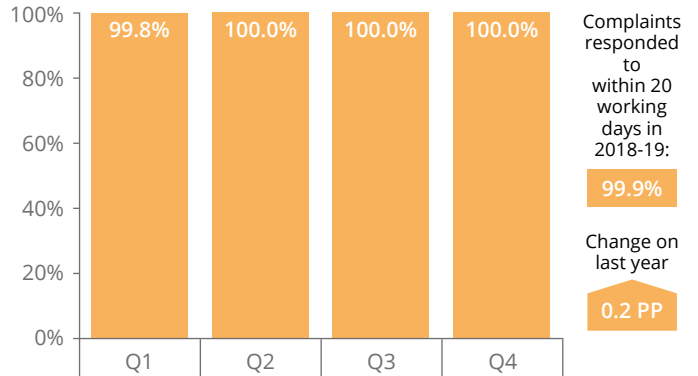
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
20.1%	Punctuality/reliability (i.e. the train arriving/ departing on time)	5.8 PP
13.1%	Timetabling	12.6 PP
8.4%	Smartcards	0.0 PP
6.1%	Ticket buying facilities	-3.1 PP
5.4%	Level of compensation	-2.4 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

Govia Thameslink Railway's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

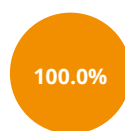
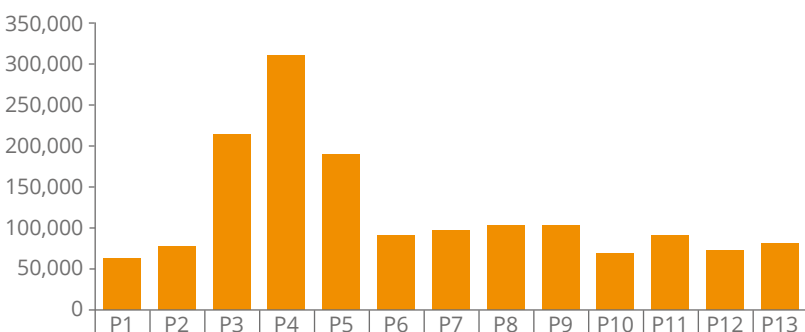
Govia Thameslink Railway reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Proactively helping customers to rectify Delay Repay claim submissions.
- Launched upgrades to Smartcard facilities to improve the experiences of Smartcard users.

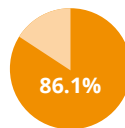
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

Govia Thameslink Railway closed **1,552,957** delay compensation claims in 2018-19.



Govia Thameslink Railway responded to 100.0% of delay compensation claims within 20 working days in 2018-19.



Govia Thameslink Railway approved 86.1% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)





# GRAND CENTRAL

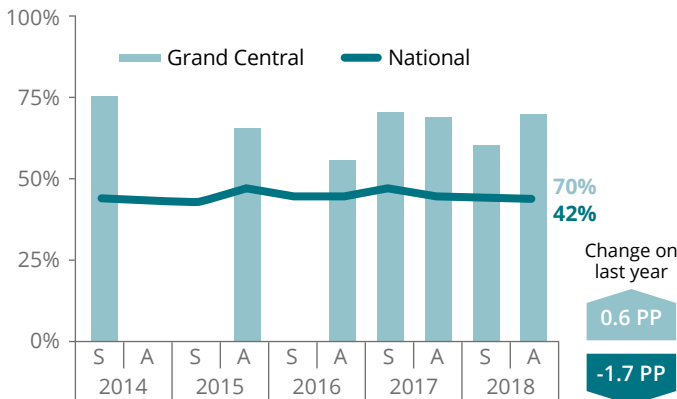
## Provision of information to passengers

**Key facts**

**Owner group:** Arriva UK Trains  
**Open access operator:** Grand Central  
**Track access agreement:** 18 December 2007 – 01 December 2026  
**Employees:** 193  
**Operated stations:** 0  
**Sector:** Long distance  
**Passenger journeys per annum:** 1.5 million

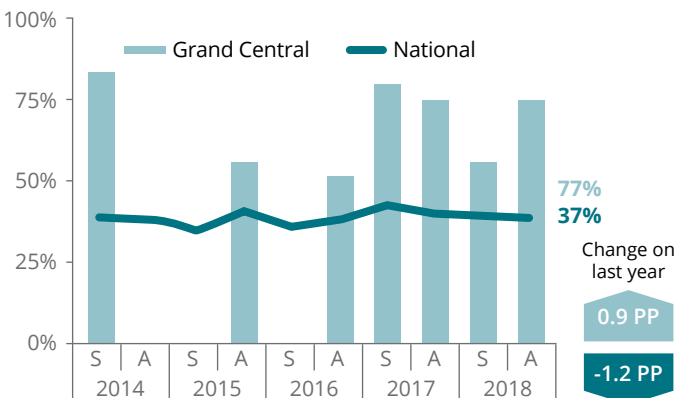
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



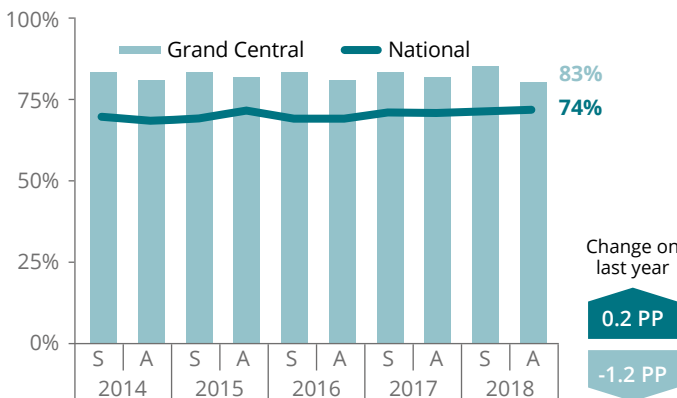
PP = percentage point change; Data not available for all waves due to low response rates. Source: [Transport Focus, National Rail Passenger Survey](#). The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change; Data not available for all waves due to low response rates. Source: [Transport Focus, National Rail Passenger Survey](#). The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change. Source: [Transport Focus, National Rail Passenger Survey](#). The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of practice – Oct 2016
- Local plan – June 2018

The information is up to date. Local Plans should be reviewed annually.

### Actions to improve information for passengers, 2018-19

Grand Central reports it has made the following changes to improve information to its passengers:

Grand Central has introduced new procedures to ensure we proactively contact customers more often to advise them of potential issues with their upcoming journeys during our busiest periods.



# GRAND CENTRAL

## Accessibility and inclusion

### Booked assistance volumes

Data on the volume of booked assistance requests received in each rail period is available for each train operator that manages a station. This data is therefore not available for Grand Central because they do not manage any stations.

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 no alternative accessible transport was provided by Grand Central.

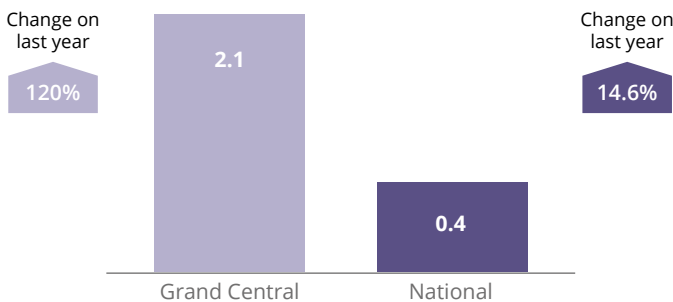
## Passenger experience of booked assistance, 2018-19

Data on passenger satisfaction with booked assistance is not available for Grand Central as they do not manage any stations.

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Note: Grand Central received 31 accessibility complaints during 2018-19. This may partly explain the percentage increase compared to the previous year

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 36 Grand Central staff received disability and equality awareness training.
- All passenger facing staff are required to undertake Grand Central's dedicated disability awareness and equality training. Grand Central are currently designing refresher training.
- Grand Central's operational and safety teams have received disability awareness and equality training.

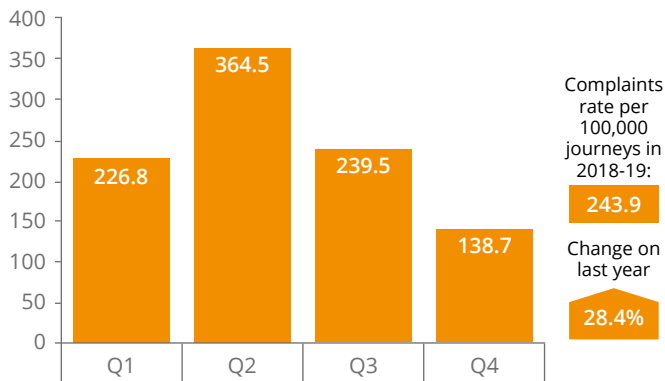
A full description of Grand Central's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# GRAND CENTRAL

## Complaints handling and delay compensation

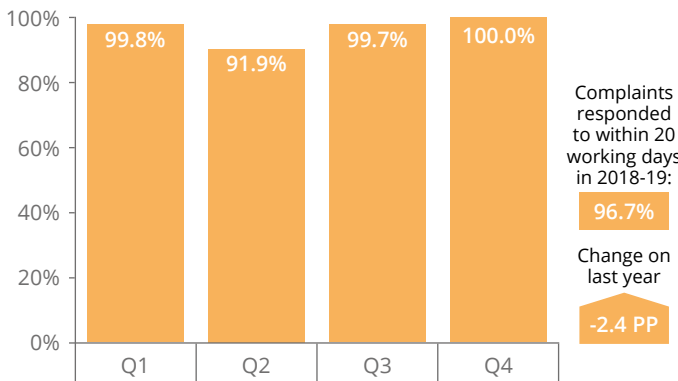
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
23.1%	Upkeep and repair of the train	14.5 PP
19.0%	Punctuality/reliability (i.e. the train arriving/ departing on time)	8.9 PP
17.0%	Sufficient room for all passengers to sit/ stand	6.5 PP
10.7%	Facilities on board	-3.2 PP
4.6%	Unhappy at type/level of compensation	-1.6 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

Grand Central's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

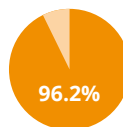
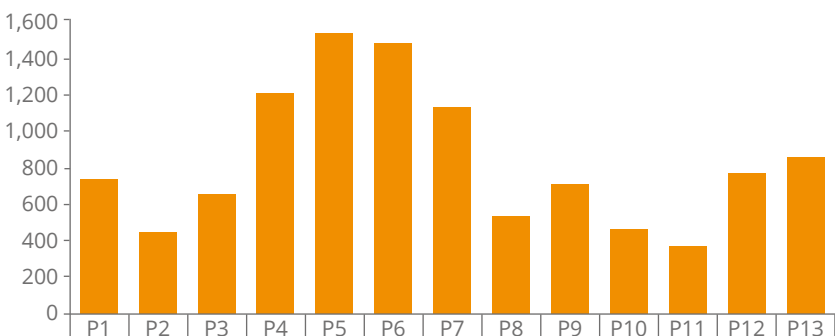
Grand Central reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- To address issues of punctuality/reliability and upkeep and repair of the train, Grand Central have increased the number of suppliers assisting with air conditioner unit repair and on-board maintenance staff to ensure trains are back in service as soon as possible.

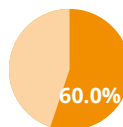
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

Grand Central closed **10,706** delay compensation claims in 2018-19.



Grand Central responded to 96.2% of delay compensation claims within 20 working days in 2018-19.



Grand Central approved 60.0% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# GREAT WESTERN RAILWAY

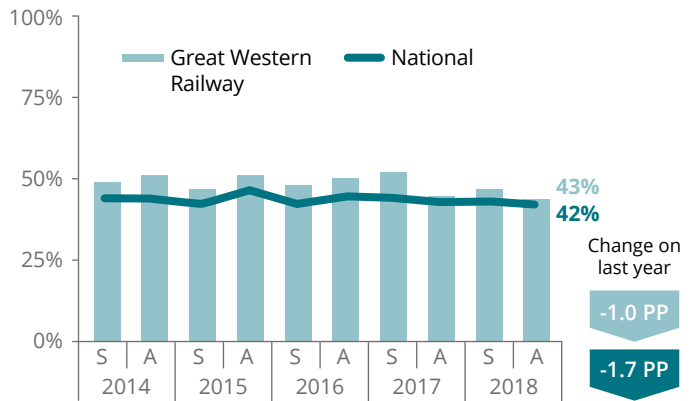
## Provision of information to passengers

**Key facts**

**Owner group:** FirstGroup  
**Operator:** Great Western Railway  
**Franchise:** Greater Western  
**Franchise period:** 26 September 2015 – April 2020  
**Employees:** 6,343  
**Operated stations:** 196  
**Sector:** Long distance / London and South East / Regional  
**Passenger journeys per annum:** 100.1 million

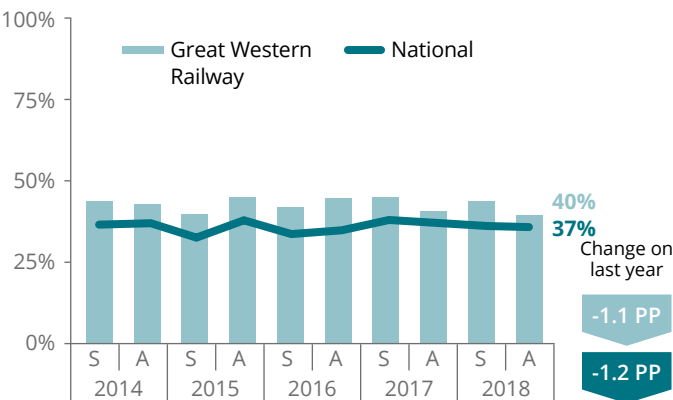
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



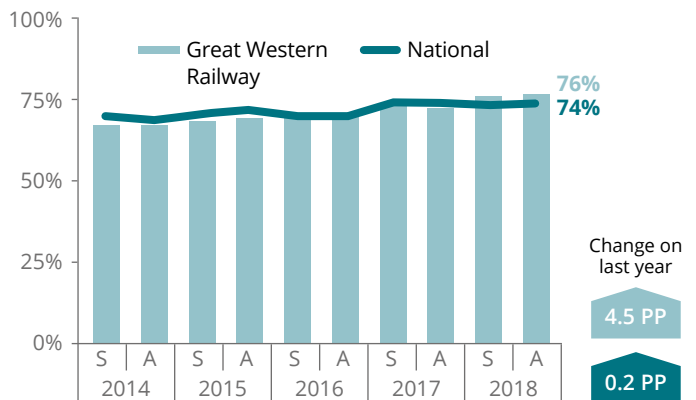
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – April 2017

The information is up to date. Local Plans should be reviewed annually.

### Actions to improve information for passengers, 2018-19

Great Western Railway reports it has taken some of the following actions to improve its provision of information to passengers:

- It is working on platform zoning.
- The train crew also have an app which allows them to correct formation and update customer information screens during the journey.



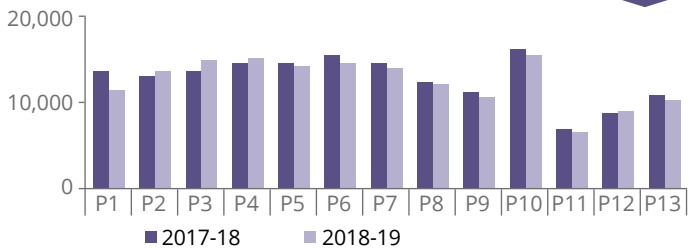
# GREAT WESTERN RAILWAY

## Accessibility and inclusion

### Booked assistance volumes

Great Western Railway received **162,199** booked assistance requests in 2018-19. This accounted for 12.6% of all booked assists made nationally in 2018-19.

Change on last year  
-2.1%



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

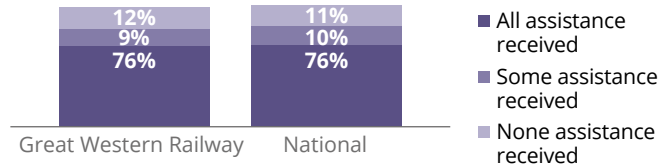
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **649** times by Great Western Railway.

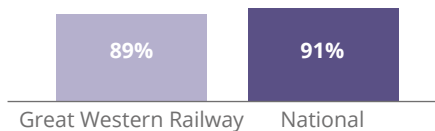
### Passenger experience of booked assistance, 2018-19

#### Passenger outcome for assistance that was booked (all passengers)

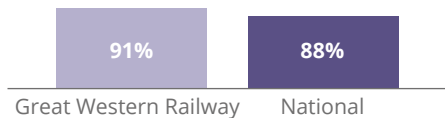


Note: may not add up to 100% as 'unsure/don't know' are not shown.

#### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



#### Satisfaction with assistance at the station (for those passengers met by staff)



#### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

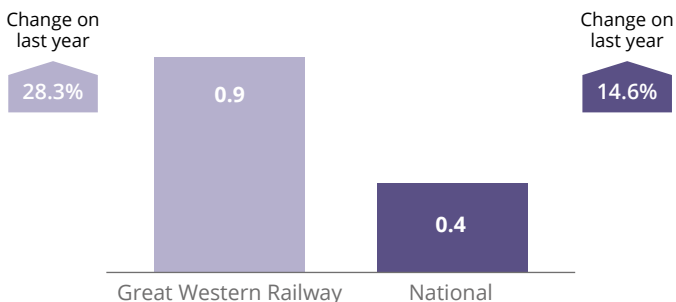


Sample size: 570

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 830 Great Western Railway staff received disability and equality awareness training.
- All new staff receive disability awareness training as part of their induction.
- GWR continue to work with charities such as Parkinson's UK, Purple Angels and Autism West Midlands to advise on in-house disability training programmes.

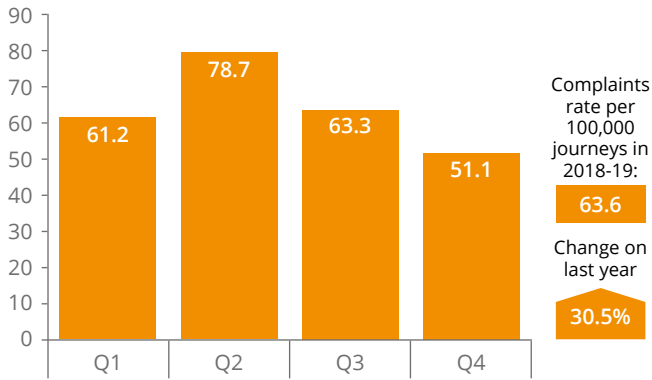
A full description of Great Western Railway's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# GREAT WESTERN RAILWAY

## Complaints handling and delay compensation

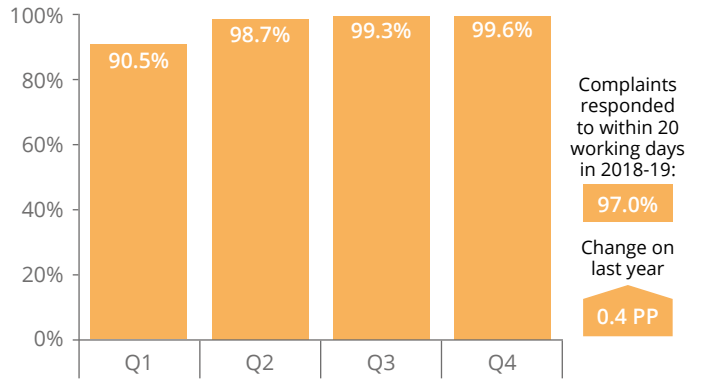
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
13.3%	Sufficient room for all passengers to sit/stand	1.4 PP
10.2%	Facilities on board	3.5 PP
10.1%	Ticket buying facilities - other	0.9 PP
9.5%	Punctuality/reliability (i.e. the train arriving/departing on time)	1.8 PP
9.3%	Ticketing and refunds policy	9.3 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

Great Western Railway's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

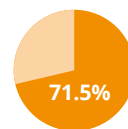
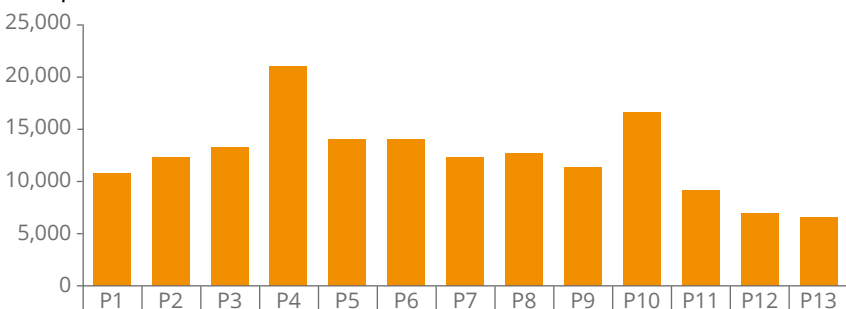
Great Western Railway reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- To address crowding issues, new trains with increased capacity have been introduced across the network.
- Improvements to Great Western Railway's website have been made to improve the ticket buying experience for customers.

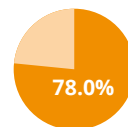
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

Great Western Railway closed 162,022 delay compensation claims in 2018-19.



Great Western Railway responded to 71.5% of delay compensation claims within 20 working days in 2018-19.



Great Western Railway approved 78.0% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# GREATER ANGLIA

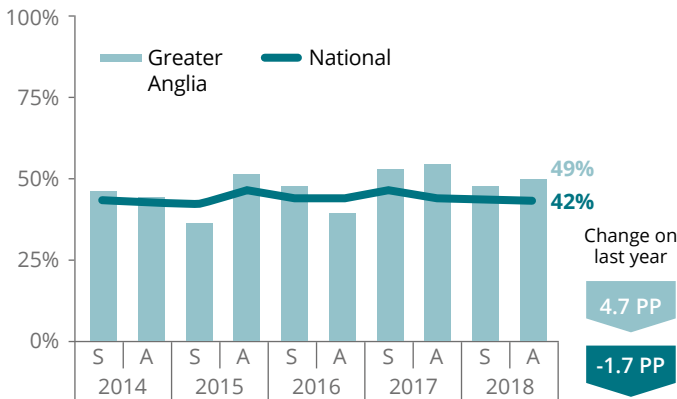
## Provision of information to passengers

**Key facts**

**Owner group:** Abellio / Mitsui  
**Operator:** Abellio  
**Franchise:** East Anglia  
**Franchise period:** 16 October 2016 – 11 October 2025  
**Employees:** 3,103  
**Operated stations:** 133  
**Sector:** London and South East  
**Passenger journeys per annum:** 84.9 million

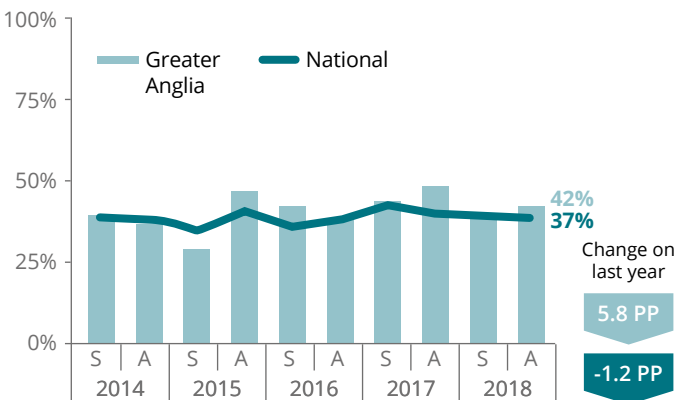
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



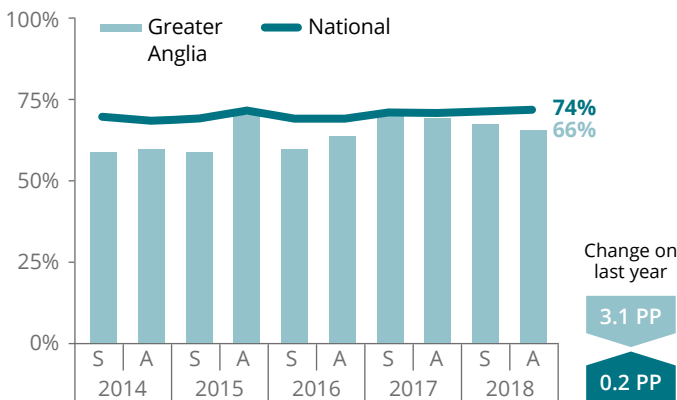
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – October 2016.
- Local Plan – June 2015

Not compliant.

### Actions to improve information for passengers, 2018-19

Greater Anglia reports it has made the following changes to improve information to its passengers:

- Greater Anglia is working on the introduction of new trains.
- Additionally, it is working on a connected stations project with a customer information screens supplier.

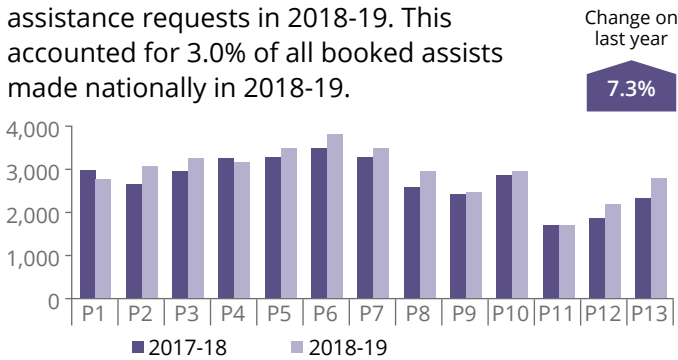


# GREATER ANGLIA

## Accessibility and inclusion

### Booked assistance volumes

Greater Anglia received **38,657** booked assistance requests in 2018-19. This accounted for 3.0% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

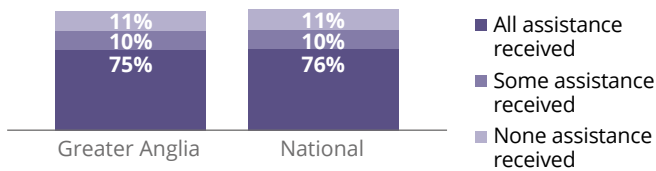
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **470** times by Greater Anglia.

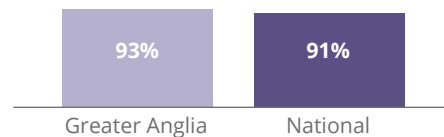
### Passenger experience of booked assistance, 2018-19

#### Passenger outcome for assistance that was booked (all passengers)



Note: may not add up to 100% as 'unsure/don't know' are not shown.

#### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



#### Satisfaction with assistance at the station (for those passengers met by staff)



#### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

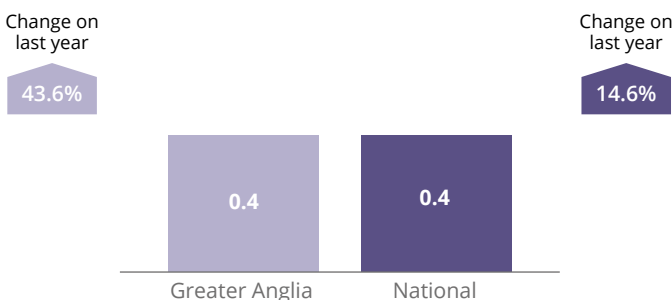


Sample size: 155

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 601 Greater Anglia staff received disability and equality awareness training.
- All staff receive dedicated disability awareness training as part of Greater Anglia's induction programme or as part of specific departmental training.
- An external training provider has developed a bespoke training package for Greater Anglia. Greater Anglia has also developed their own programme using a number of resources.

A full description of Greater Anglia's disability training activities in 2018-19 can be viewed here on our website:

<https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

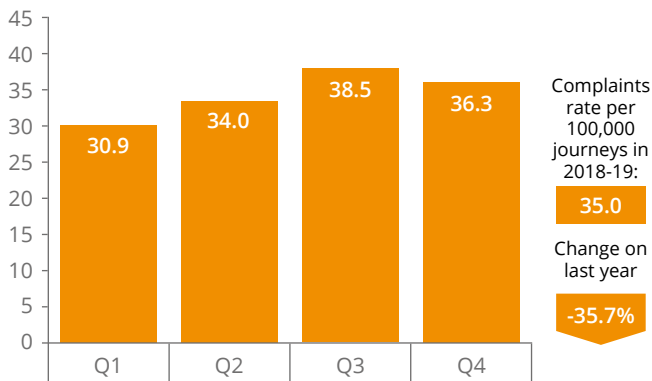




# GREATER ANGLIA

## Complaints handling and delay compensation

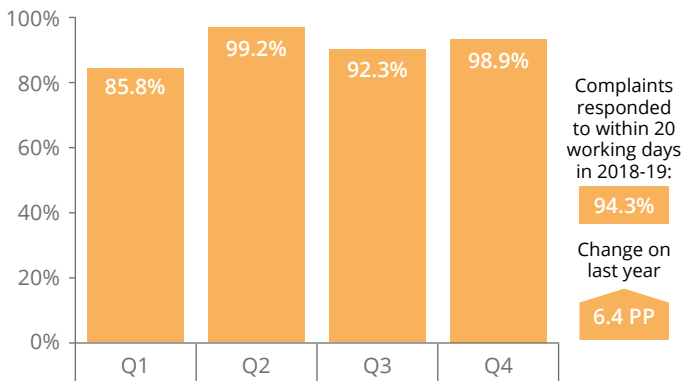
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
32.1%	Punctuality/reliability (i.e. the train arriving/ departing on time)	-12.0 PP
9.3%	Ticketing and refunds policy	3.3 PP
7.2%	Ticket buying facilities	-7.1 PP
6.6%	Facilities on board	4.7 PP
5.4%	Sufficient room for all passengers to sit/ stand	3.8 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

Greater Anglia's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

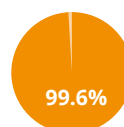
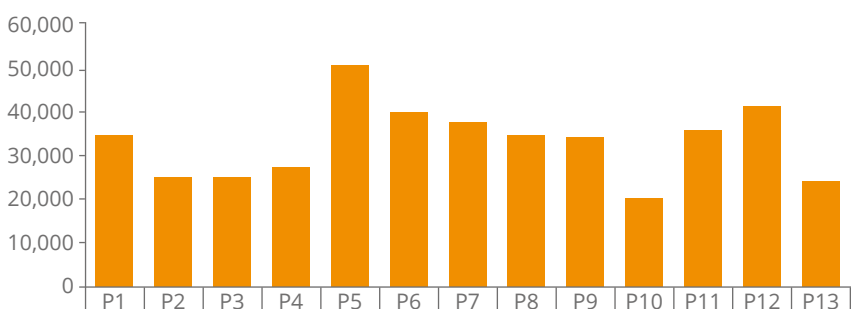
Greater Anglia reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- In response to customer feedback, Greater Anglia reversed the decision to only sell advance tickets online.
- Updated TVM software to improve the reliability of machines at rural stations.

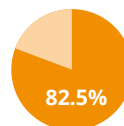
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

Greater Anglia closed **426,758** delay compensation claims in 2018-19.



Greater Anglia responded to 99.6% of delay compensation claims within 20 working days in 2018-19.



Greater Anglia approved 82.5% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# HEATHROW EXPRESS

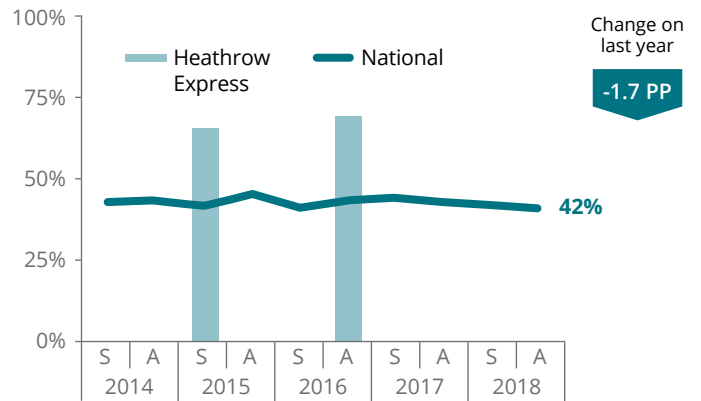
## Provision of information to passengers

**Key facts**

**Owner group:** Heathrow Airport Holdings  
**Operator:** Heathrow Express  
**Operation start date:** 28 June 1998  
**Employees:** 160  
**Operated stations:** 3  
**Sector:** Provides an airport rail link between London Heathrow Airport and Paddington  
**Passenger journeys per annum:** 6.2 million

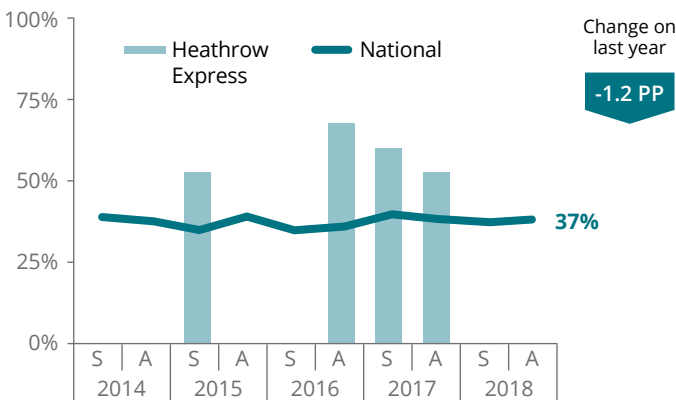
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



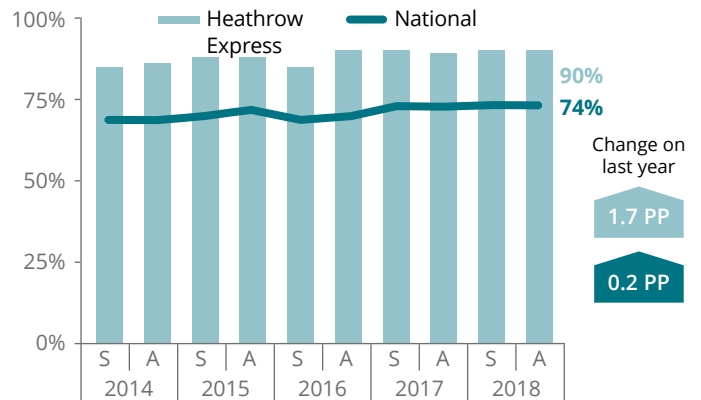
PP = percentage point change; Data not available for all waves due to low response rates. Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change; Data not available for all waves due to low response rates. Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – October 2016.
- Local Plan – May 2018.

We are aware that Heathrow Express are working on an update to its local plan and we have met with it to discuss the development of this draft.

### Actions to improve information for passengers, 2018-19

Heathrow Express reports it has made the following changes to improve information to its passengers:

- Hot lessons learnt reviews following every contingency incident to ensure improvements are made and customer feedback considered
- Developed a step by step guide for our duty managers to follow to ensure passengers are being updated in a timely manner through all available channels (web, app, social media)
- Working with GWR and HAL Rail to improve on-board and platform announcements.

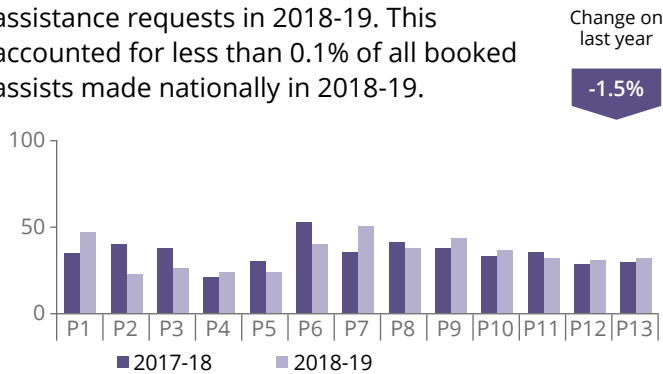


# HEATHROW EXPRESS

## Accessibility and inclusion

### Booked assistance volumes

Heathrow Express received **459** booked assistance requests in 2018-19. This accounted for less than 0.1% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 no alternative accessible transport was provided by Heathrow Express, principally due to all its station being fully accessible.

## Passenger experience of booked assistance, 2018-19

No data is available on this Heathrow Express' performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19

Accessibility complaint data is not available for Heathrow Express in 2018-19.

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 66 Heathrow Express staff received disability and equality awareness training.
- Heathrow Express frontline staff receive disability and equality awareness training as part of their induction which is then refreshed annually.
- Training is delivered by an in-house training team.

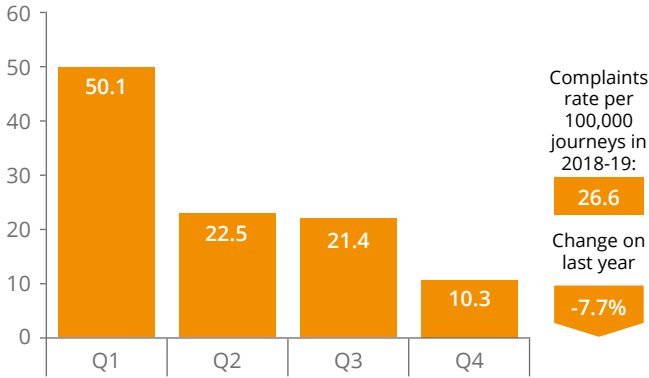
A full description of Heathrow Express's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# HEATHROW EXPRESS

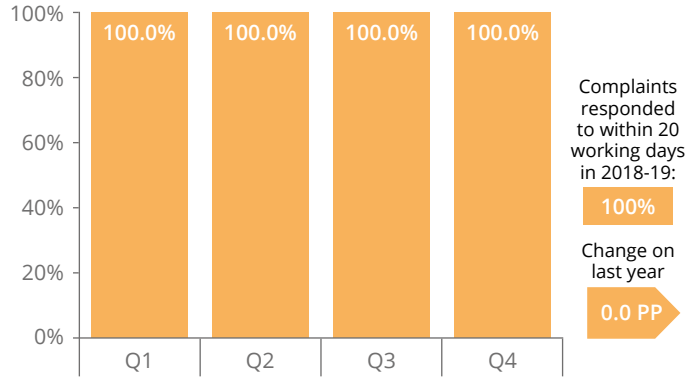
## Complaints handling and delay compensation

Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies  
Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
31.8%	Punctuality/reliability (i.e. the train arriving/ departing on time)	-3.8 PP
28.6%	Ticket buying facilities	-3.9 PP
9.5%	Environmental	4.1 PP
9.1%	Provision of information on website or mobile apps	2.0 PP
7.4%	The attitudes and helpfulness of the staff at station	1.4 PP

PP = percentage point change  
Source: Train Operating Companies  
Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

Heathrow Express' Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

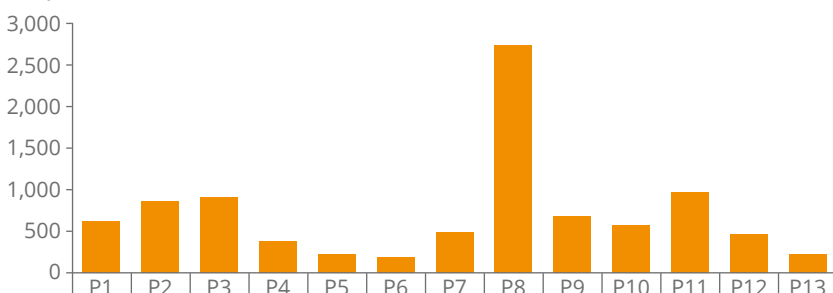
Heathrow Express reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Heathrow Express investigated a number of complaints relating to ticket buying facilities. A new website and mobile app will be launched in June 2019 to improve the overall ticket buying experience for customers.

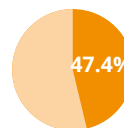
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

Heathrow Express closed **9,226** delay compensation claims in 2018-19.



Heathrow Express responded to 100.0% of delay compensation claims within 20 working days in 2018-19.



Heathrow Express approved 47.4% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# HULL TRAINS

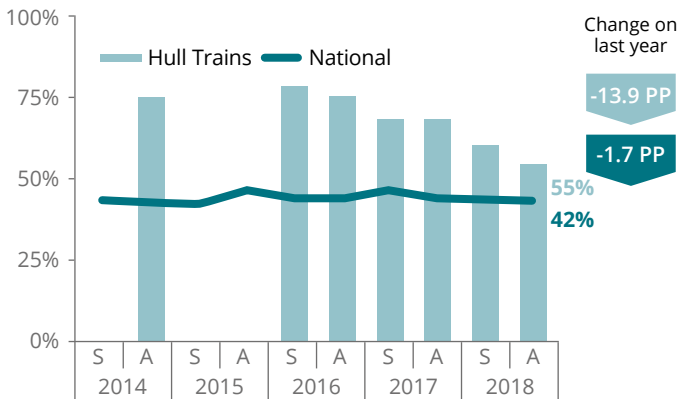
## Provision of information to passengers

**Key facts**

**Owner group:** FirstGroup  
**Open access operator:** Hull Trains  
**Track access agreement end date:** December 2029  
**Employees:** 122  
**Operated stations:** 0  
**Sector:** Long distance  
**Passenger journeys per annum:** 1.0 million

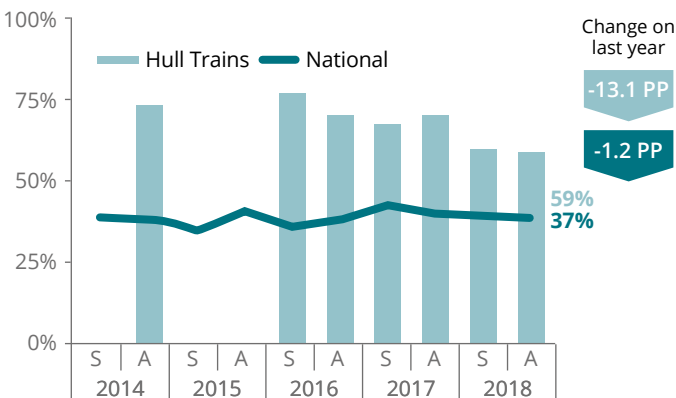
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



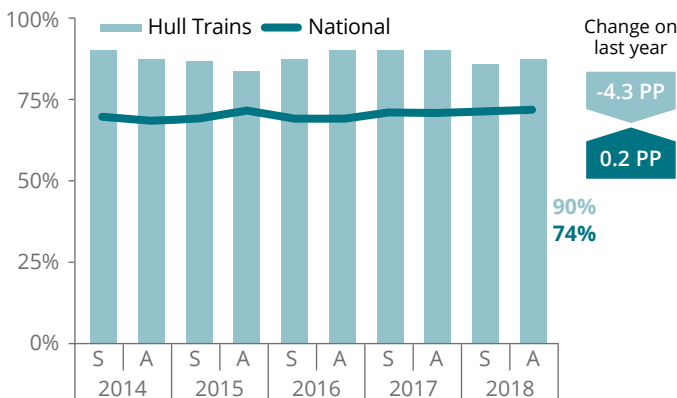
PP = percentage point change; Data not available for all waves due to low response rates. Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change; Data not available for all waves due to low response rates. Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of practice – Oct 2016
- Local plan – May 2017

The information is up to date. Local Plans should be reviewed annually.

### Actions to improve information for passengers, 2018-19

Hull Trains reports it has made the following changes to improve information to its passengers:

- Launched a new website.



# HULL TRAINS

## Accessibility and inclusion

### Booked assistance volumes

Data on the volume of booked assistance requests received in each rail period is available for each train operator that manages a station. This data is therefore not available for Hull Trains because they do not manage any stations.

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

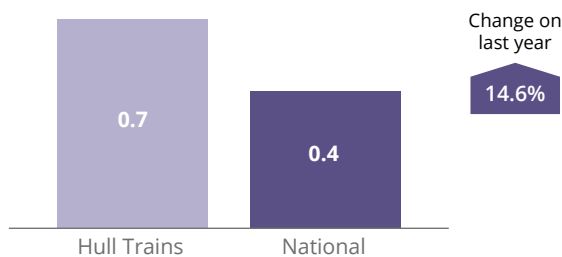
In 2018-19 alternative accessible transport was provided **7** times by Hull Trains.

### Passenger experience of booked assistance, 2018-19

Data on passenger satisfaction with booked assistance is not available for Hull Trains as they do not manage any stations.

Source: Research by Breaking Blue  
 When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Note: Hull Trains received a low number of accessibility complaints (6 in 2017-18, and 7 in 2018-19). Due to the low numbers a percentage change for Hull Trains has not been provided

Source: Train Operating Companies  
 Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 23 Hull Trains staff received disability and equality awareness training.
- Hull Train's training was predominantly delivered to staff new to the organisation as part of their induction programme.
- Hull Train's disability awareness and equality training continues to be provided by their sister operator TransPennine Express.

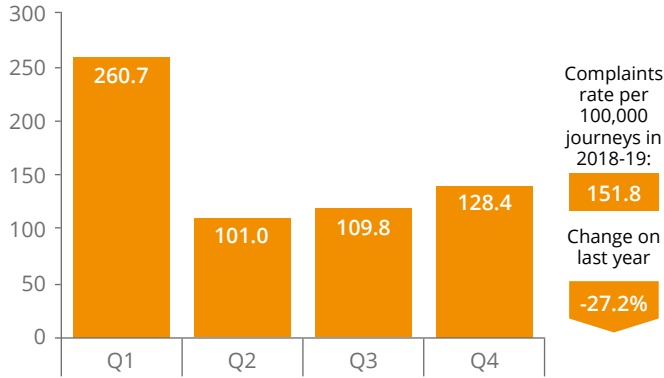
A full description of Hull Trains' disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# HULL TRAINS

## Complaints handling and delay compensation

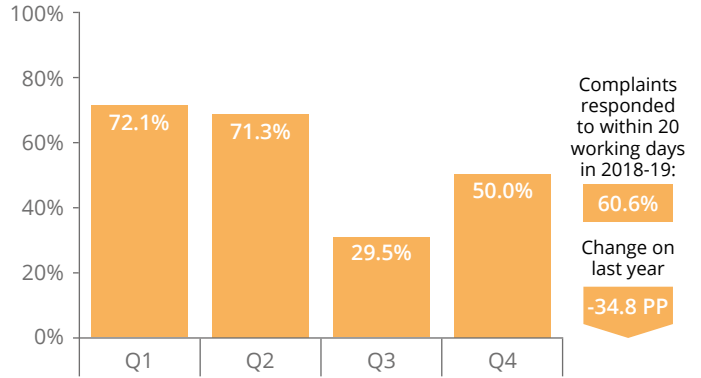
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
36.4%	Punctuality/reliability (i.e. the train arriving/ departing on time)	5.3 PP
18.8%	Upkeep and repair of the train	6.7 PP
7.0%	Facilities on board	-7.5 PP
6.4%	Sufficient room for all passengers to sit/ stand	-3.0 PP
4.1%	The helpfulness and attitude of staff on train	-1.5 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

Hull Trains' Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

Hull Trains reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

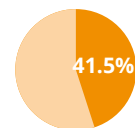
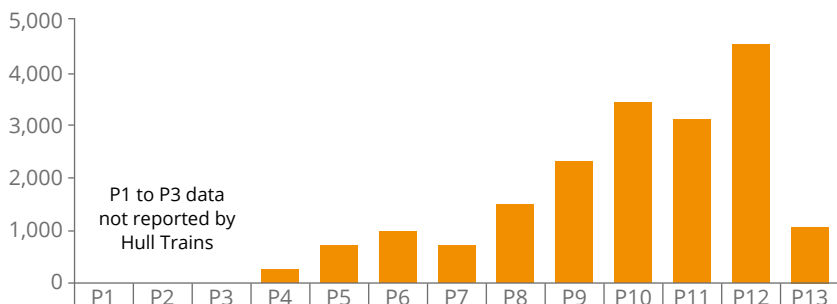
- Employed additional staff to improve delay repay processing times.
- Hull Trains revised their pricing on tickets for less populated services to encourage passengers to travel at alternative times to address crowding complaints.

A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here:

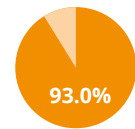
<https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

Hull Trains closed **18,540** delay compensation claims in 2018-19.



Hull Trains responded to 41.5% of delay compensation claims within 20 working days in 2018-19.



Hull Trains approved 93.0% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# LONDON NORTH EASTERN RAILWAY

## Provision of information to passengers

### Key facts



**Owner group:** DfT OLR Holdings Limited  
**Operator:** London North Eastern Railway  
**Franchise:** InterCity East Coast  
**Franchise period:** 24 June 2018- \*  
**Employees:** 3,012  
**Operated stations:** 11  
**Sector:** Long distance  
**Passenger journeys per annum:** 22.3 million

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



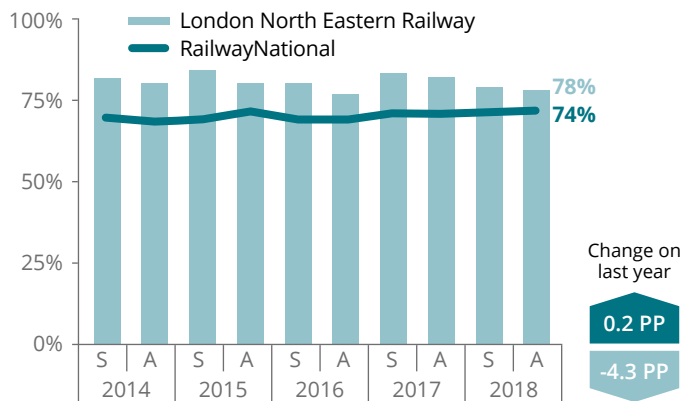
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – June 2018

LNER is currently reviewing its local plan and has provided a draft version of this. For now, the date of the published version remains as above although we have provided feedback on the draft copy and await this being published in the near future.

### Actions to improve information for passengers, 2018-19

London North Eastern Railway reports it has made the following changes to improve information to its passengers:

- It is working on a personal communications tool. It expects to launch this at the end of May to advise of changes to platforms/delays and cancellations.



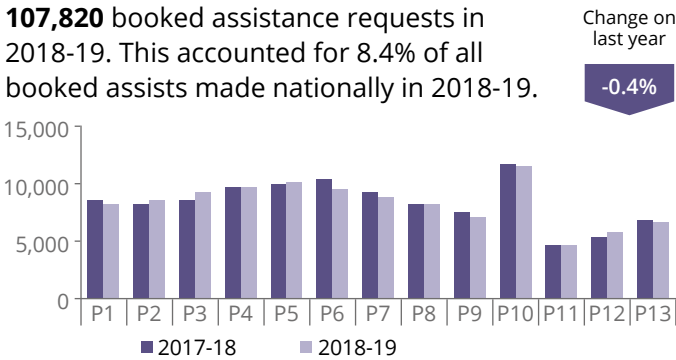


# LONDON NORTH EASTERN RAILWAY

## Accessibility and inclusion

### Booked assistance volumes

London North Eastern Railway received **107,820** booked assistance requests in 2018-19. This accounted for 8.4% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

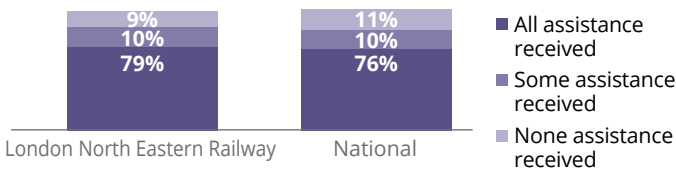
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **52** times by London North Eastern Railway.

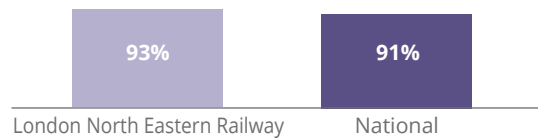
### Passenger experience of booked assistance, 2018-19

#### Passenger outcome for assistance that was booked (all passengers)

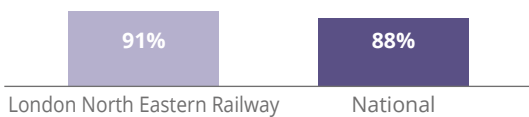


Note: may not add up to 100% as 'unsure/don't know' are not shown.

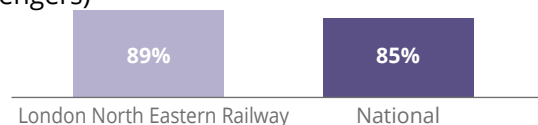
#### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



#### Satisfaction with assistance at the station (for those passengers met by staff)



#### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

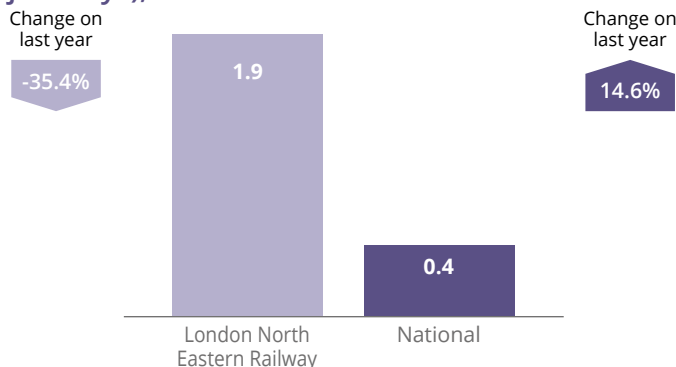


Sample size: 495

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 372 London North Eastern Railway staff received disability and equality awareness training.
- All new LNER staff receive disability awareness training as part of their induction. In 2018-19, a total of 372 staff attended LNER's induction programme and 213 front line staff undertook the full disability awareness training course.
- The content of LNER's training programmes are based on the training guides developed by the Rail Delivery Group.

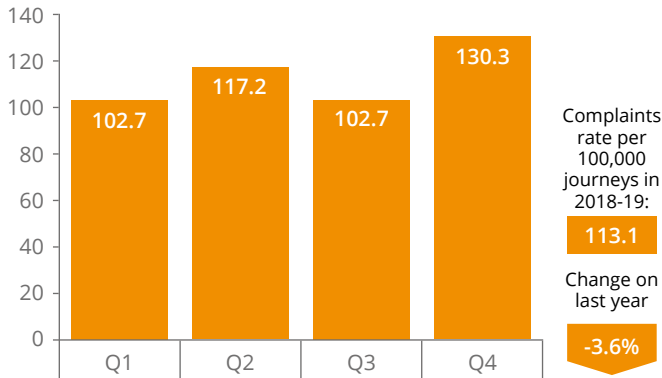
A full description of London North Eastern Railway's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# LONDON NORTH EASTERN RAILWAY

## Complaints handling and delay compensation

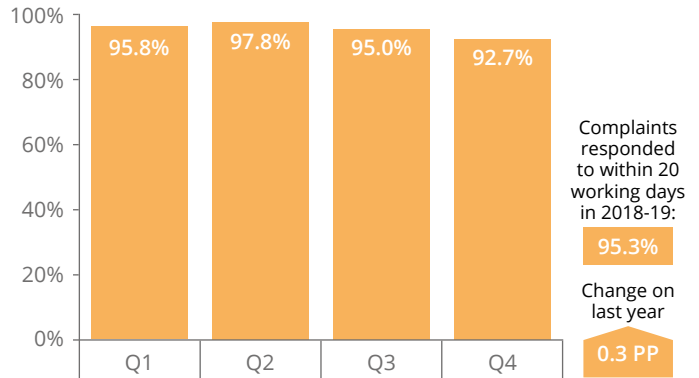
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
34.3%	Facilities on board	8.5 PP
11.9%	Ticket buying facilities - other	-9.7 PP
8.1%	Sufficient room for all passengers to sit/stand	-0.6 PP
7.5%	The helpfulness and attitude of staff on train	1.6 PP
5.6%	Ticketing and refunds policy	0.3 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

London North Eastern Railway's Complaints Handling Procedure can be viewed from here: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

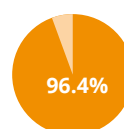
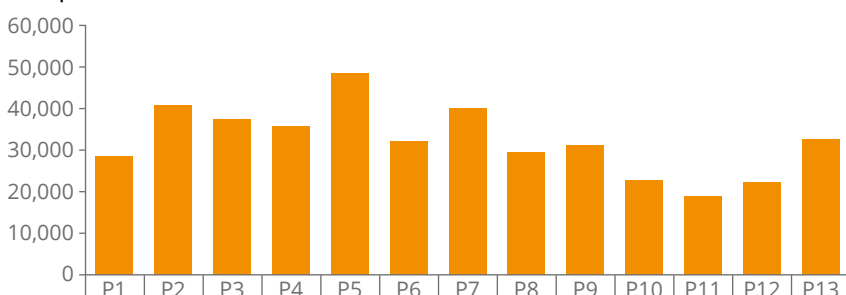
London North Eastern Railway reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- To address complaints about ticket buying facilities, London North Eastern Railway's have made improvements to their website.
- The introduction of new trains will address issues of crowding and on board facilities complaints.

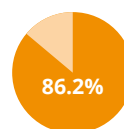
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

London North Eastern Railway closed **415,165** delay compensation claims in 2018-19.



London North Eastern Railway responded to 96.4% of delay compensation claims within 20 working days in 2018-19.



London North Eastern Railway approved 86.2% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# LONDON OVERGROUND

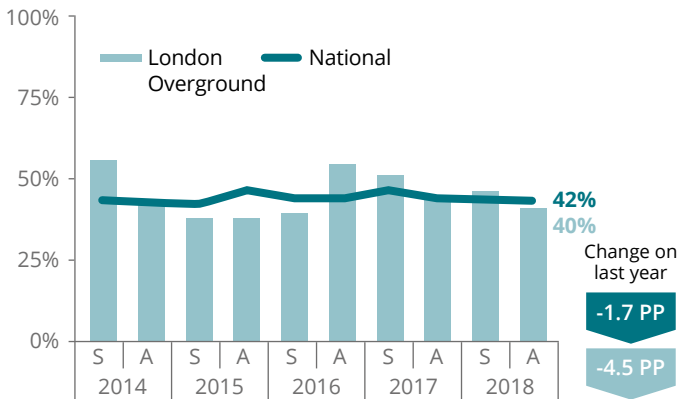
## Provision of information to passengers

**Key facts**

**Owner group:** Arriva UK Trains  
**Operator:** Arriva Rail London (ARL)  
**TfL concession:** London Overground  
**Concession period:** 13 November 2016 – 01 May 2024  
**Employees:** 1,451  
**Operated stations:** 81  
**Sector:** London and South East  
**Passenger journeys per annum:** 188.1 million

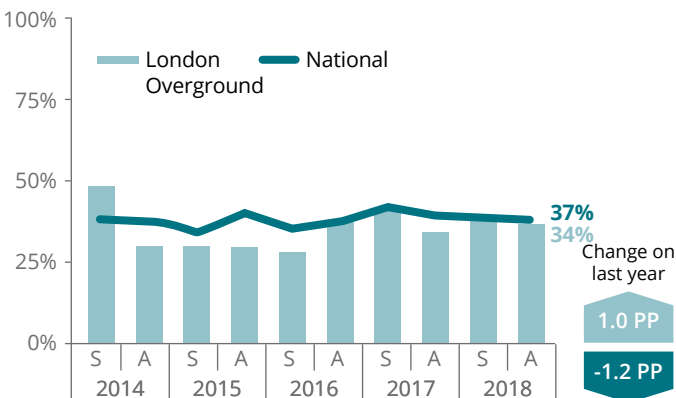
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



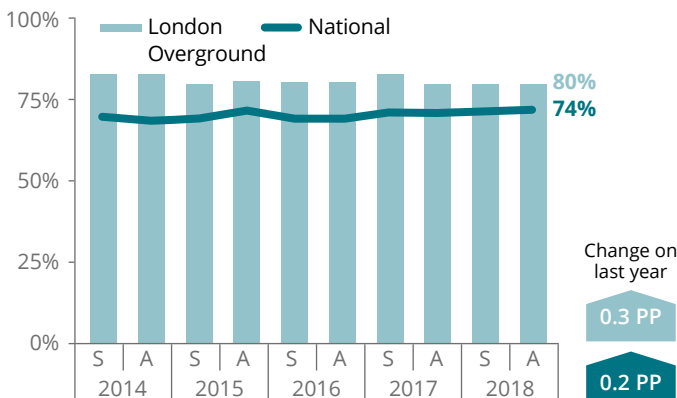
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – Nov 2016

A Local Plan review is required.

### Actions to improve information for passengers, 2018-19

London Overground reports it has taken some of the following actions to improve its provision of information to passengers:

- It is working with enhanced technology alongside staff training and behaviours to improve its provision of imparting timely and accurate information to its customers.
- At the Customer Experience Strategy level, it is undertaking an in depth review of how information is disseminated by its frontline teams, especially in times of disruption. It is examining whether the tools it uses are the most efficient and effective.

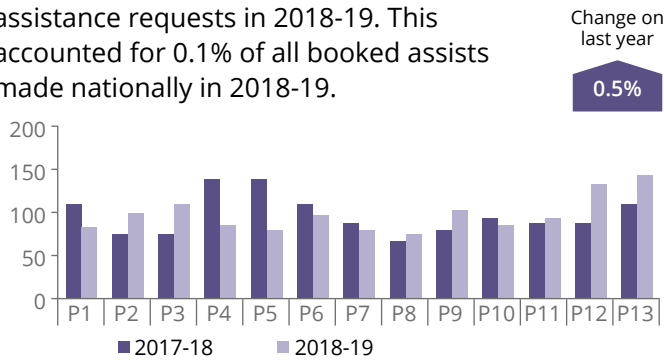


# LONDON OVERGROUND

## Accessibility and inclusion

### Booked assistance volumes

London Overground received **1,272** booked assistance requests in 2018-19. This accounted for 0.1% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **68** times by London Overground.

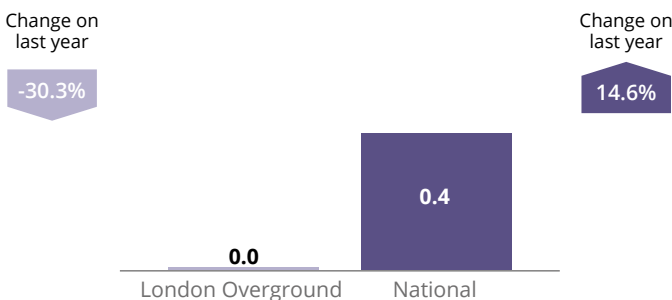
### Passenger experience of booked assistance, 2018-19

No data is available on this company's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Note: London Overground received 31 accessibility complaints during 2018-19. This may partly explain the low accessibility complaints rate.

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 763 London Overground staff received disability and equality awareness training.
- All new staff receive disability awareness training as part of their induction and all existing and non-frontline staff receive a refresher course annually.

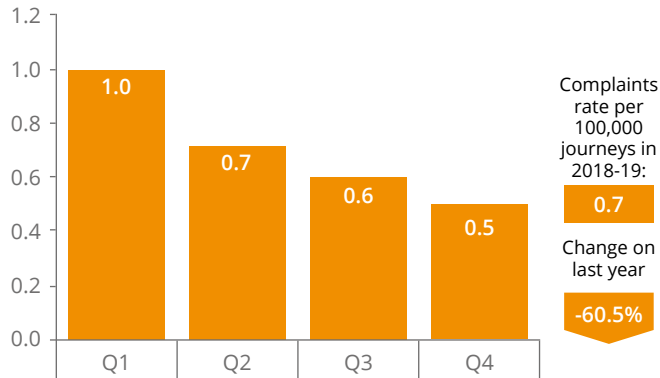
A full description of London Overground's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# LONDON OVERGROUND

## Complaints handling and delay compensation

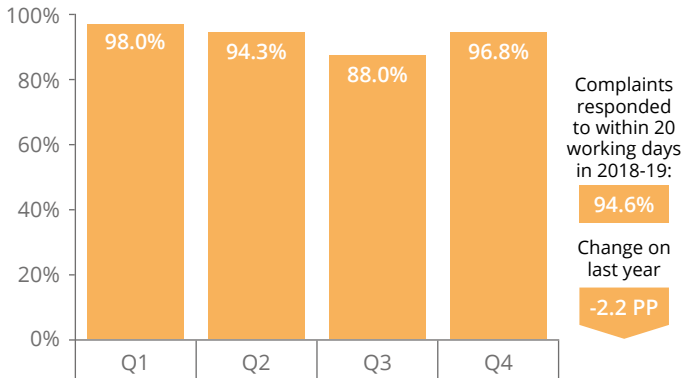
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
45.6%	Punctuality/reliability (i.e. the train arriving/ departing on time)	6.4 PP
15.4%	The attitudes and helpfulness of the staff at station	0.0 PP
4.8%	Timetabling	4.6 PP
4.7%	Your personal security on board	2.5 PP
4.5%	Provision of information on website or mobile apps	3.0 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

London Overground's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

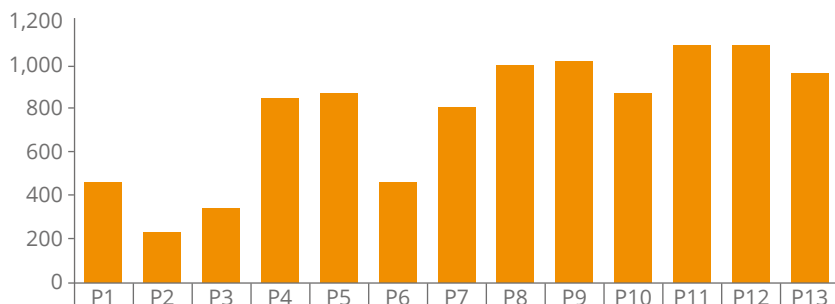
London Overground reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Developed targeted training programmes to improve staff conduct.
- Trialled predictive carriage occupancy technology to reduce crowding and improve the safety and security of passengers.

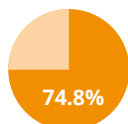
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

London Overground closed **9,931** delay compensation claims in 2018-19.



London Overground responded to 100.0% of delay compensation claims within 20 working days in 2018-19.



London Overground approved 74.8% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# MERSEYRAIL

## Provision of information to passengers

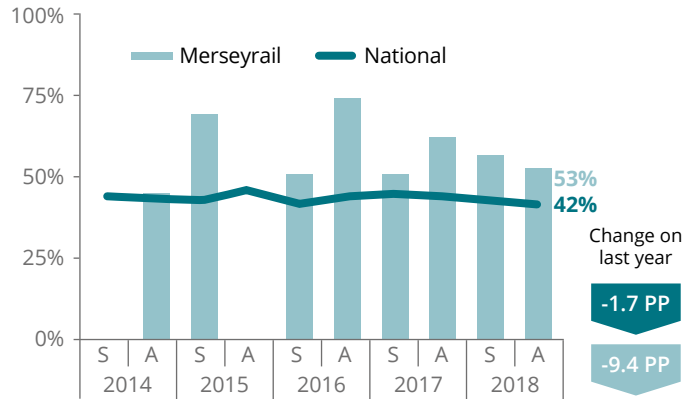
### Key facts



**Owner group:** Serco / Abellio  
**Operator:** Merseyrail  
**Franchise:** Merseyrail  
**Franchise period:** 20 July 2003 – 22 July 2028  
**Employees:** 1,206  
**Operated stations:** 66  
**Sector:** Regional  
**Passenger journeys per annum:** 42.1 million

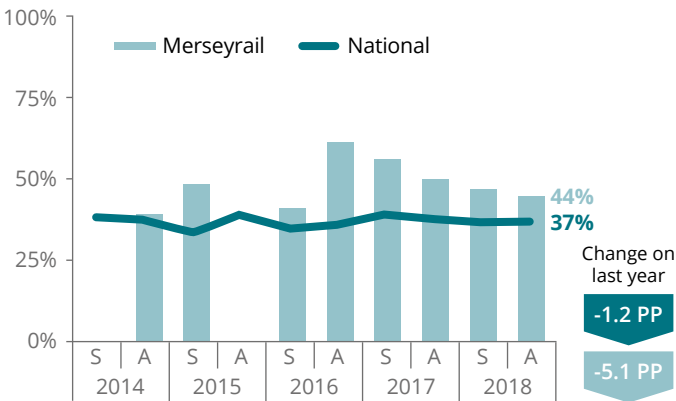
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



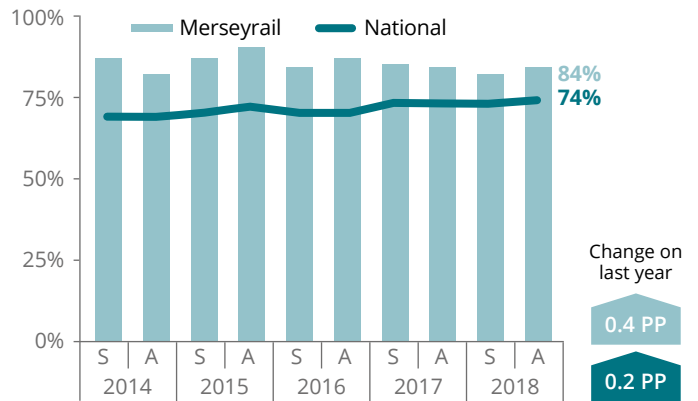
PP = percentage point change; Data not available for all waves due to low response rates. Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change; Data not available for all waves due to low response rates. Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41)

- Code of Practice – October 2016
- Local Plan – June 2018.

ORR has reviewed and provided feedback on the current version of the local plan. We also have arranged a meeting to discuss this face to face.

### Actions to improve information for passengers, 2018-19

Merseyrail reports it has taken some of the following actions to improve its provision of information to passengers:

- Introduced new digital channels to link its control room, managers and stations together during disruption
- Launched a new approach to managing information disruption including more PA announcements and greater visibility of colleagues to help
- Continued to offer support to customers in real time through its dedicated social media service.

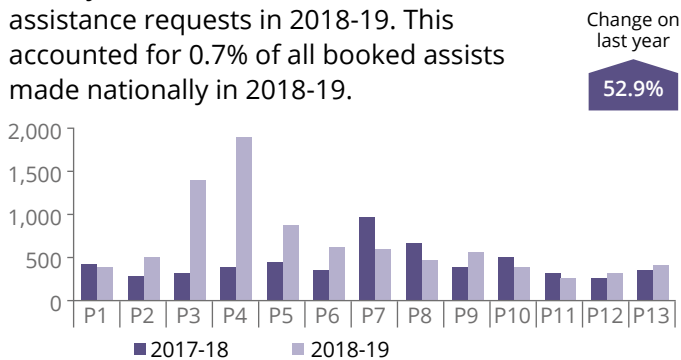


# MERSEYRAIL

## Accessibility and inclusion

### Booked assistance volumes

Merseyrail received **8,677** booked assistance requests in 2018-19. This accounted for 0.7% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **345** times by Merseyrail.

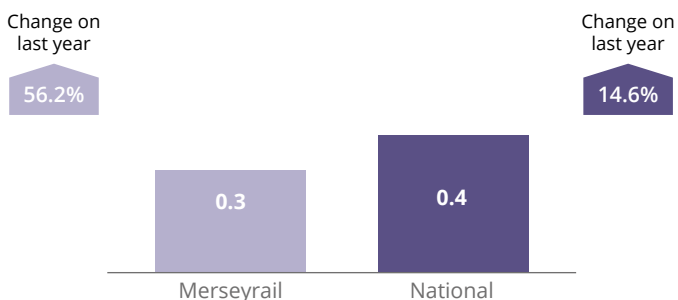
### Passenger experience of booked assistance, 2018-19

No data is available on Merseyrail's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 1,140 Merseyrail staff received disability and equality awareness training.
- Merseyrail have a dedicated disability awareness training package.
- Staff training needs are appraised through risk assessments and Merseyrail staff undertake the training level which is most appropriate for their needs.

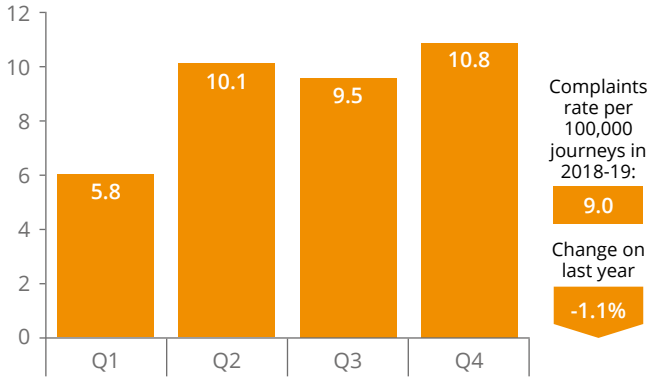
A full description of Merseyrail's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# MERSEYRAIL

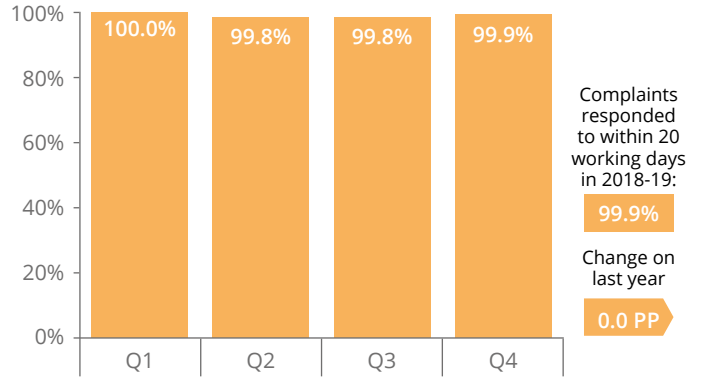
## Complaints handling and delay compensation

Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies  
Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
37.6%	Punctuality/reliability (i.e. the train arriving/ departing on time)	-0.5 PP
6.4%	The attitudes and helpfulness of the staff at station	0.0 PP
5.6%	Ticket buying facilities	-1.6 PP
5.6%	Your personal security on board	1.5 PP
3.9%	Other policy	0.5 PP

PP = percentage point change  
Source: Train Operating Companies  
Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

Merseyrail's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

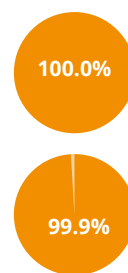
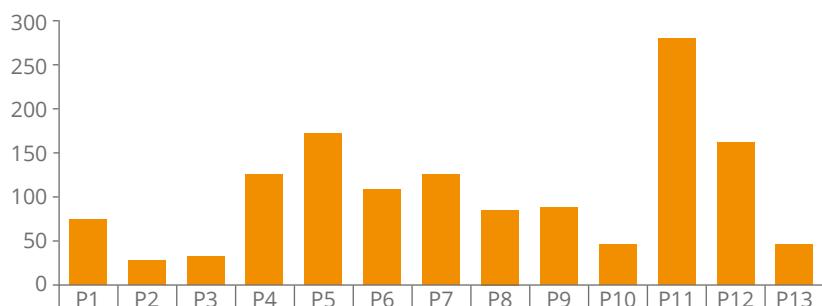
Merseyrail reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Increased the number of TVM's in response to increased demand.
- In response to complaints about staff helpfulness, Merseyrail have introduced targeted staff training focusing on responding to customers and conflict resolution.

A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

Merseyrail closed **1,362** delay compensation claims in 2018-19.



Merseyrail responded to 100.0% of delay compensation claims within 20 working days in 2018-19.

Merseyrail approved 99.9% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)





# NORTHERN

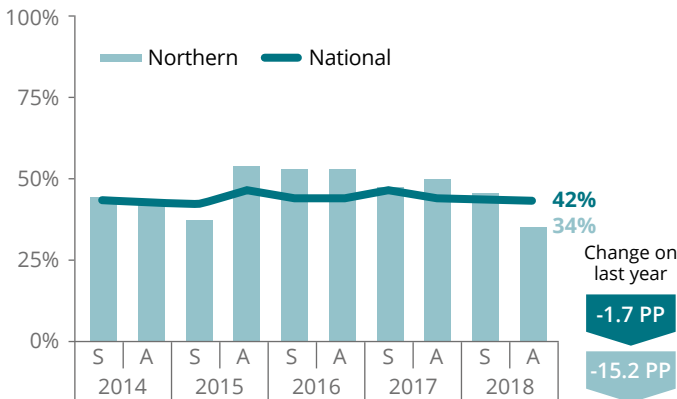
## Provision of information to passengers

**Key facts**

**Owner group:** Arriva UK Trains  
**Operator:** Northern  
**Franchise:** Northern  
**Franchise period:** 01 April 2016 – 31 March 2025  
**Employees:** 6,183  
**Operated stations:** 478  
**Sector:** Regional  
**Passenger journeys per annum:** 101.3 million

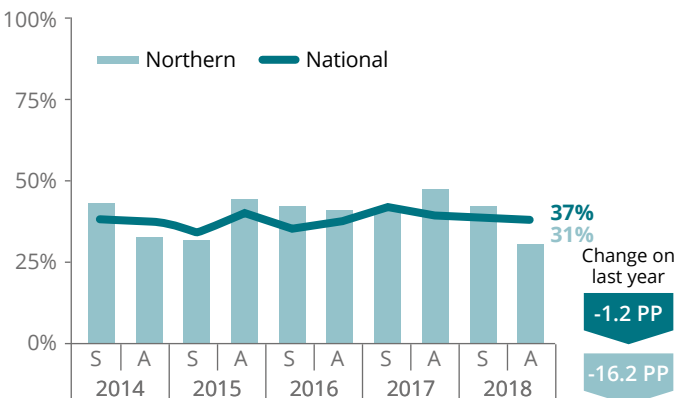
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



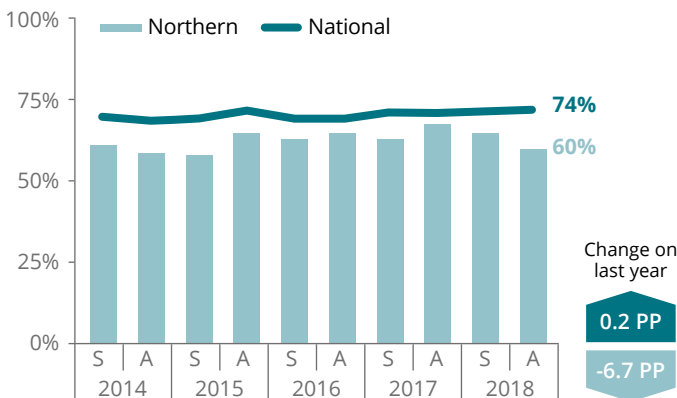
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

## Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – none
- Local Plan – Apr 2016

We have reviewed and provided feedback on the published local plan. However, a link to the Code of Practice needs to be published on the same page as the local plan.

## Actions to improve information for passengers, 2018-19

Northern reports it has made the following changes to improve information to its passengers:

- It has re-written its process for disseminating information to ensure accuracy and timeliness of information.
- It has also taken steps to improve the consistency of delay information and advice across web pages, posters and announcements.
- It has invested in 56 new information screens at stations on its network, providing clear and comprehensive information



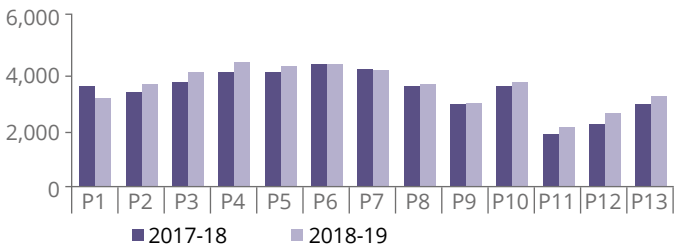
# NORTHERN

## Accessibility and inclusion

### Booked assistance volumes

Northern received **47,209** booked assistance requests in 2018-19. This accounted for 3.7% of all booked assists made nationally in 2018-19.

Change on last year  
**4.5%**



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

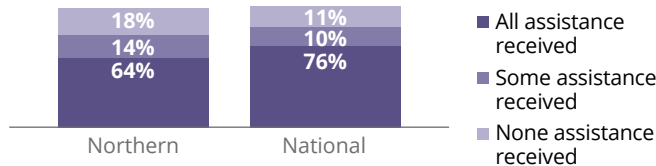
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **360** times by Northern.

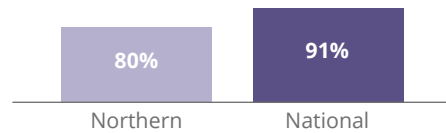
### Passenger experience of booked assistance, 2018-19

#### Passenger outcome for assistance that was booked (all passengers)

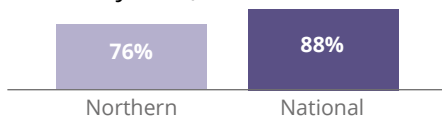


Note: may not add up to 100% as 'unsure/don't know' are not shown.

#### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



#### Satisfaction with assistance at the station (for those passengers met by staff)



#### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

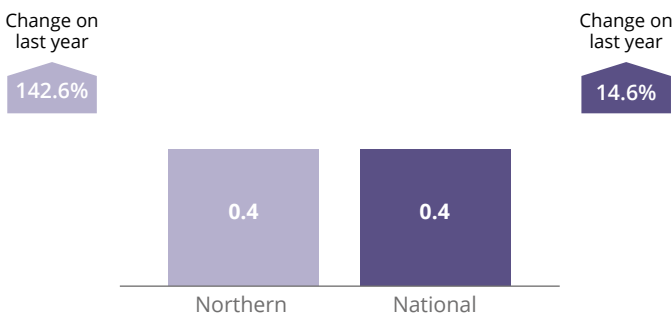


Sample size: 291

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 315 Northern staff received disability and equality awareness training.
- Trainee conductors and retail staff undertake dedicated mental health awareness training as part of their induction programme. Train ramp, wheelchair training, hidden disabilities and basic communication training is embedded within the course.
- Northern use a combination of classroom based and practical training.

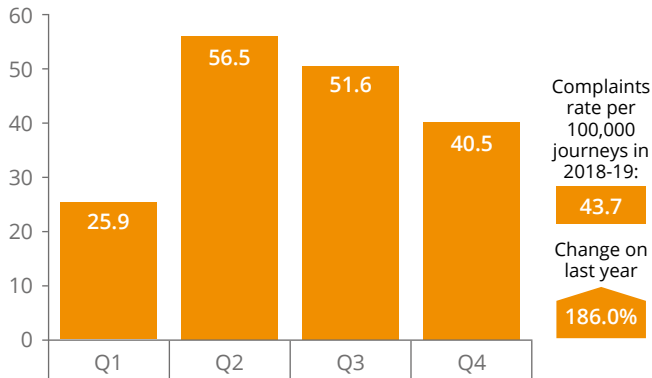
We therefore recommend reading the full detailed description of Northern's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# NORTHERN

## Complaints handling and delay compensation

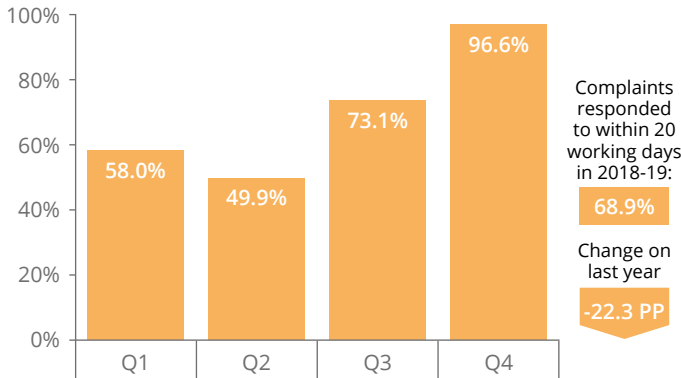
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
38.3%	Punctuality/reliability (i.e. the train arriving/ departing on time)	8.6 PP
5.5%	The helpfulness and attitude of staff on train	-0.8 PP
5.4%	Sufficient room for all passengers to sit/stand	-4.3 PP
5.0%	The attitudes and helpfulness of the staff at station	-2.1 PP
4.4%	Other – miscellaneous	-7.7 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

Northern's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

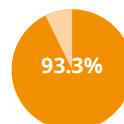
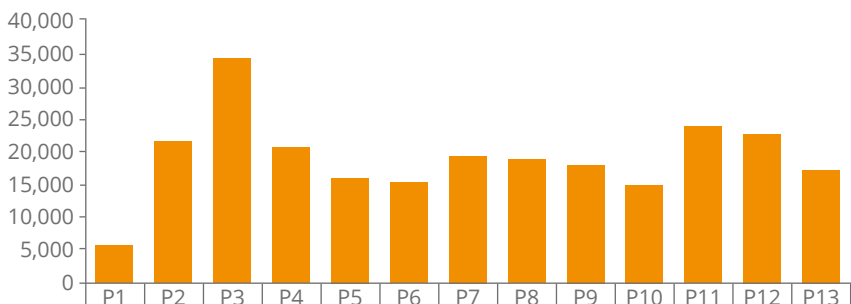
Northern reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Northern amended and improved the way Delay Repay is administered in response to passenger complaints.
- To address complaints about the helpfulness and attitude of staff, on-train staff have received additional training to improve communication and resolve customer issues.

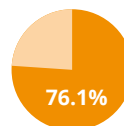
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

Northern closed **246,484** delay compensation claims in 2018-19.



Northern responded to 93.3% of delay compensation claims within 20 working days in 2018-19.



Northern approved 76.1% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# SCOTRAIL

## Provision of information to passengers

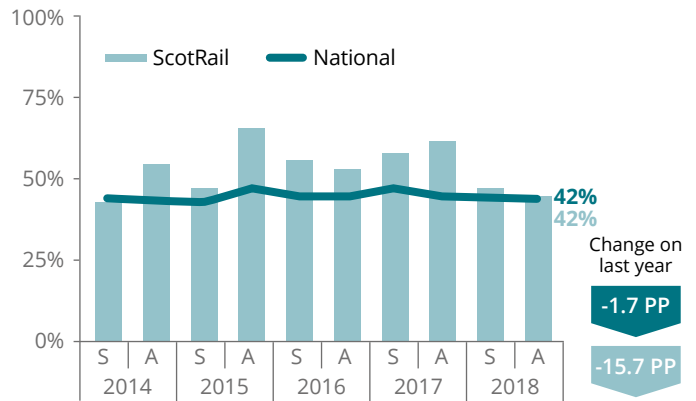
### Key facts



**Owner group:** Abellio  
**Operator:** Abellio ScotRail  
**Franchise:** ScotRail  
**Franchise period:** 1 April 2015 – 21 March 2025  
**Employees:** 5,168  
**Operated stations:** 354  
**Sector:** Scotland  
**Passenger journeys per annum:** 97.8 million

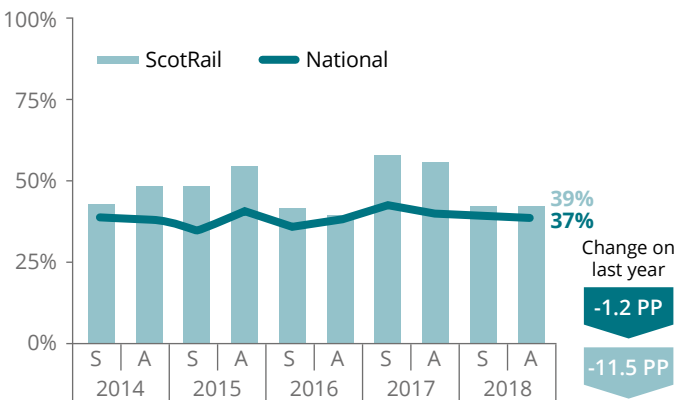
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



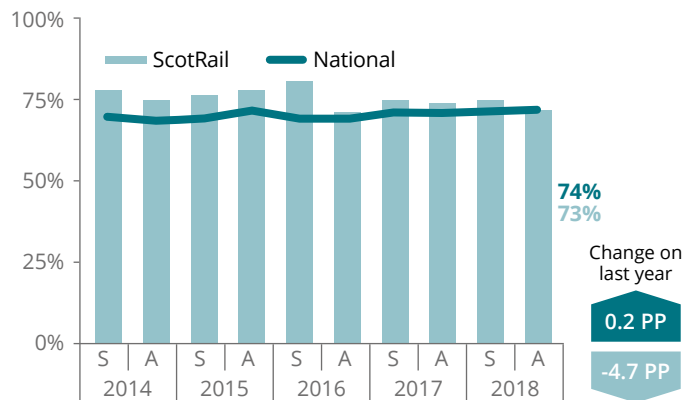
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – October 2016.
- Local Plan – pending.

We have seen a draft of an updated local plan and after providing our feedback, we are in the process of arranging a meeting to discuss the progress being made.

### Actions to improve information for passengers, 2018-19

ScotRail reports it has made the following changes to improve information to its passengers:

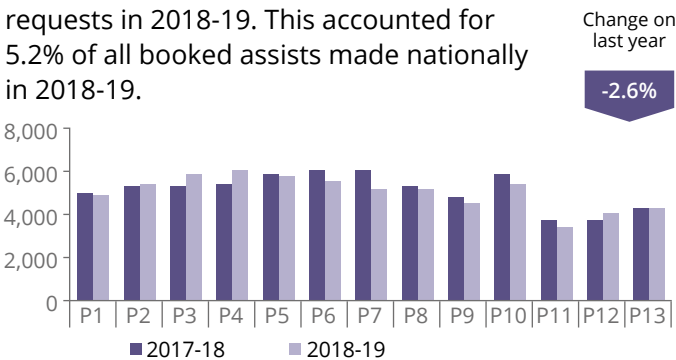
- It has introduced functionality for passengers to see where their train was last reported and provide additional delay reasons.
- It has also created an extra post in control at weekends to focus on providing accurate customer information.
- It has also refurbished its Paisley customer service centre.



## Accessibility and inclusion

### Booked assistance volumes

ScotRail received **66,981** booked assistance requests in 2018-19. This accounted for 5.2% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

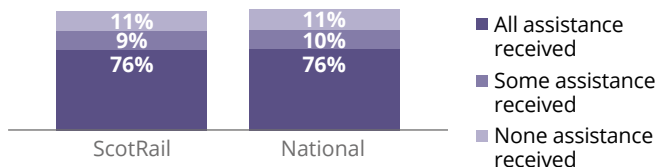
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **1,372** times by ScotRail.

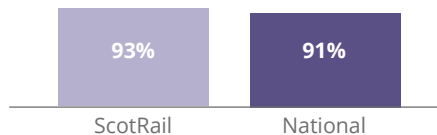
### Passenger experience of booked assistance, 2018-19

#### Passenger outcome for assistance that was booked (all passengers)

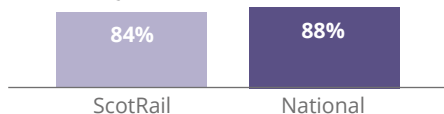


Note: may not add up to 100% as 'unsure/don't know' are not shown.

#### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



#### Satisfaction with assistance at the station (for those passengers met by staff)



#### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

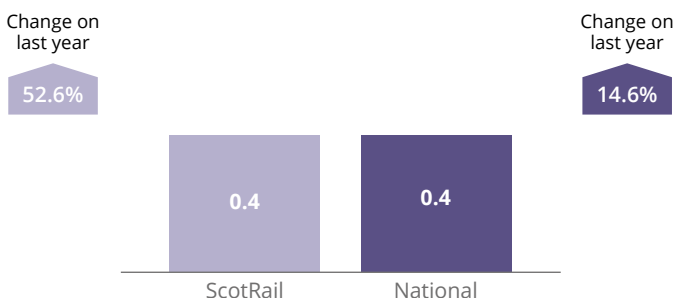


Sample size: 226

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 555 ScotRail staff received disability and equality awareness training.
- All new staff receive disability awareness training as part of their induction. Refresher training is undertaken on a cyclical basis.
- Scotrail's disability awareness training is delivered by both in-house trainers and specialist trainers.

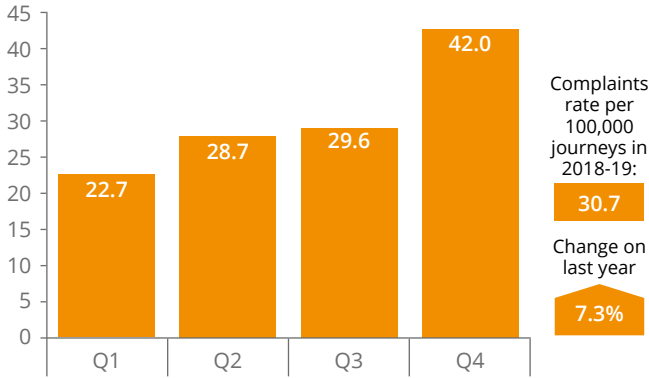
A full description of ScotRail's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# SCOTRAIL

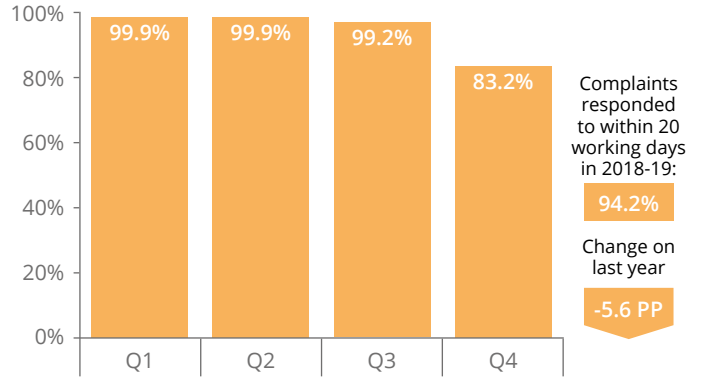
## Complaints handling and delay compensation

Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies  
Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
28.0%	Punctuality/reliability (i.e. the train arriving/ departing on time)	6.6 PP
11.4%	Sufficient room for all passengers to sit/ stand	4.6 PP
9.9%	Ticketing and refunds policy	0.5 PP
6.7%	The attitudes and helpfulness of the staff at station	0.3 PP
5.1%	Facilities on board	-0.2 PP

PP = percentage point change  
Source: Train Operating Companies  
Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

ScotRail's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

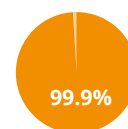
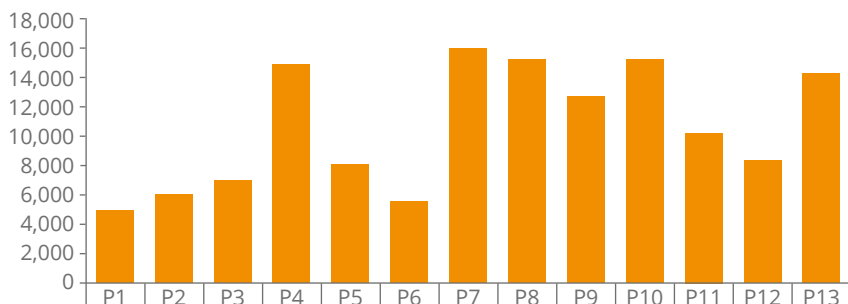
ScotRail reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- To address complaints about the helpfulness and attitude of staff, passenger-facing staff received additional training to improve communications and resolve customer issues.
- Introduced new trains to improve the provision of on-board facilities.

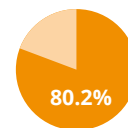
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

ScotRail closed **142,462** delay compensation claims in 2018-19.



ScotRail responded to 99.9% of delay compensation claims within 20 working days in 2018-19.



ScotRail approved 80.2% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# SOUTH WESTERN RAILWAY

## Provision of information to passengers

### Key facts

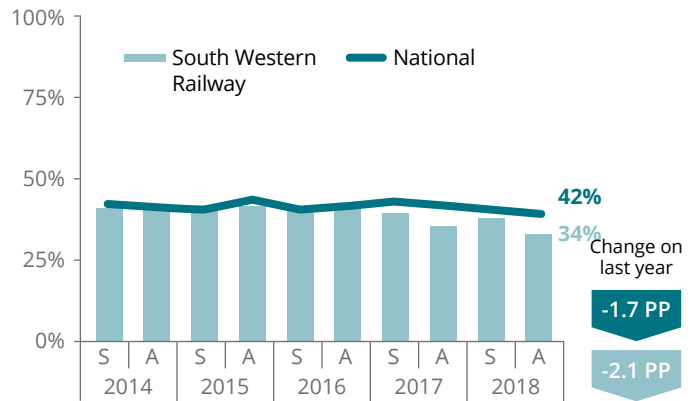


**Owner group:** FirstGroup & MTR  
**Operator:** South Western Railway  
**Franchise:** South Western  
**Franchise period:**  
**Employees:** 5,177  
**Operated stations:** 184  
**Sector:** London and South East  
**Passenger journeys per annum:** 216.0 million

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

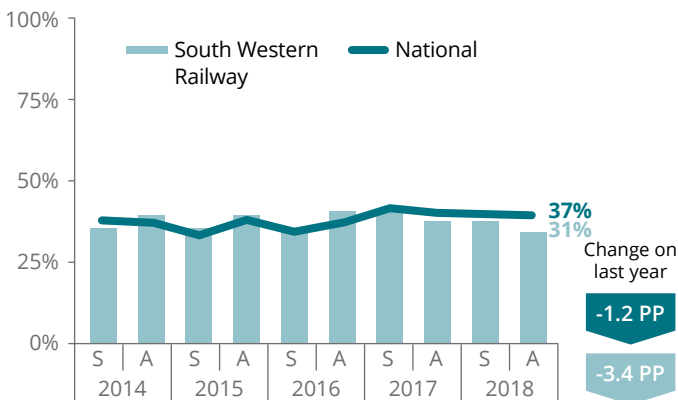


PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

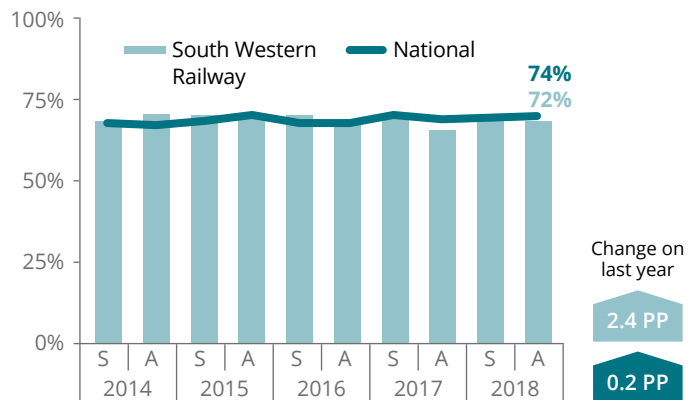


PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of practice – Oct 2016
- Local plan – October 2018

The information is up to date and ORR has provided feedback on the current version. Local Plans should be reviewed annually.

### Actions to improve information for passengers, 2018-19

South Western Railway reports it has made the following changes to improve information to its passengers:

Incident learning reviews continue to take place following significant disruption, with a focus on identifying potential improvements in passenger information provision.

It is currently undertaking a review based on the recommendations of Sir Michael Holden's Independent Performance Report. Actions will be taken to improve the overall passenger information flow.

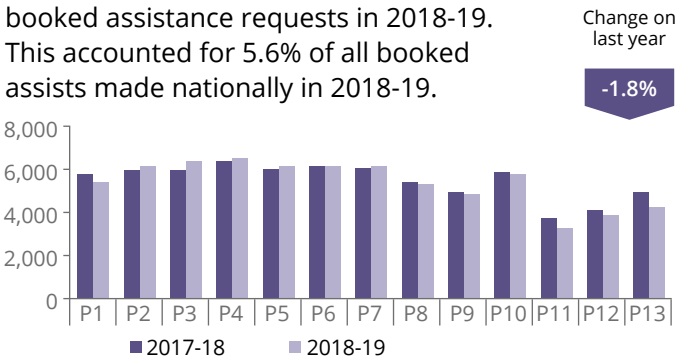


# SOUTH WESTERN RAILWAY

## Accessibility and inclusion

### Booked assistance volumes

South Western Railway received **71,779** booked assistance requests in 2018-19. This accounted for 5.6% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

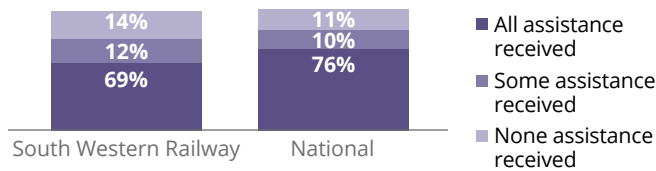
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **50** times by South Western Railway.

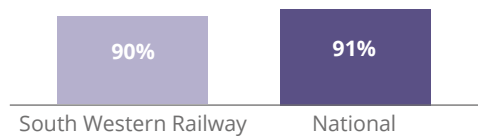
## Passenger experience of booked assistance, 2018-19

### Passenger outcome for assistance that was booked (all passengers)

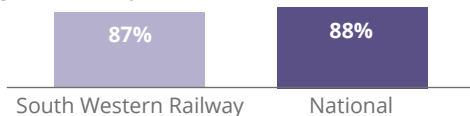


Note: may not add up to 100% as 'unsure/don't know' are not shown.

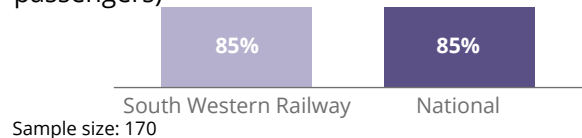
### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



### Satisfaction with assistance at the station (for those passengers met by staff)



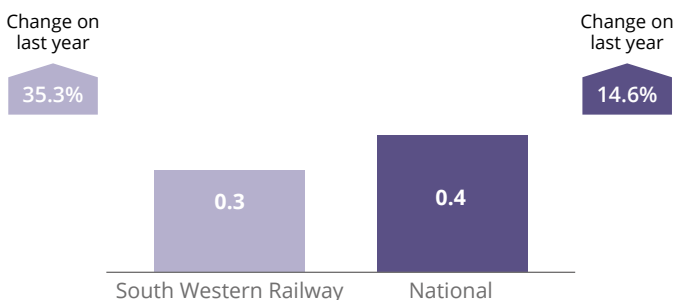
### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)



Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 491 South Western Railway staff received disability and equality awareness training.
- South Western Railway have a one day disability equality training based on the most recent RDG recommendations.
- The training course covers invisible impairments, mobility assistance, equipment training and communication.

A full description of South Western Railway's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

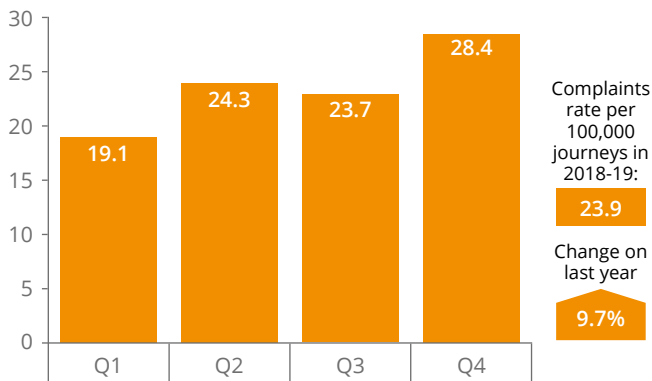




# SOUTH WESTERN RAILWAY

## Complaints handling and delay compensation

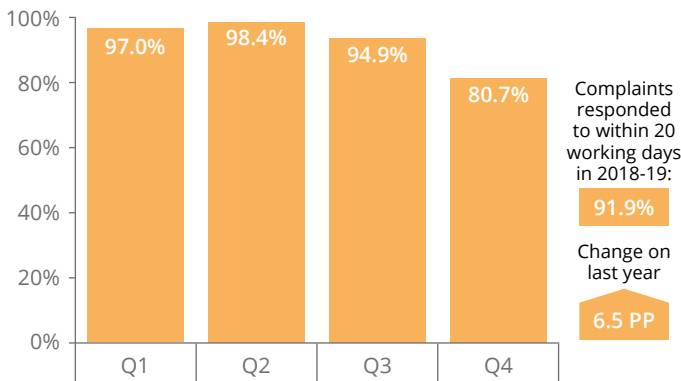
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
27.1%	Punctuality/reliability (i.e. the train arriving/ departing on time)	-8.1 PP
7.3%	Level of compensation	6.6 PP
6.7%	Claim rejected	5.3 PP
6.2%	Compensation claims process	1.7 PP
4.5%	The attitudes and helpfulness of the staff at station	-0.7 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

South Western Railway's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

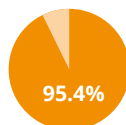
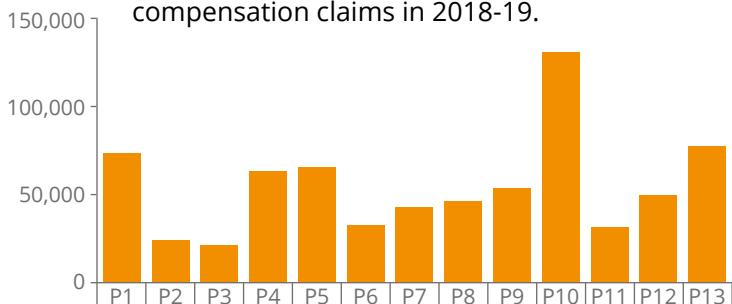
South Western Railway reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Amended and improved the way Delay Repay is administered to reduce claim rejections.
- Introduced automated delay repay for smartcard and advance season ticket holders to improve compensation complaints.

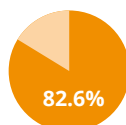
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

South Western Railway closed **760,543** delay compensation claims in 2018-19.



South Western Railway responded to 95.4% of delay compensation claims within 20 working days in 2018-19.



South Western Railway approved 82.6% of delay compensation claims closed in 2018-19.

Note: Period 13 data is subject to revision as South Western Railway were unable to provide figures on the final week of the period due to reconciliation issues with their new delay compensation system. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# SOUTHEASTERN

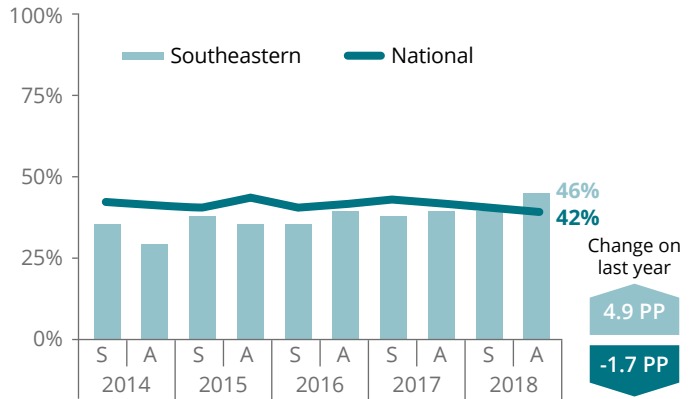
## Provision of information to passengers

**Key facts**

**Owner group:** Govia  
**Operator:** Southeastern  
**Franchise:** South Eastern  
**Franchise period:** 01 April 2006 – 10 November 2019  
**Employees:** 4,410  
**Operated stations:** 164  
**Sector:** London and South East  
**Passenger journeys per annum:** 183.2 million

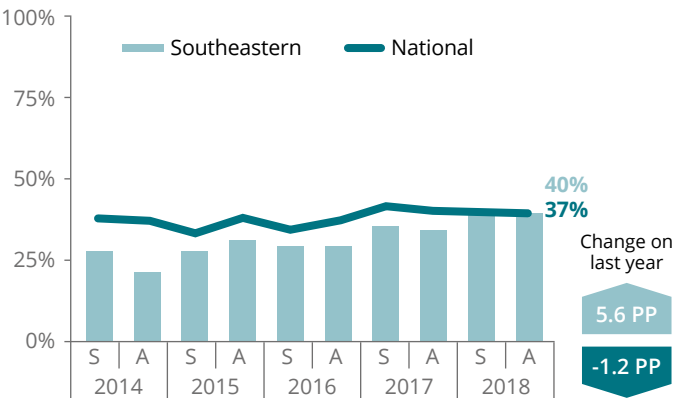
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



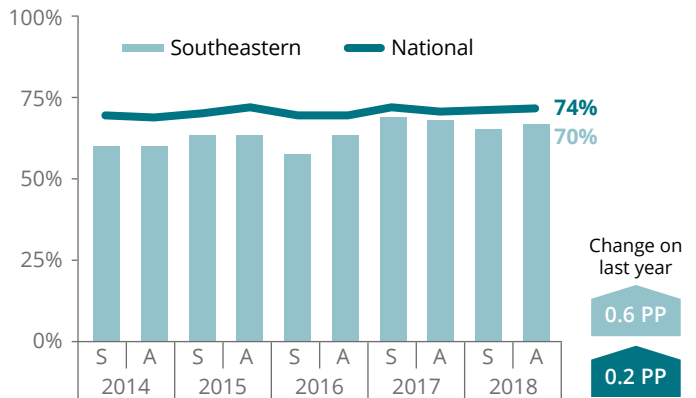
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – June 2019

An annual review of this is required each year and so while we previously approved the published plan, an updated version is required.

### Actions to improve information for passengers, 2018-19

Southeastern reports it has made the following changes to improve information to its passengers:

- It was the first to introduce a raft of CIS improvements including automatic delay repay announcements where circumstances qualify.
- It also introduced event driven messaging e.g. on arrival at a station where replacement buses are operating, train last reported and warning of future delays (if a currently on time train will be affected by disruption later on its journey).

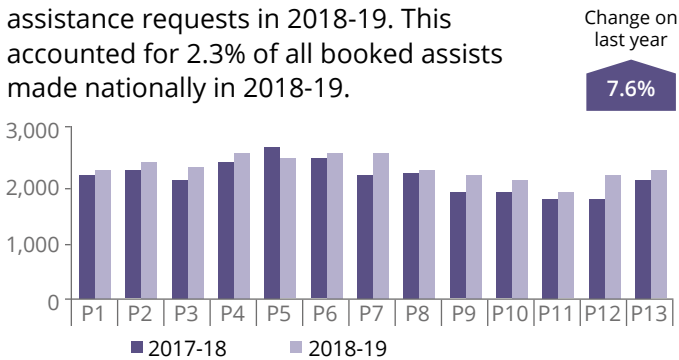


# SOUTHEASTERN

## Accessibility and inclusion

### Booked assistance volumes

Southeastern received **29,625** booked assistance requests in 2018-19. This accounted for 2.3% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

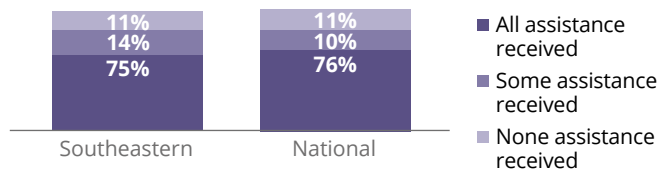
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **1,500** times by Southeastern.

### Passenger experience of booked assistance, 2018-19

#### Passenger outcome for assistance that was booked (all passengers)

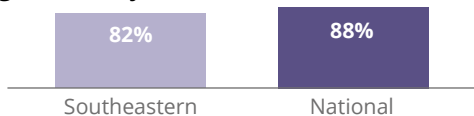


Note: may not add up to 100% as 'unsure/don't know' are not shown.

#### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



#### Satisfaction with assistance at the station (for those passengers met by staff)



#### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

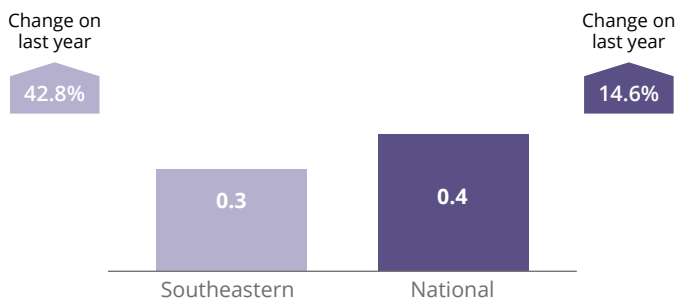


Sample size: 83

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 778 Southeastern staff received disability and equality awareness training.
- The majority of Southeastern's disability and equality training takes place as a part of the initial induction training for staff.
- Southeastern also provides visual impairment guiding sessions for Conductors which also includes information on Autism/Aspergers and dementia.

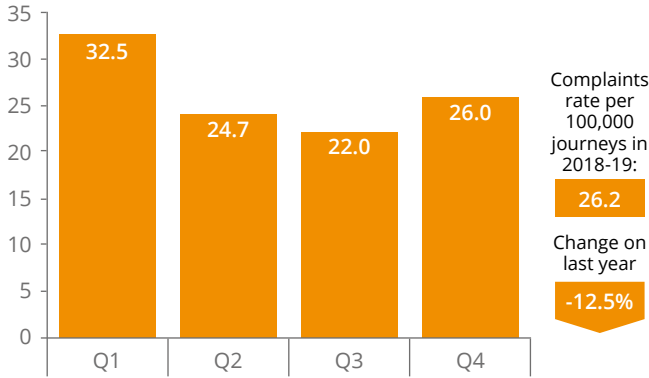
A full description of Southeastern's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# SOUTHEASTERN

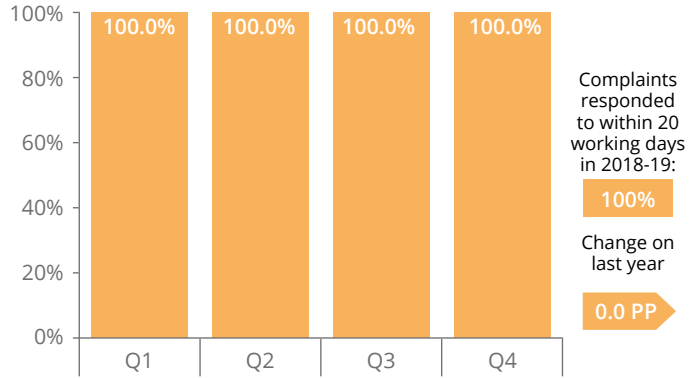
## Complaints handling and delay compensation

Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies  
Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
18.7%	Punctuality/reliability (i.e. the train arriving/ departing on time)	-0.5 PP
10.7%	Facilities on board	4.4 PP
7.5%	Claim rejected	-0.4 PP
7.1%	Complaints not fully addressed/fulfilled by TOC	1.6 PP
7.1%	Smartcards	-6.2 PP

PP = percentage point change  
Source: Train Operating Companies  
Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

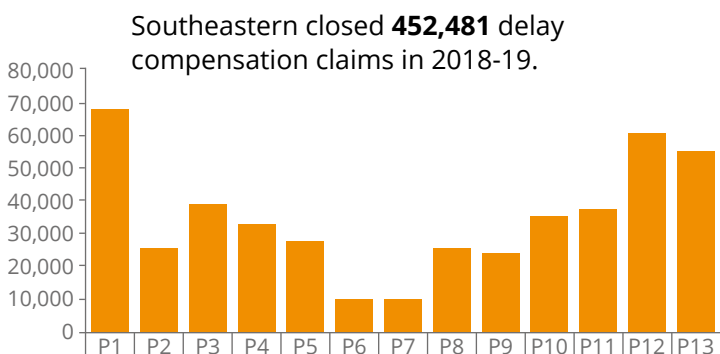
Southeastern's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

Southeastern reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

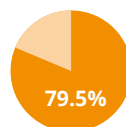
- Proactively offering compensation to passengers for disruption.
- Southeastern are continuing to make technical improvements to support smartcard users

A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19



Southeastern responded to 100.0% of delay compensation claims within 20 working days in 2018-19.



Southeastern approved 79.5% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# TFL RAIL

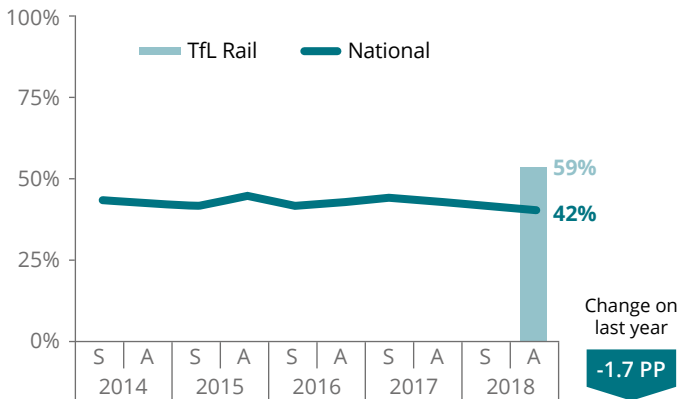
## Provision of information to passengers

**Key facts**

**Owner group:** MTR Corporation  
**Operator:** MTR Crossrail  
**TfL concession:** TfL Rail  
**Concession period:** 31 May 2015 to 30 May 2023  
**Employees:** 1,401  
**Operated stations:** 24  
**Passenger journeys:** 51.3 million

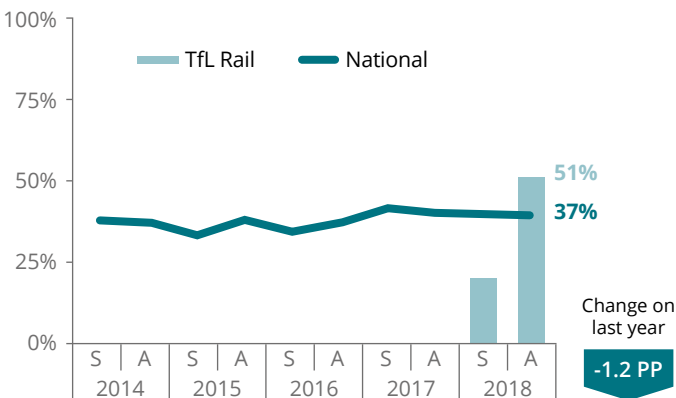
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



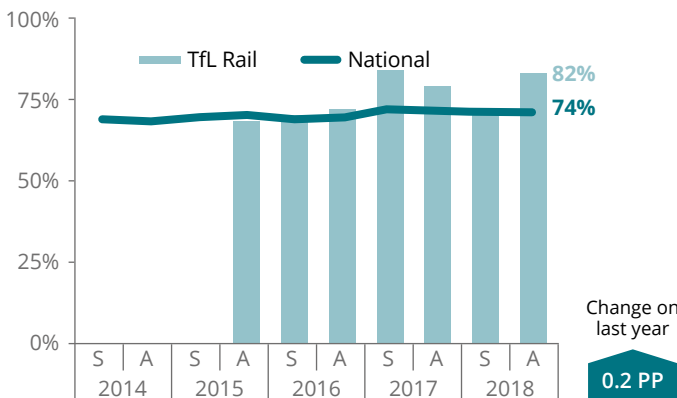
PP = percentage point change; Data not available for all waves due to low response rates. Source: [Transport Focus, National Rail Passenger Survey](#). The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change; Data not available for all waves due to low response rates. Source: [Transport Focus, National Rail Passenger Survey](#). The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change; Figures in 2018 not comparable with previous years due to changes in route. Source: [Transport Focus, National Rail Passenger Survey](#). The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – Jul 2017

The information is up to date. Local Plans should be reviewed annually. As such, a review is expected shortly.

### Actions to improve information for passengers, 2018-19

TfL Rail reports it has made the following changes to improve information to its passengers:

- It has now taken delivery of extra mobile customer information screens to use at stations.
- Last reported location of train is now shown on CIS.
- Mobile microphones have been provided at inner London stations to enable staff to make announcements from the platform.
- It has recruited additional staff for its control room to deliver information to customers.



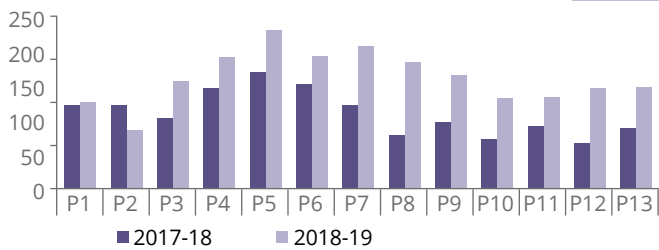
# TFL RAIL

## Accessibility and inclusion

### Booked assistance volumes

TfL Rail received **2,071** booked assistance requests in 2018-19. This accounted for 0.2% of all booked assists made nationally in 2018-19.

Change on last year  
48.1%



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **4** times by TfL Rail.

### Passenger experience of booked assistance, 2018-19

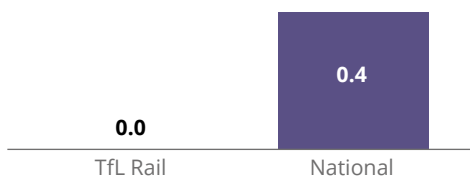
No data is available on TfL Rail's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19

Change on last year  
14.6%



TfL Rail received a low number of accessibility complaints (5 in 2017-18, and 4 in 2018-19). Due to the low numbers a percentage change for TfL Rail has not been provided.

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 485 TfL Rail staff received disability and equality awareness training.
- All TfL Rail station staff attend four quarterly disability awareness and equality training briefings each year.
- All station staff received annual ramp training.
- All customer experience staff completed eLearning and attended an Institute Of Customer Services training/qualification within three months of joining the organisation.

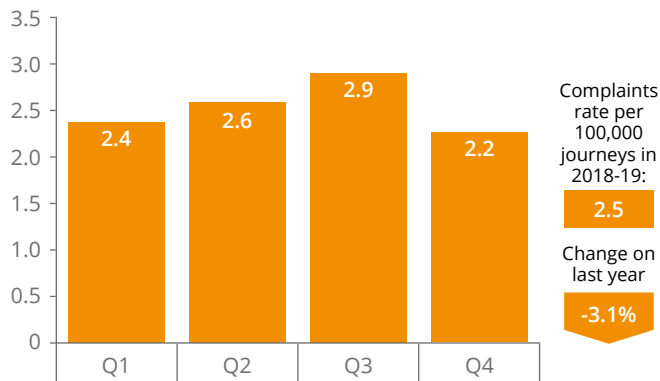
A full description of TfL Rail's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# TFL RAIL

## Complaints handling and delay compensation

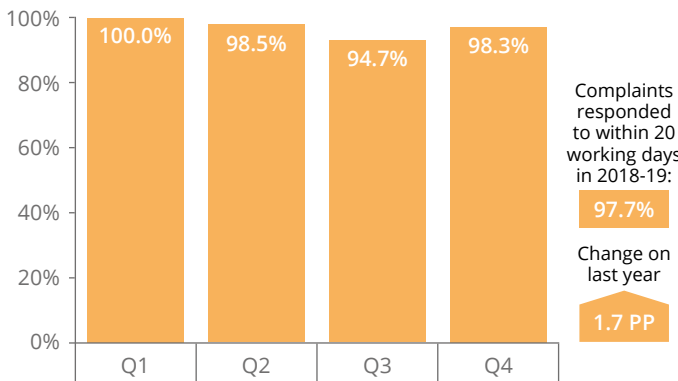
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
35.1%	Punctuality/reliability (i.e. the train arriving/ departing on time)	-8.9 PP
9.2%	The attitudes and helpfulness of the staff at station	0.3 PP
8.3%	The upkeep/repair of the station buildings/ platforms	1.3 PP
6.7%	How request to station staff was handled	1.3 PP
6.1%	Facilities on board	5.0 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

TfL Rail's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

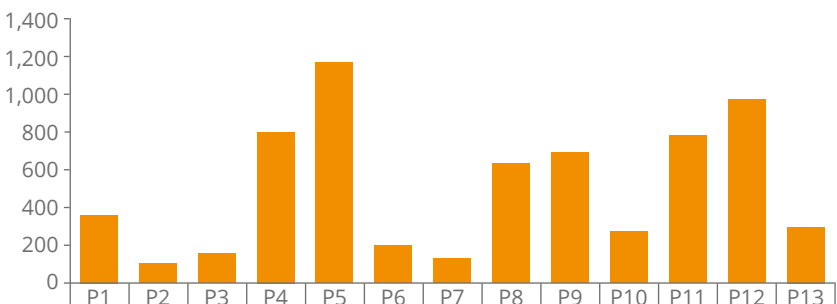
TfL Rail reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- In response to punctuality/reliability complaints, TfL Rail introduced mobile customer information screens and installed mobile microphones for staff to make announcements during disruption.
- Undergoing station upgrades to modernise and increase toilet facilities at stations.

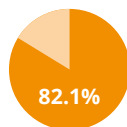
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

TfL Rail closed **6,461** delay compensation claims in 2018-19.



TfL Rail responded to 100.0% of delay compensation claims within 20 working days in 2018-19.



TfL Rail approved 82.1% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# TRANSPORT FOR WALES RAIL

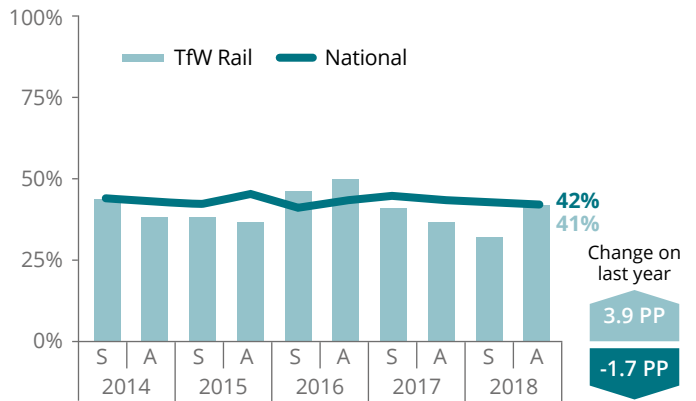
## Provision of information to passengers

**Key facts**

**Owner group:** Keolis Amey Ltd  
**Operator:** Transport for Wales Rail (TfWR)  
**Franchise:** Wales & Borders  
**Franchise period:** 13 October 2018 – 13 October 2033  
**Employees:** 2,293  
**Operated stations:** 247  
**Sector:** Regional  
**Passenger journeys per annum:** 34.1 million

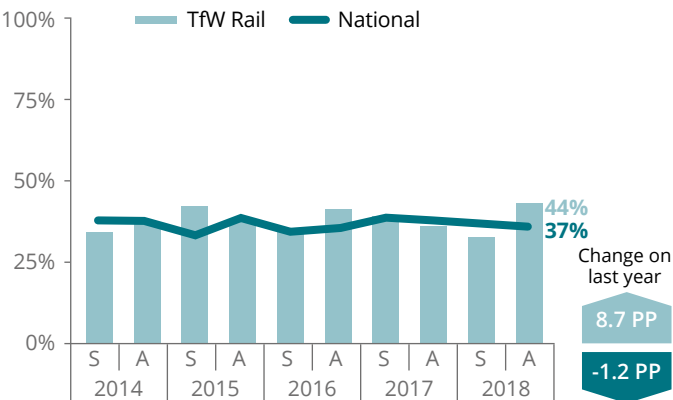
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



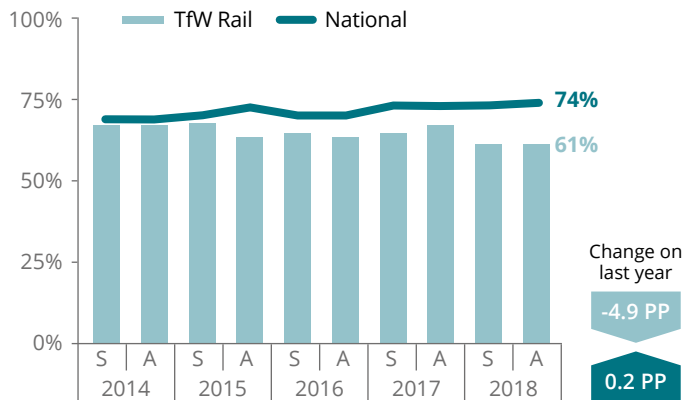
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – June 2015

When the franchise changeover occurred, the website went backwards to an old publication of the local plan. We have been in touch with Transport for Wales regarding this and expect to see a current version published online shortly.

### Actions to improve information for passengers, 2018-19

TfW Rail reports it has made the following changes to improve information to its passengers:

- Project underway to add and improve the on-board visual and audio enhancements to the 150 fleet.
- Improved online and printed information detailing station information and how to get in touch
- Dedicated Passenger Assist support at Cardiff Central
- A huge transformation programme is underway which will see all trains and stations have improved facilities over the next 3-5 years.



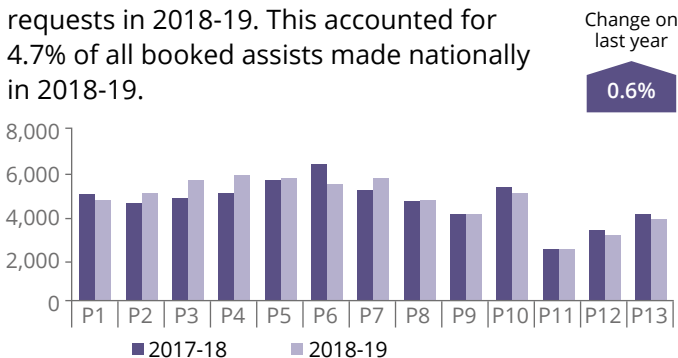


# TRANSPORT FOR WALES RAIL

## Accessibility and inclusion

### Booked assistance volumes

TfW Rail received **60,443** booked assistance requests in 2018-19. This accounted for 4.7% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

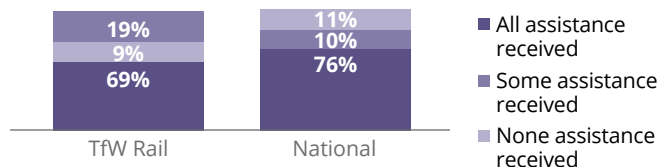
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **228** times by TfW Rail.

## Passenger experience of booked assistance, 2018-19

### Passenger outcome for assistance that was booked (all passengers)



Note: may not add up to 100% as 'unsure/don't know' are not shown.

### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



### Satisfaction with assistance at the station (for those passengers met by staff)



### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

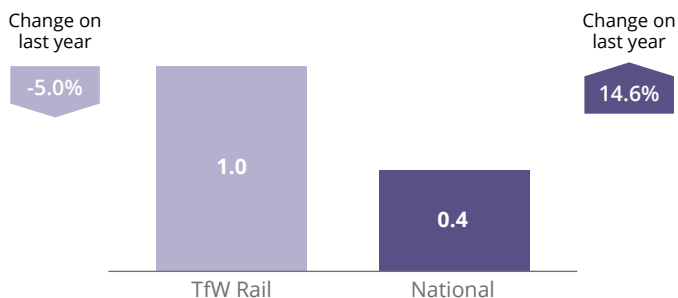


Sample size: 177

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 112 TfW Rail staff received disability and equality awareness training.
- All new frontline staff (Station staff and Conductors) have been trained in disability awareness.
- A new disability training programme is currently being written for all staff to undertake over the next 2 years.

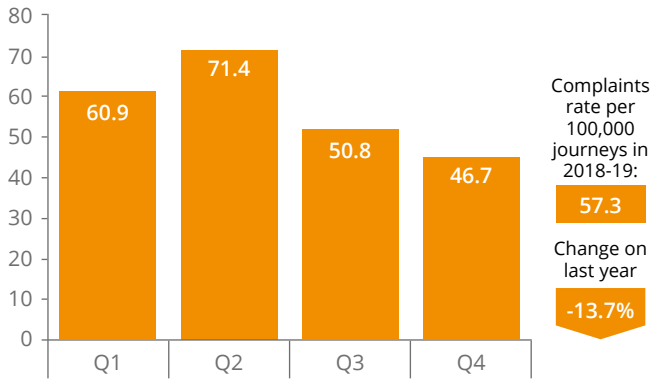
A full description of TfW Rail's disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# TRANSPORT FOR WALES RAIL

## Complaints handling and delay compensation

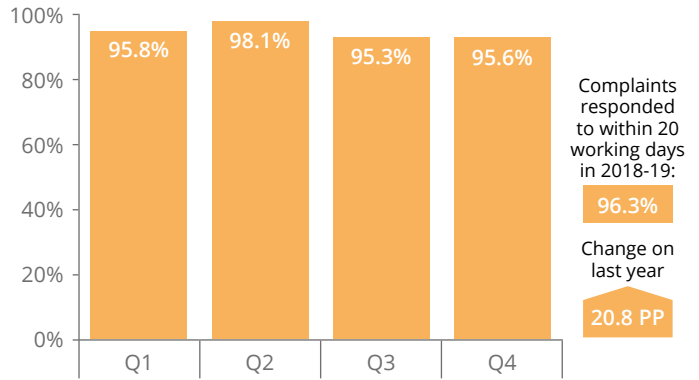
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
36.0%	Punctuality/reliability (i.e. the train arriving/ departing on time)	1.3 PP
12.1%	Sufficient room for all passengers to sit/stand	0.1 PP
3.9%	Ticketing and refunds policy	0.3 PP
3.3%	The attitudes and helpfulness of the staff at station	-0.6 PP
3.2%	The helpfulness and attitude of staff on train	-0.7 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

TfW Rail's Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

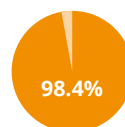
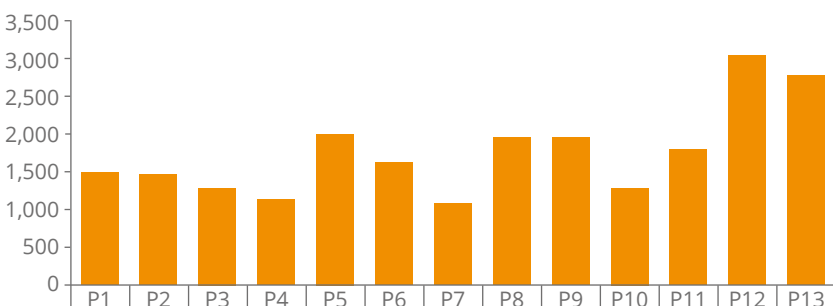
TfW Rail reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Amended and improved the way Delay Repay is administered in response to passenger complaints.
- Improved the provision of advance tickets.

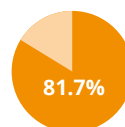
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

TfW Rail closed **22,908** delay compensation claims in 2018-19.



TfW Rail responded to 98.4% of delay compensation claims within 20 working days in 2018-19.



TfW Rail approved 81.7% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# TRANSPENNINE EXPRESS

## Provision of information to passengers

### Key facts

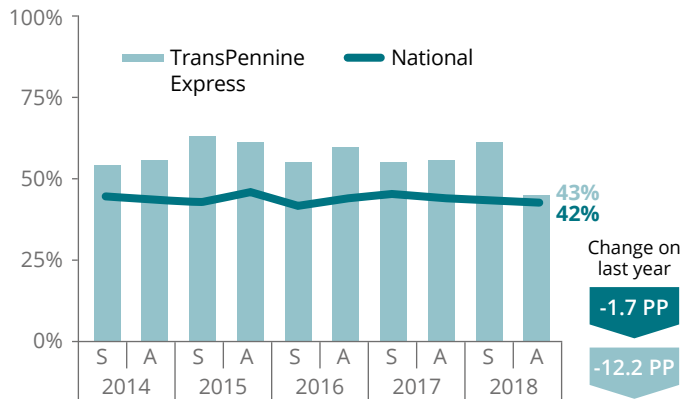


**Owner group:** FirstGroup  
**Operator:** TransPennine Express  
**Franchise:** TransPennine Express  
**Franchise period:** 01 April 2016 – 21 March 2023  
**Employees:** 1,258  
**Operated stations:** 19  
**Sector:** Regional  
**Passenger journeys per annum:** 29.2 million

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

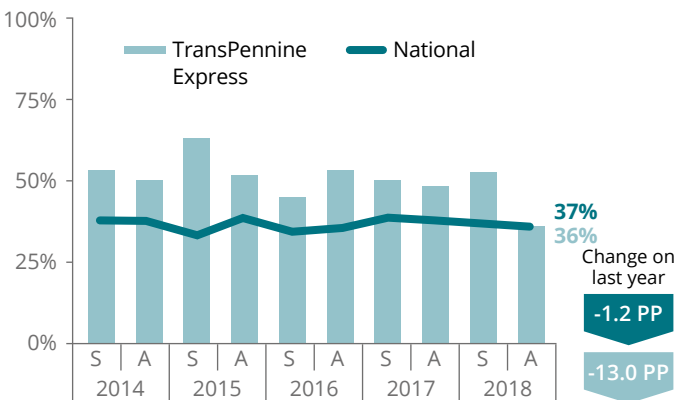


PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

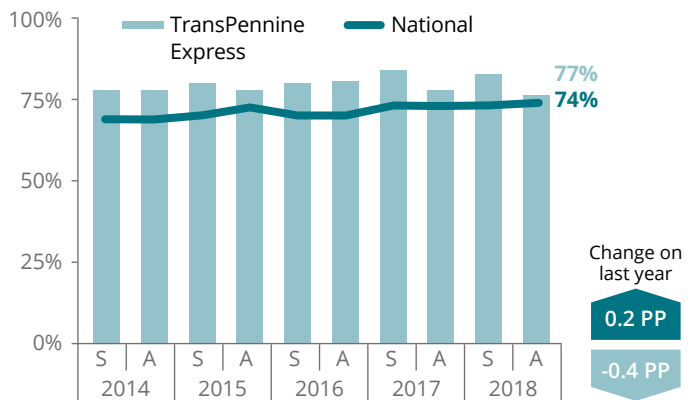


PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – Jan 2017

A Local Plan review is overdue and we are aware that TPE is currently looking at this. We met with TPE earlier in the year and have been in further discussions around an updated local plan since.

### Actions to improve information for passengers, 2018-19

TransPennine Express reports it has made the following changes to improve information to its passengers:

Data not supplied.

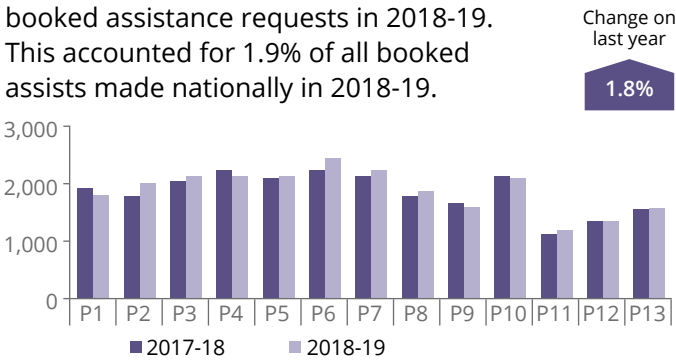


# TRANSPENNINE EXPRESS

## Accessibility and inclusion

### Booked assistance volumes

TransPennine Express received **24,270** booked assistance requests in 2018-19. This accounted for 1.9% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

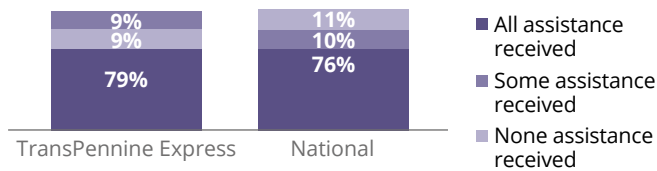
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **31** times by TransPennine Express.

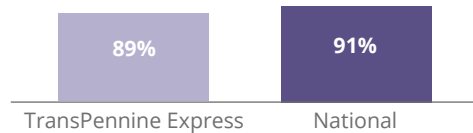
## Passenger experience of booked assistance, 2018-19

### Passenger outcome for assistance that was booked (all passengers)

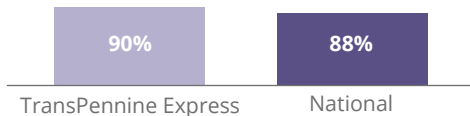


Note: may not add up to 100% as 'unsure/don't know' are not shown.

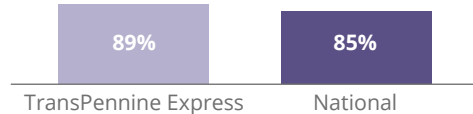
### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



### Satisfaction with assistance at the station (for those passengers met by staff)



### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

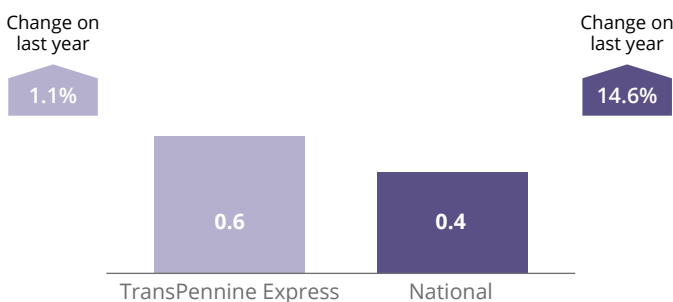


Sample size: 150

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 140 TransPennine Express staff received disability and equality awareness training.
- TransPennine Express provide a one day Disability Awareness training as part of their induction programme.
- This training was developed with Action on Hearing Loss, Dementia Friends and RNIB.

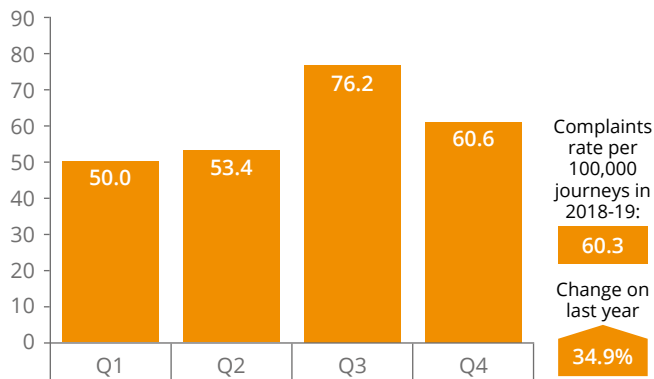
A full description of TransPennine Express' disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# TRANSPENNINE EXPRESS

## Complaints handling and delay compensation

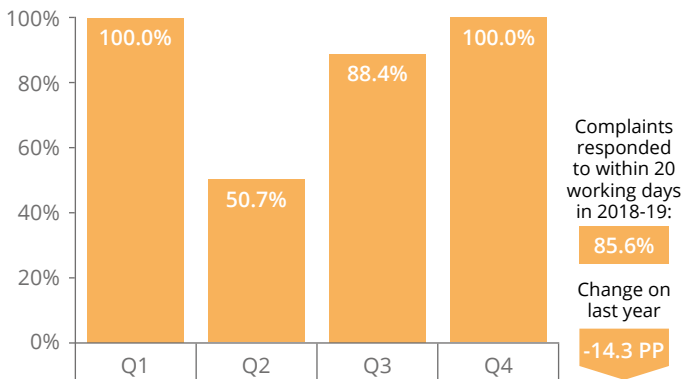
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
20.1%	Sufficient room for all passengers to sit/stand	-8.6 PP
11.1%	Punctuality/reliability (i.e. the train arriving/departing on time)	5.6 PP
9.3%	Ticketing and refunds policy	0.4 PP
8.9%	Facilities on board	0.1 PP
5.5%	Unhappy at type/level of compensation	-1.0 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

TransPennine Express' Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

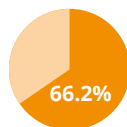
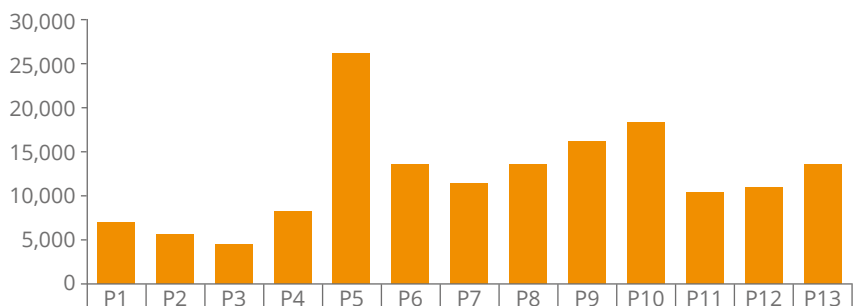
TransPennine Express reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Refurbished trains were introduced and are addressing complaints about on-board facilities.
- New on-board customer information screens have been introduced to provide real time information during disruption.

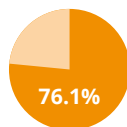
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

TransPennine Express closed 158,056 delay compensation claims in 2018-19.



TransPennine Express responded to 66.2% of delay compensation claims within 20 working days in 2018-19.



TransPennine Express approved 76.1% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



# VIRGIN TRAINS WEST COAST

## Provision of information to passengers

### Key facts

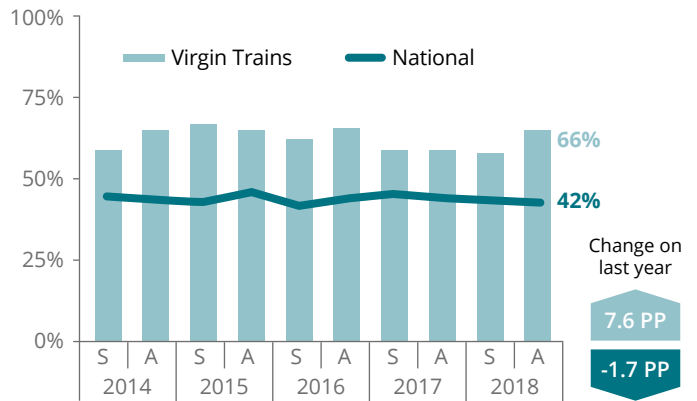


**Owner group:** Virgin Group & Stagecoach  
**Operator:** Virgin Trains  
**Franchise:** InterCity West Coast  
**Franchise period:** 2 March 1997 to September 2019  
**Employees:** 3,724  
**Operated stations:** 16  
**Sector:** Long distance  
**Passenger journeys per annum:** 39.5 million

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur

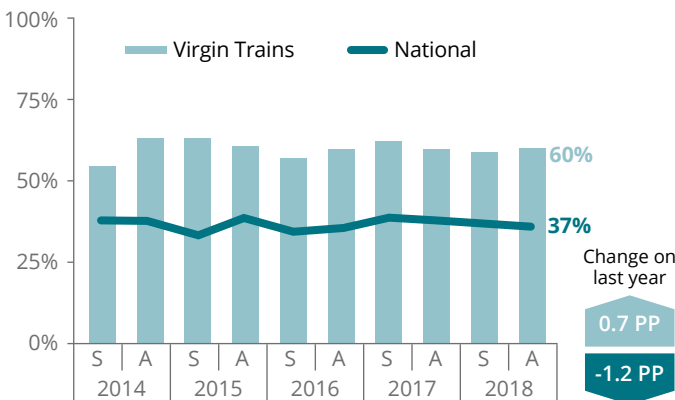


PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays

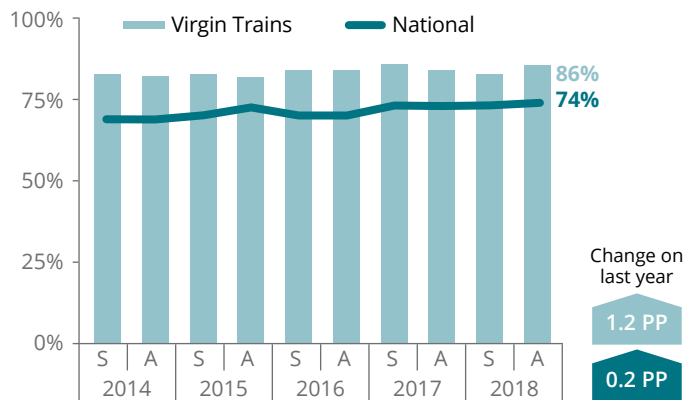


PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change

Source: [Transport Focus, National Rail Passenger Survey](#)

The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – October 2016
- Local Plan – December 2018

We conducted a review of the updated local plan and provided our feedback to Virgin Trains. We are content with its contents and noted that our previous feedback had been taken into account.

### Actions to improve information for passengers, 2018-19

Virgin Trains reports it has made the following changes to improve information to its passengers:

- Launched new technology to better connect colleagues during times of disruption.
- Trialling use of Disruption Co-ordinators at London Euston to manage train crews during times of disruption to reduce knock on delays and cancellations as a result of service disruption and late services inbound to London



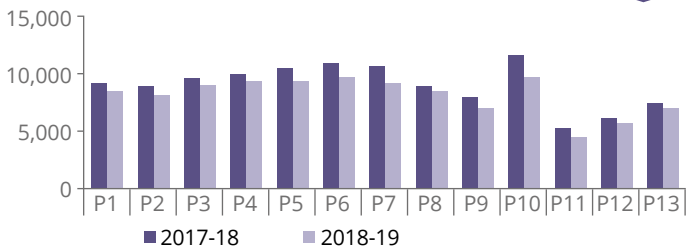
# VIRGIN TRAINS WEST COAST

## Accessibility and inclusion

### Booked assistance volumes

Virgin Trains received **105,649** booked assistance requests in 2018-19. This accounted for 8.2% of all booked assists made nationally in 2018-19.

Change on last year  
-10.0%



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

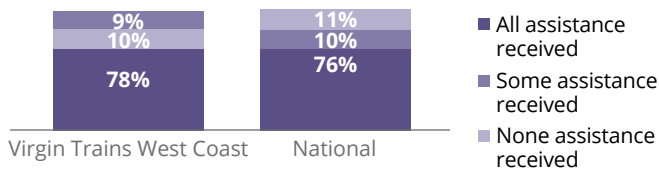
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **122** times by Virgin Trains.

### Passenger experience of booked assistance, 2018-19

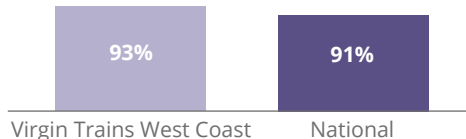
#### Passenger outcome for assistance that was booked (all passengers)



Virgin Trains West Coast National

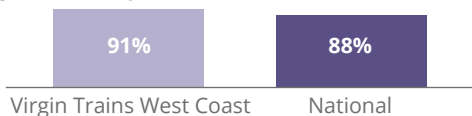
Note: may not add up to 100% as 'unsure/don't know' are not shown.

#### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



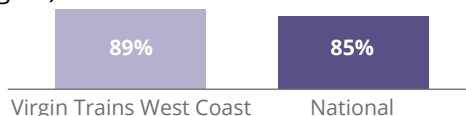
Virgin Trains West Coast National

#### Satisfaction with assistance at the station (for those passengers met by staff)



Virgin Trains West Coast National

#### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)



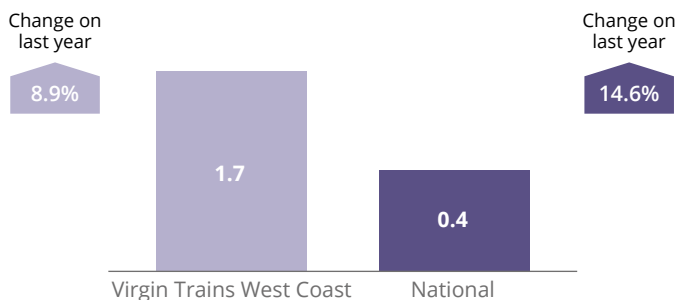
Virgin Trains West Coast National

Sample size: 524

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 63 Virgin Trains staff received disability and equality awareness training.
- Virgin Trains launched the JAM card in March 2019 as part of their hidden disability awareness training.
- In 2018/19, 45 train managers and 205 dispatch staff underwent practical ramp training.

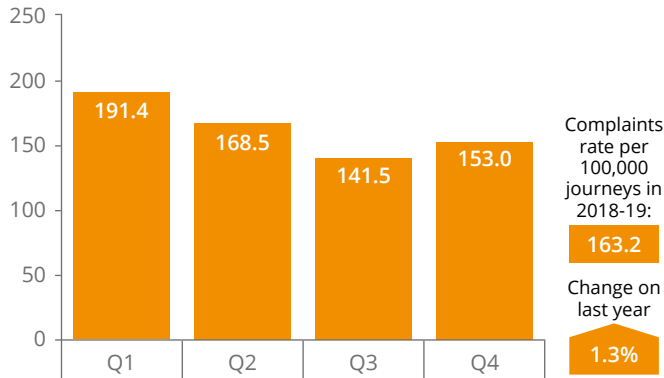
A full description of Virgin Trains' disability training activities in 2018-19 can be viewed here on our website: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# VIRGIN TRAINS WEST COAST

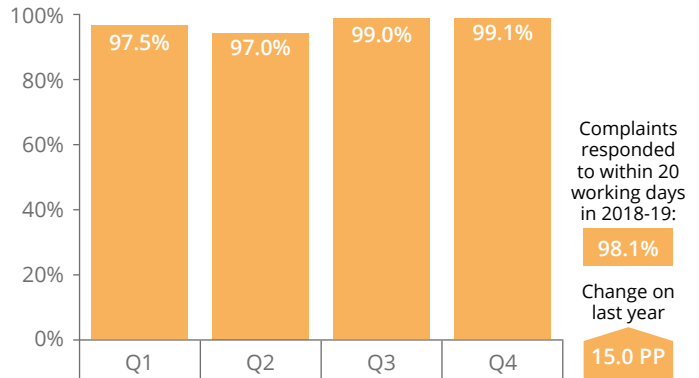
## Complaints handling and delay compensation

Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies  
Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
21.7%	Facilities on board	2.3 PP
16.6%	Punctuality/reliability (i.e. the train arriving/ departing on time)	-3.6 PP
12.2%	Ticketing and refunds policy	1.5 PP
7.8%	Ticket buying facilities - other	1.0 PP
7.2%	No response from TOC	-1.9 PP

PP = percentage point change  
Source: Train Operating Companies  
Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

Virgin Trains' Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

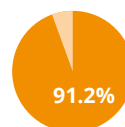
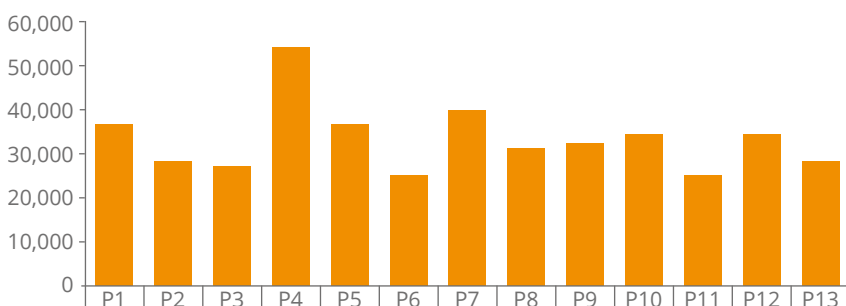
Virgin Trains reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- Improved on board facilities by introducing a vegan menu, hot food options on Fridays and improved Wi-Fi on Pendolino trains.
- Removed Friday afternoon peak restrictions to allow customers to travel more flexibly.

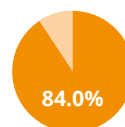
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

Virgin Trains closed **433,187** delay compensation claims in 2018-19.



Virgin Trains responded to 91.2% of delay compensation claims within 20 working days in 2018-19.



Virgin Trains approved 84.0% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)





# WEST MIDLANDS TRAINS

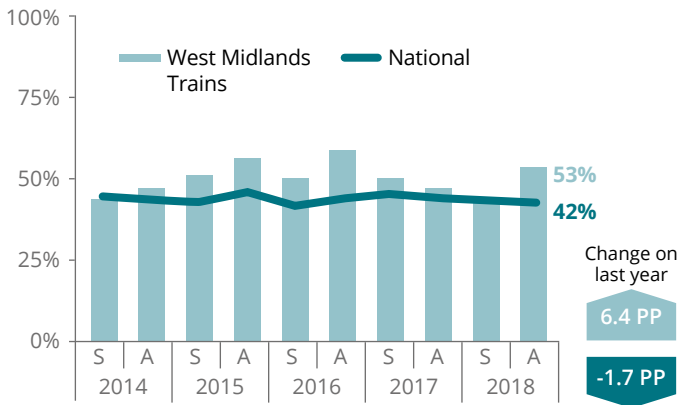
## Provision of information to passengers

**Key facts**

**Owner group:** Abellio / Mitsui / East Japan Railway Company  
**Operator:** West Midlands Trains  
**Franchise:** West Midlands  
**Franchise period:** 10 December 2017 to 01 April 2026  
**Employees:** 2,834  
**Operated stations:** 149  
**Sector:** London and South East / Regional  
**Passenger journeys per annum:** 78.7 million

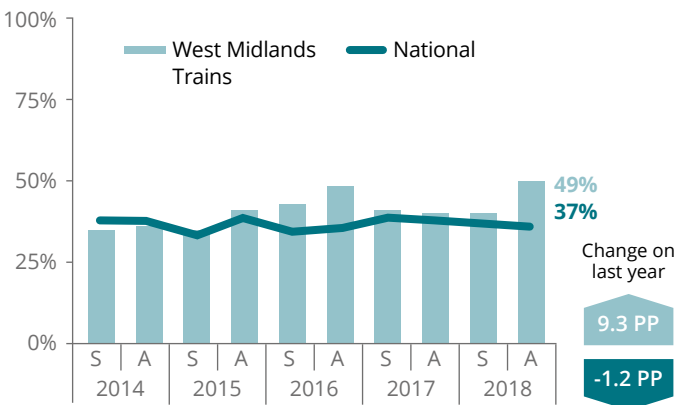
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)  
 Data tables: [TOC Key statistics](#)

### Passenger satisfaction with the usefulness of information when delays occur



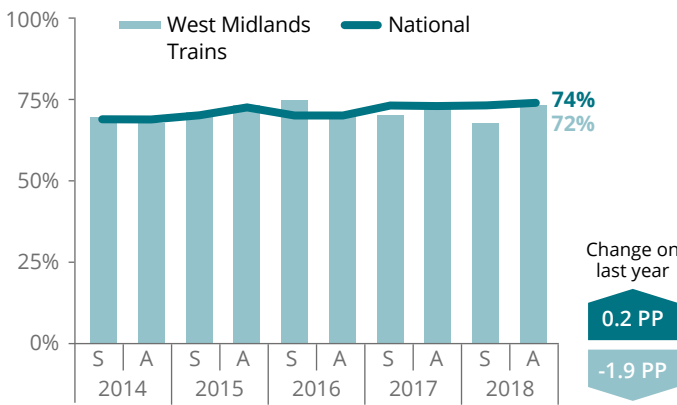
PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with how well the train company deals with delays



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Passenger satisfaction with provision of information during the journey



PP = percentage point change  
 Source: [Transport Focus, National Rail Passenger Survey](#)  
 The NRPS takes places twice a year, in Spring (S) and Autumn (A)

### Transparency and accountability

All train operators should publish the actions they are taking to improve passenger information in a **Local Plan** together with a link to the current industry **Code of Practice** (Oct 2016) and an **Annual Progress Report** (required to meet industry action PIDD-41).

- Code of Practice – Oct 2016
- Local Plan – Dec 2017

The information is up to date. An updated Local Plan has been reviewed by the ORR and feedback provided. We await a further response from West Midlands Trains in relation to this.

### Actions to improve information for passengers, 2018-19

West Midlands Trains reports it has made the following changes to improve information to its passengers:

- It has introduced a new style web site information during major incidents, to help our customers make informed decisions about their journey.
- It has made improvements to its website Travel Updates portal, giving passengers easy to find and understand information about their journey. This portal will be having ongoing developments and improvements throughout the franchise.
- It has also refined internal processes to makes sure information is more timely and accurate.

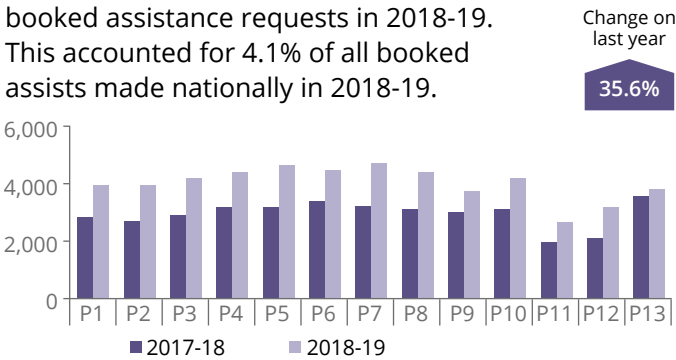


# WEST MIDLANDS TRAINS

## Accessibility and inclusion

### Booked assistance volumes

West Midlands Trains received **52,555** booked assistance requests in 2018-19. This accounted for 4.1% of all booked assists made nationally in 2018-19.



Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.  
Data tables: [Rail passenger assists by station operator - Table 16.03](#)

### Alternative accessible transport

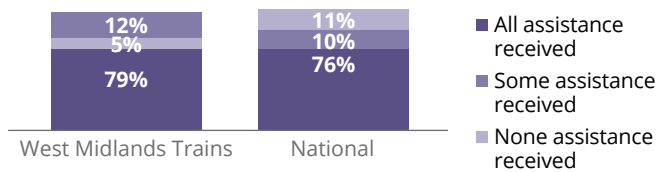
All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

In 2018-19 alternative accessible transport was provided **320** times by West Midlands Trains.

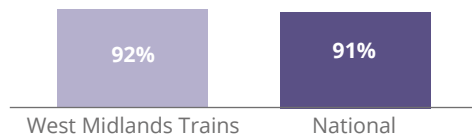
### Passenger experience of booked assistance, 2018-19

#### Passenger outcome for assistance that was booked (all passengers)

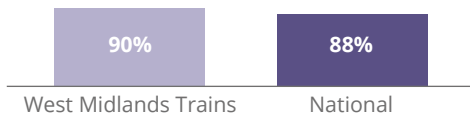


Note: may not add up to 100% as 'unsure/don't know' are not shown.

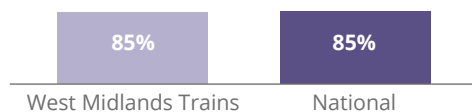
#### Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



#### Satisfaction with assistance at the station (for those passengers met by staff)



#### Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

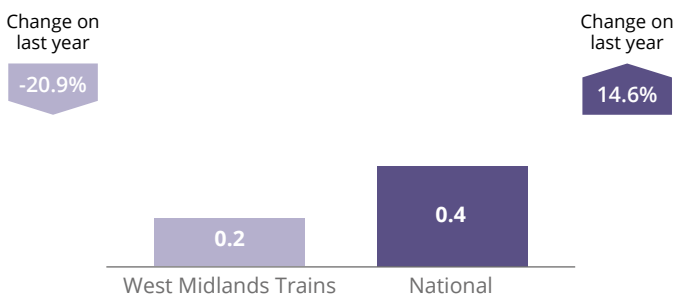


Sample size: 233

Source: Research by Breaking Blue

When published, the 2018-19 report will be available here: [Research into passenger experience of Passenger Assist, 2018-19](#)

### Accessibility complaints rate (per 100,000 journeys), 2018-19



Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Disability and equality staff training in 2018-19

- In 2018-19 a total of 81 West Midlands Trains staff received disability and equality awareness training.
- Two tiers of focused disability equality training were carried out during 2018-19. All Executives underwent core equality training and equality awareness training.
- A half day course was developed for Property and Project teams.
- West Midlands Trains are currently working towards becoming a Disability Confident Employer (Level 2).

A full description of West Midlands Trains disability training activities in 2018-19 can be viewed here on our website:

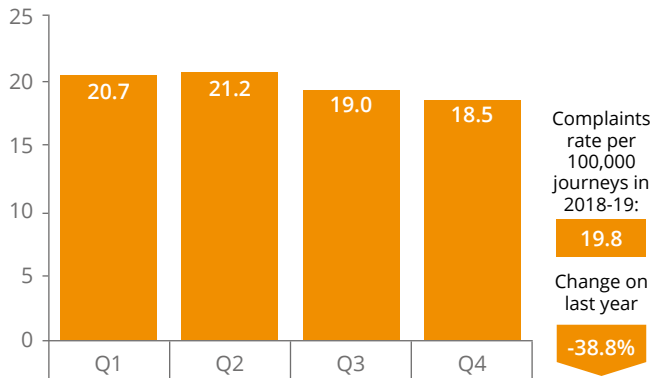
<https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>



# WEST MIDLANDS TRAINS

## Complaints handling and delay compensation

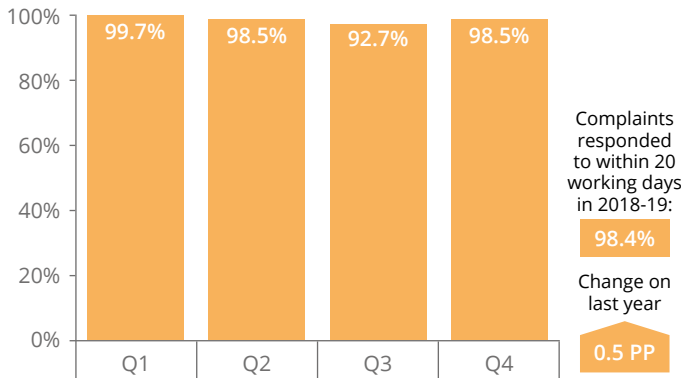
Complaints rate (per 100,000 journeys), 2018-19 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days, 2018-19 by quarter



PP = percentage point change Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

### Top 5 reasons for complaints, 2018-19

Percentage of complaints	Complaint type	Change on last year
31.0%	Punctuality/reliability (i.e. the train arriving/ departing on time)	-27.5 PP
14.0%	Sufficient room for all passengers to sit/ stand	6.1 PP
8.3%	Compensation claims process	4.0 PP
6.8%	Ticket buying facilities	1.1 PP
6.1%	Ticketing and refunds policy	1.5 PP

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

### Actions to improve services in response to complaints, 2018-19

West Midlands Trains' Complaints Handling Procedure is available at: <https://orr.gov.uk/rail/licensing/licensing-the-railway/complaints-handling-procedures/complaints-handling-procedures-decision-letters>

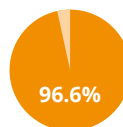
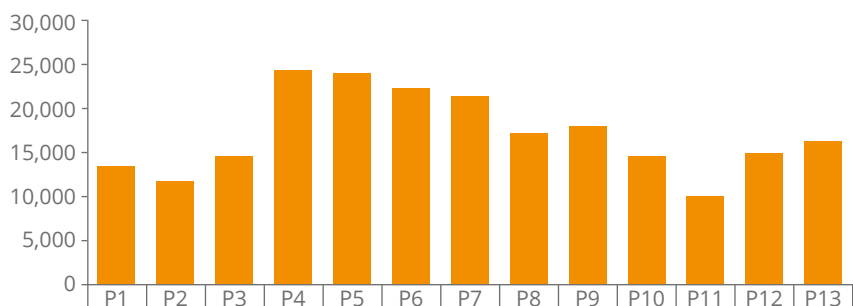
West Midlands Trains reports it has taken some of the following actions in 2018-19 to address issues highlighted in passenger complaints:

- To address punctuality/reliability complaints West Midlands Trains continue to work with Network Rail to resolve infrastructure issues.
- Additional compensation options have been introduced to address compensation claim complaints.

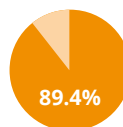
A more detailed list of the actions which have been taken to improve services in response to complaints can be viewed here: <https://orr.gov.uk/rail/consumers/annual-rail-consumer-report>

### Delay compensation claims, 2018-19

West Midlands Trains closed **223,230** delay compensation claims in 2018-19.



West Midlands Trains responded to 96.6% of delay compensation claims within 20 working days in 2018-19.



West Midlands Trains approved 89.4% of delay compensation claims closed in 2018-19.

Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)



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