

ORR protects the interests of rail and road users, improving the safety, value and performance of railways and roads today and in the future



20 May 2020

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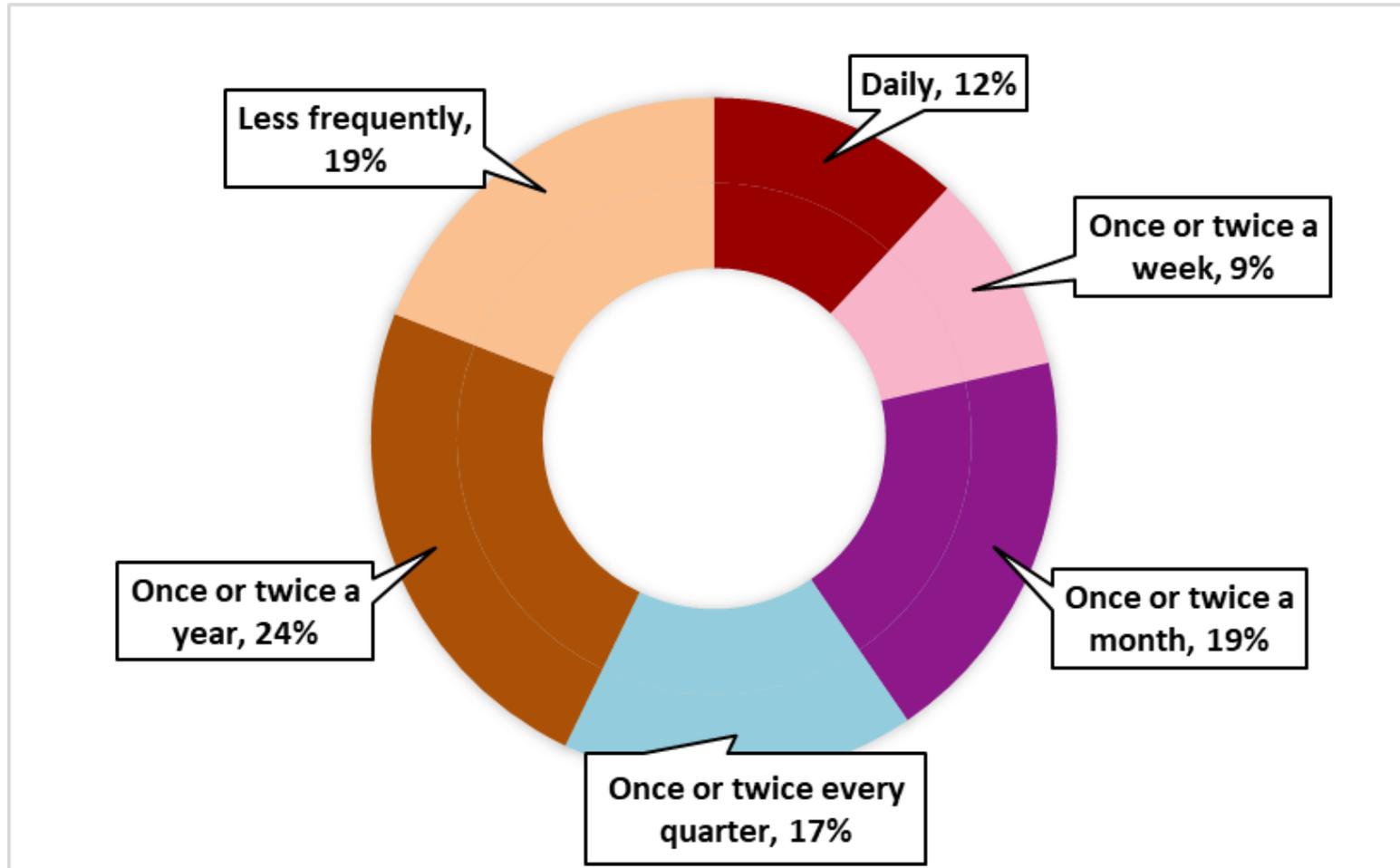


ORR Data Portal: User Engagement Survey results

Survey overview

- The purpose of the survey was to gather feedback on the Office of Rail and Road's (ORR) new [Data Portal](#), which was launched in July 2019. The Data Portal now includes the statistical releases, data tables and all supplementary material, and groups related publications by themes.
- The survey ran from 14th January to 16th April 2020, and there were 42 respondents who answered our online questionnaire.
- The previous survey was conducted in April 2017, and where possible we have compared findings between the two surveys.

Frequency of access to the data portal



40% of respondents access the data portal monthly or more

Q. How often do you access the ORR Data Portal?

Most used statistics

Rank	Statistic	Percentage
1	Estimates of station usage	63%
2	Passenger rail performance	54%
3	Passenger rail usage	49%
4=	Rail industry key statistics	32%
4=	TOC key statistics	32%
6	Rail safety	29%
7	Freight rail usage and performance	27%
8	Rail statistics compendium	24%
9	Rail fares index	22%
9	Regional rail usage	22%
11=	Delay compensation claims	20%
11=	Disabled Persons Railcards (DRPC)	20%
13=	Passenger rail service complaints	17%
13=	Rail emissions	17%
15=	Passenger assistance	12%
15=	Rail infrastructure and assets	12%
17=	Occupational health	10%
17=	Rail investment and subsidies	10%



Q. We would like to know which ORR statistics you use. Please select those that you have accessed on the Data Portal.
(multiple response)

Other themes/topics requested from users

Detail on number of tickets sold

Connectivity (ease of getting to train station, number of locations served by train station)

Line loads, along line of route

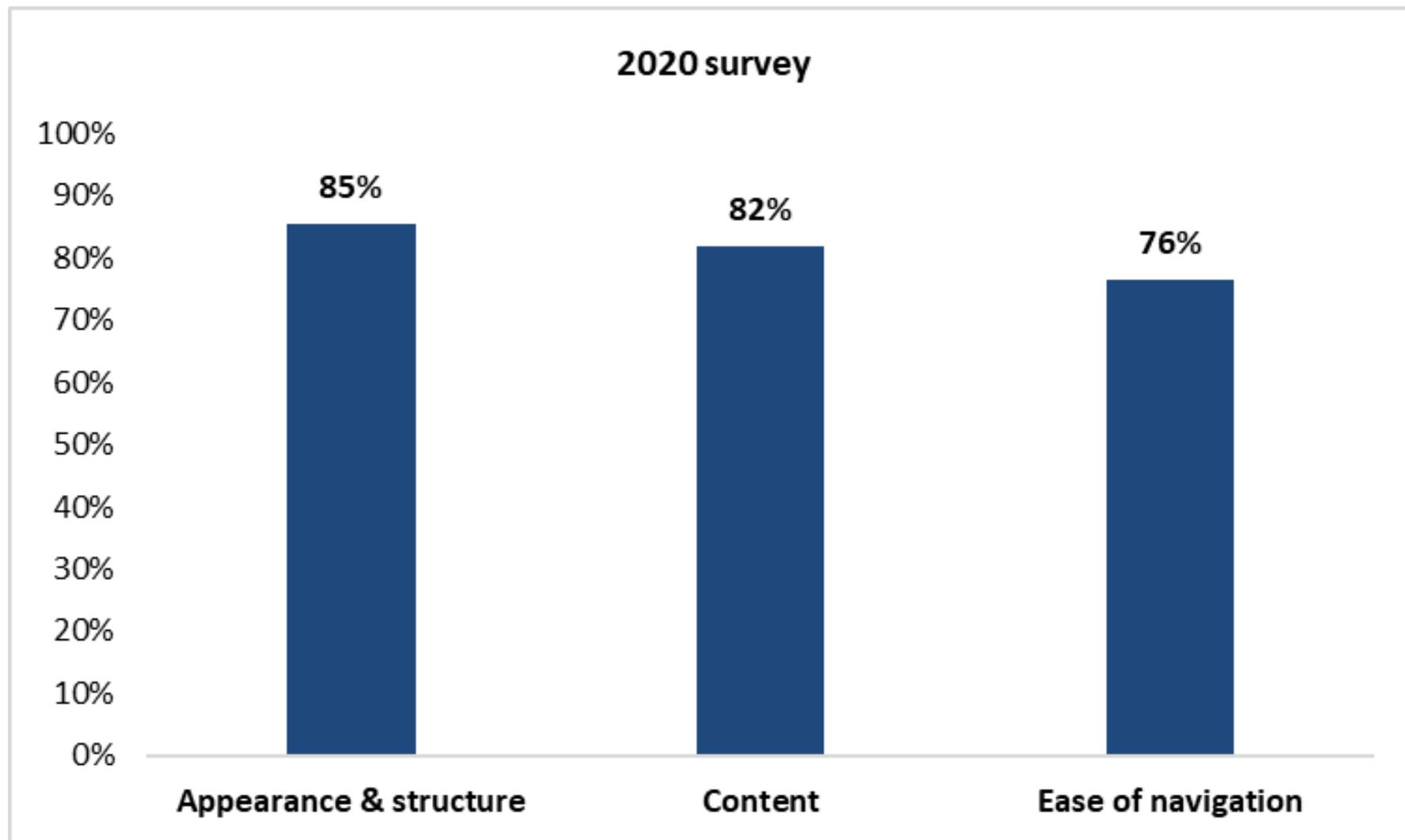
Comparison of national performance and TOC performance on specific routes

More sub-TOC level data (service group, route)

Rail workforce (salary, pensions, strike days)

Origin/Destination usage data Number of train services between A and B (timetable analysis)

Data Portal rating – Excellent / Good

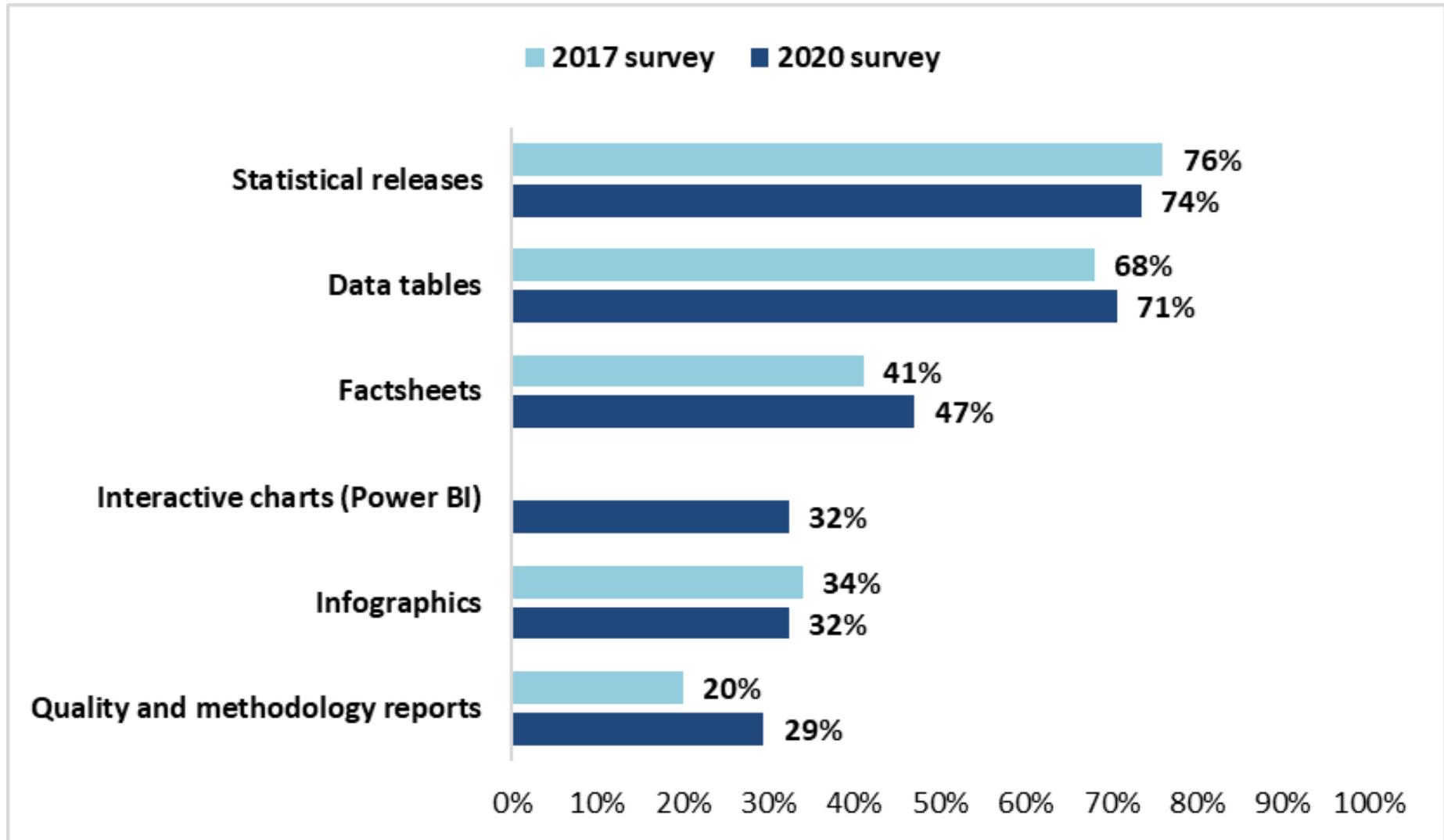


Q. How would you rate the Data Portal in terms of: Appearance & structure; Content; Ease of navigation

Data portal – what did users ask for

- Simplify table names
- Option for users to select the variables they need in a table
- Download data from PowerBI visuals
- Option to zoom all graphics on mobile
- Export data in the form of CSVs
- Variety of interlinked stats – able to navigate more easily and see links on pages as well as now (mainly via menu)
- Make it easier to find related materials or reports, including from outside of ORR
- Build stronger links to the policy context of the statistics
- Comparison of route performance metrics

What outputs are used



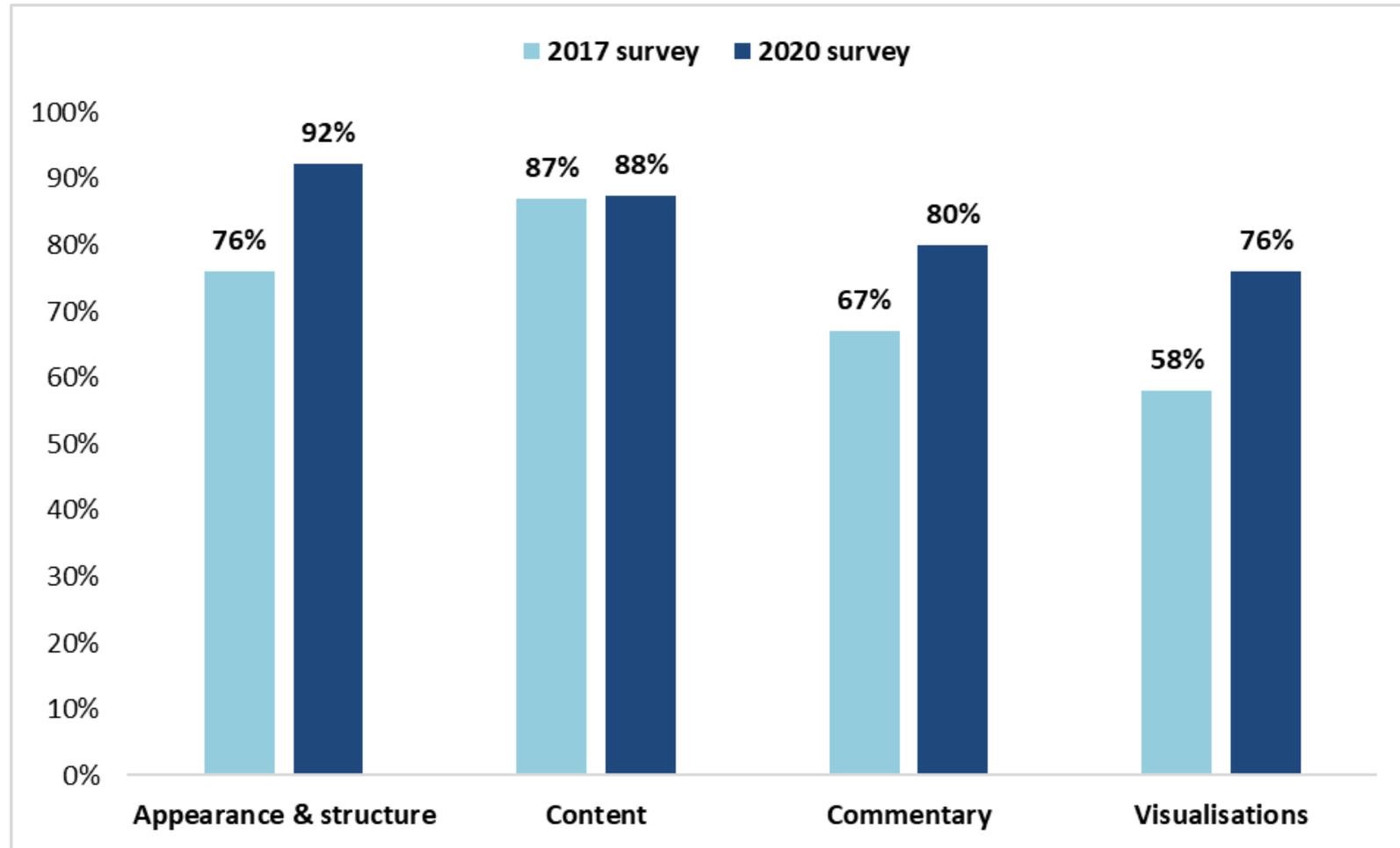
Q. Which of the following do you use? (tick all that apply)

Ratings of our outputs & any improvements

- The following slides show the ratings our users gave to each of our output types:
 - statistical releases,
 - data tables,
 - factsheets,
 - interactive charts (PowerBI),
 - Infographics,
 - Quality & methodology reports

- And any improvements they would like to see made to them

Statistical releases rating – Excellent / Good



Q. If you use any Statistical release(s), how would you rate them in terms of: Appearance & structure; Content; Commentary; Visualisations

Statistical releases – what did users ask for

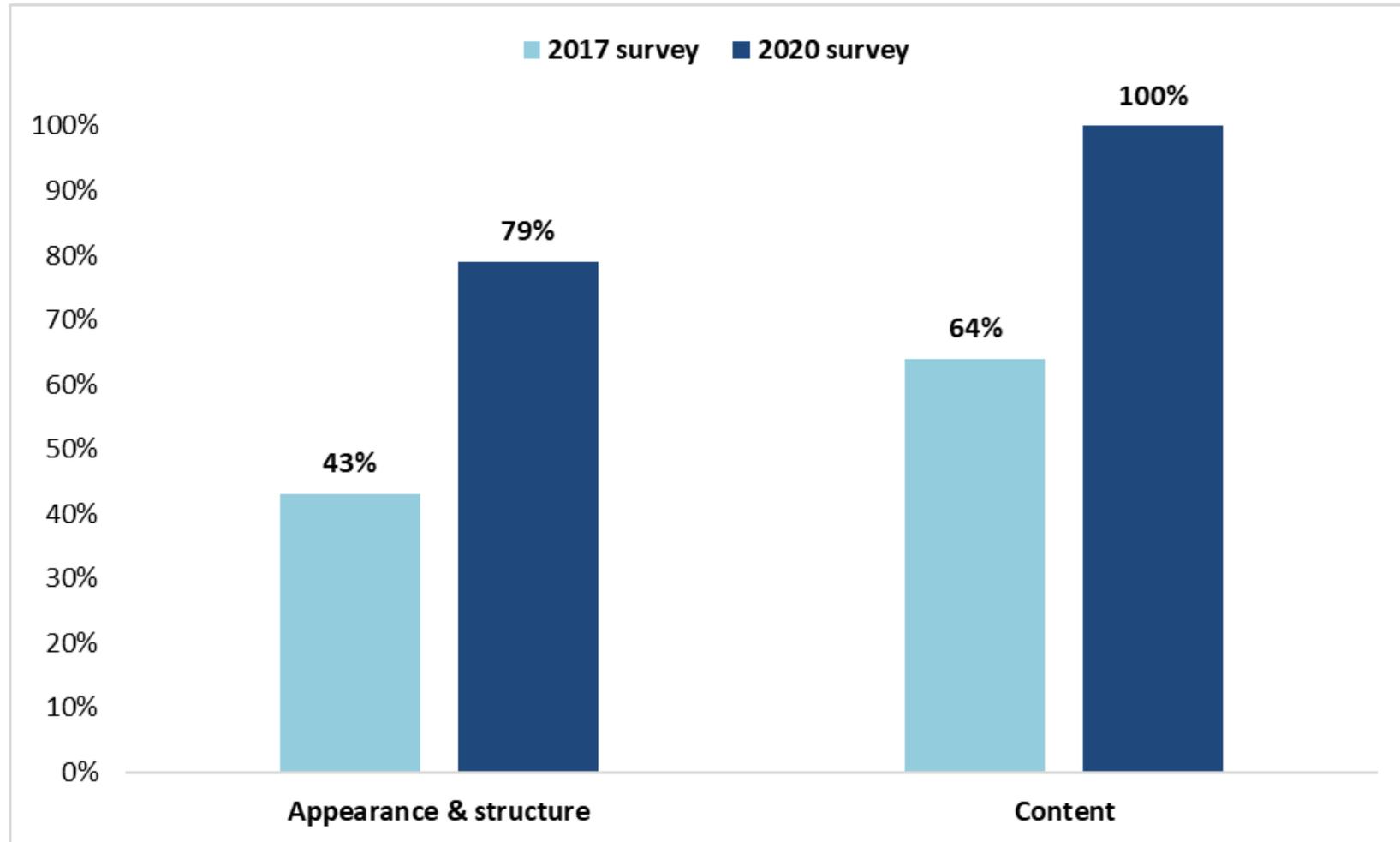
Better indexing

More pictures

Translate text into
speech for people with
hearing loss

Less pictures

Data tables rating – Excellent / Good



Q. If you use Data tables, how would you rate them in terms of: Appearance & structure; Content

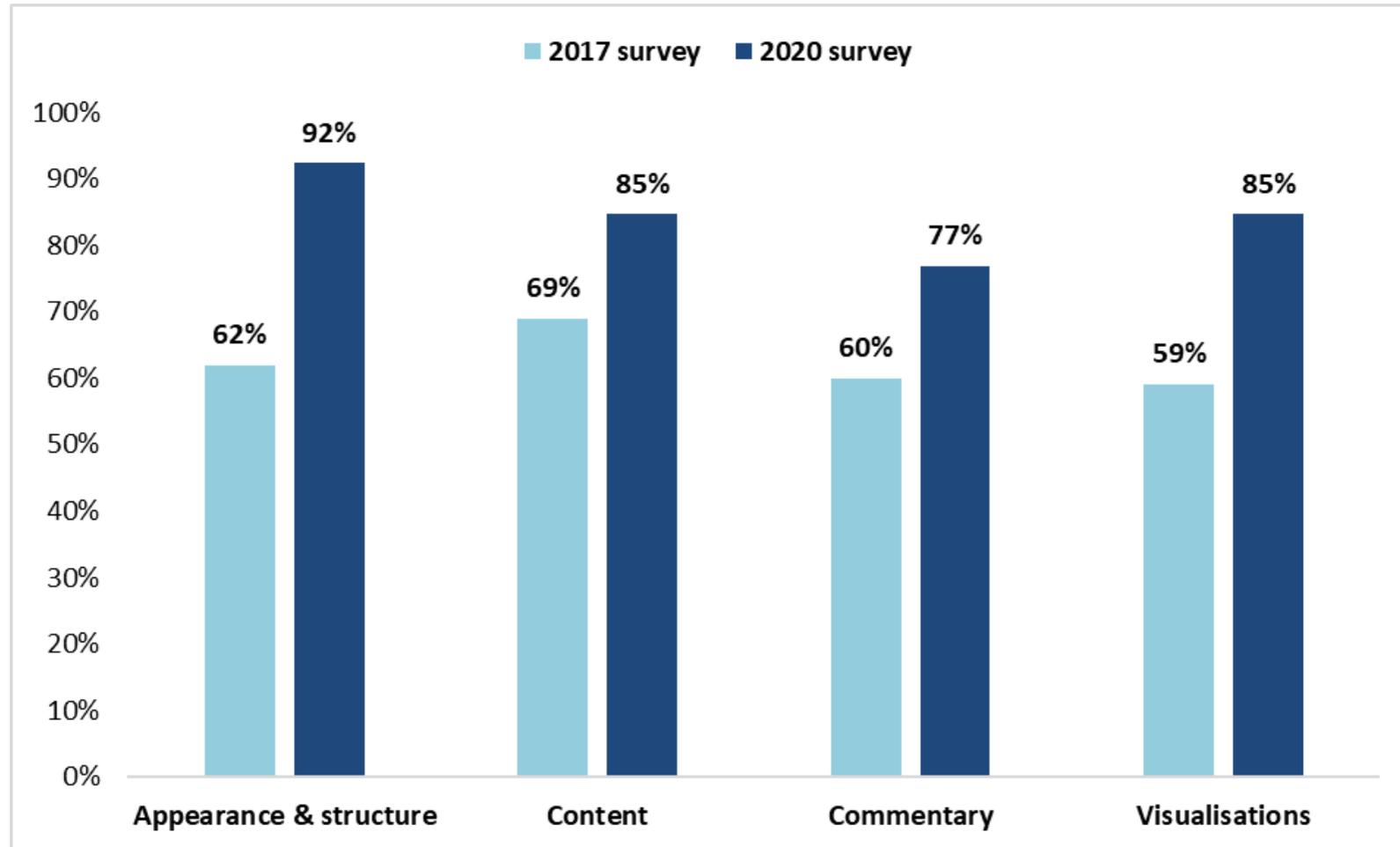
Data tables – what did users ask for

make accessible by Data feed, exclude metadata from export

Facilitate option to sort and filter

Many tables have hidden or merged columns making them tricky to analyse

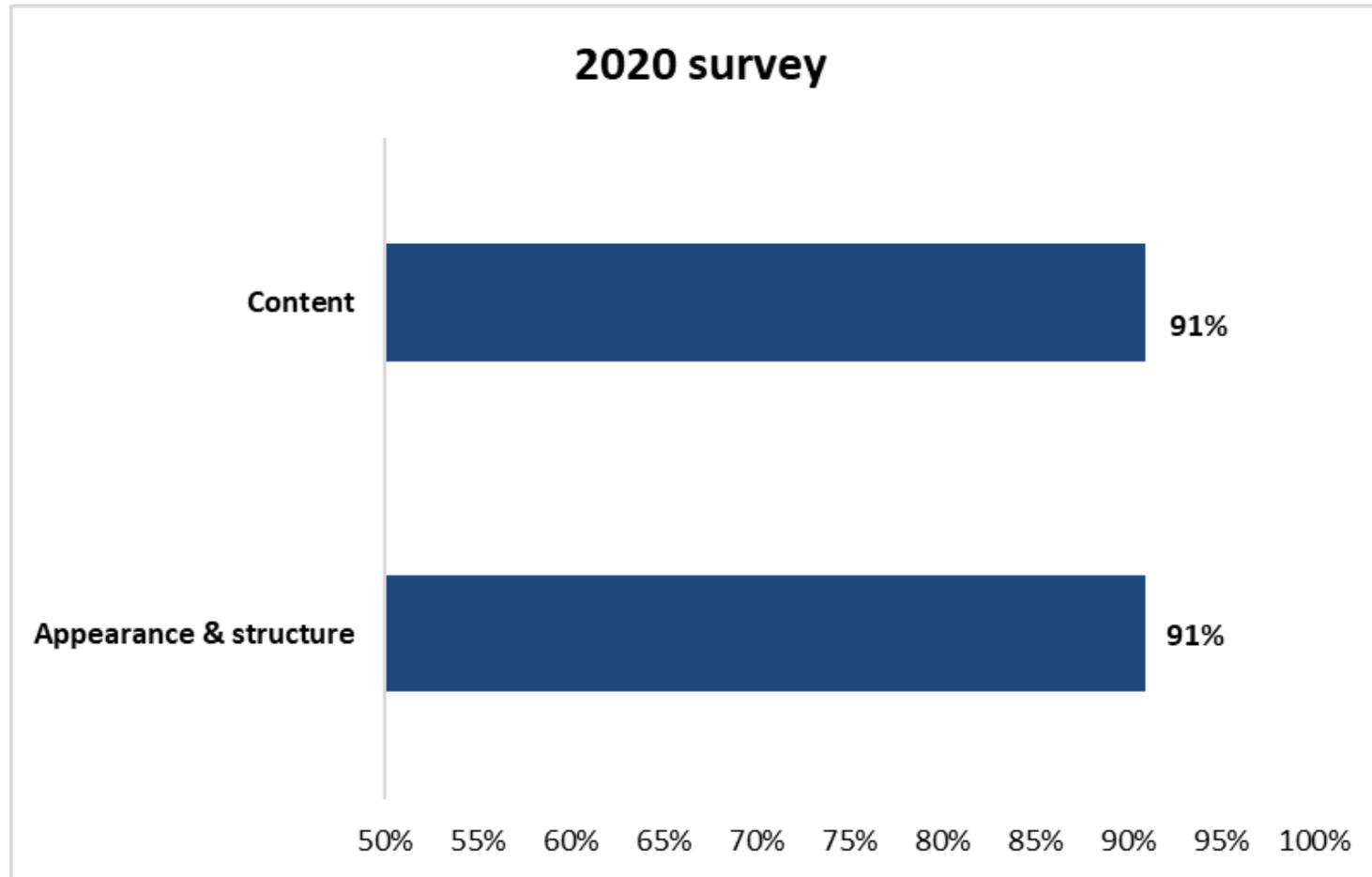
Factsheets rating – Excellent / Good



No comments were provided for further improvements

Q. If you use any factsheet(s), how would you rate them in terms of: Appearance & structure; Content; Commentary; Visualisations

Interactive charts (PowerBI) – Excellent / Good

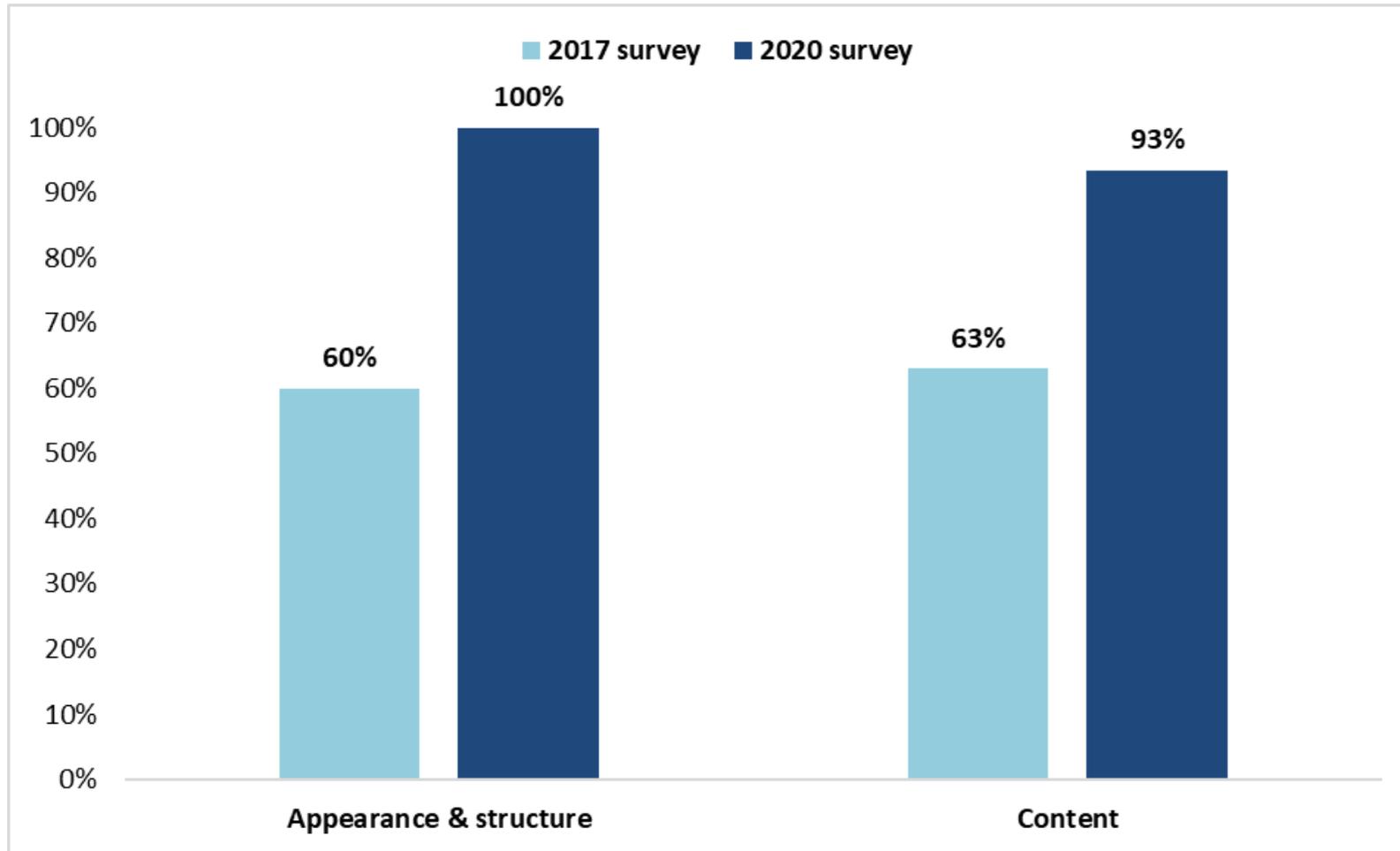


Users asked for:

Option to download data from PowerBI visuals

Q. If you use interactive charts (PowerBI), how would you rate them in terms of: Appearance & structure; Content

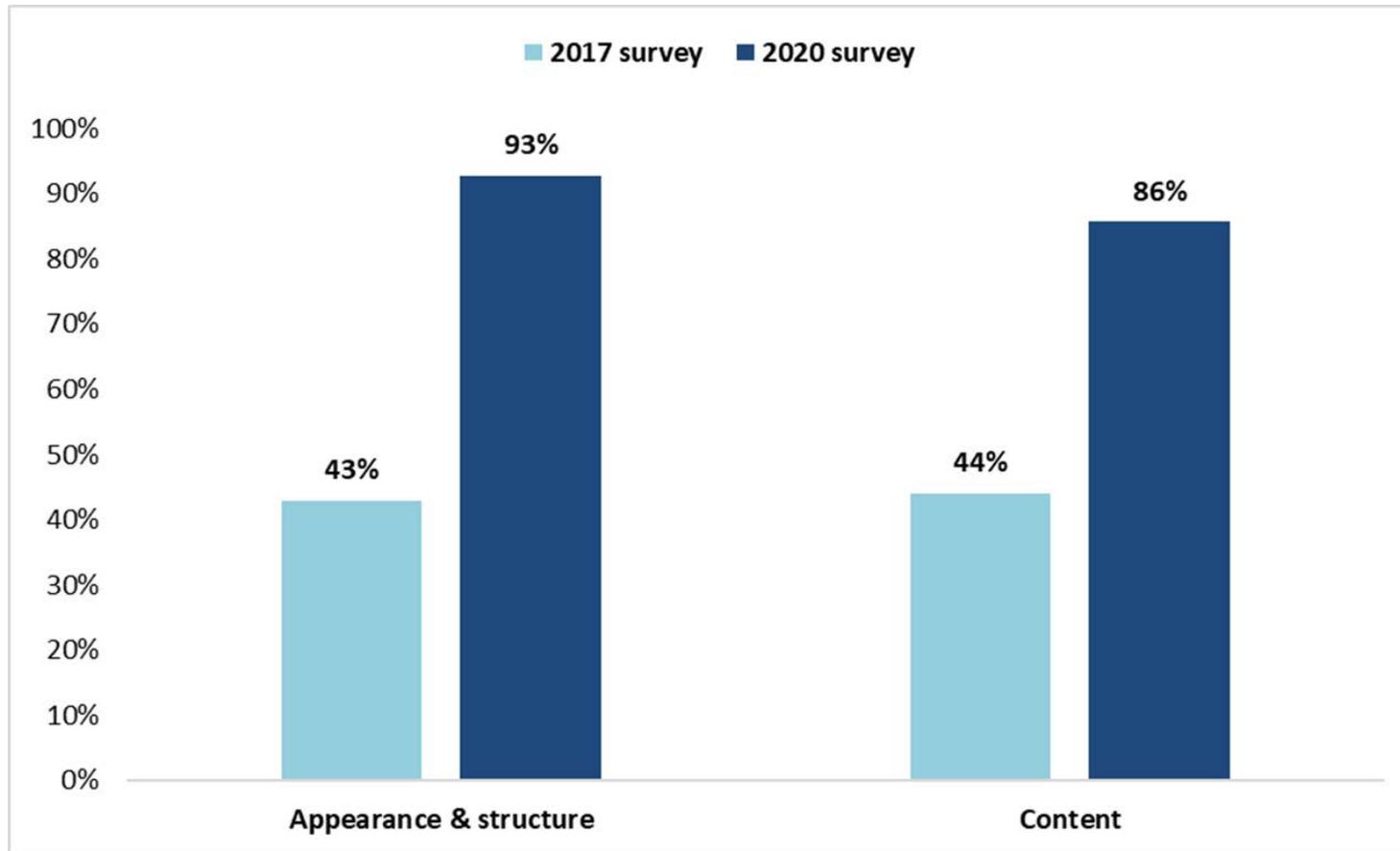
Infographics rating – Excellent / Good



No comments were provided for further improvements

Q. If you use any infographics, how would you rate them in terms of: Appearance & structure; Content

Quality and Methodology reports rating – Excellent / Good



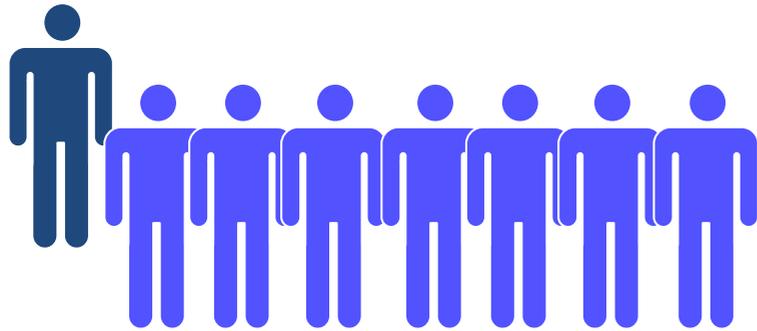
Users asked for:

Specific information is quite hard to find

Q. If you use Quality and methodology report(s), how would you rate them in terms of: Appearance & structure; Content

ORR Data Portal – Registration process

- Only data suppliers and dutyholders need to register to the Data Portal to supply data or use our online RIDDOR* form.
- 8 out of the 42 respondents are registered to the Data Portal



1 respondent said they found the registration process very straightforward and the other 7 said it was fairly straightforward

- 3 respondents used RIDDOR and/or file upload, and all of them found it fairly straightforward

*RIDDOR: [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013](#)

Q. Have you registered to the ORR Data Portal?

Q. How did you find the registration process?

How are we going to use these survey results?

- We will publish an action plan with timelines based on the user survey feedback and confirm which changes we will be implementing and when.
- One example we are taking forward already is simplifying the titles on the data tables which will be rolled out fully for the next set of statistical releases (the Quarter 1 2020-21 releases).
- We have also started investigating the use of HTML for publishing our outputs.
- Alongside the action plan we will also work on the recommendations from the Office for Statistics Regulation [compliance check](#), e.g. review of jargon and suitability of charts. This will be part of a full internal review of all our statistical releases and factsheets.
- We are also working on accessibility and will be compliant with the new guidelines due in September.



OFFICE OF RAIL AND ROAD

A horizontal decorative bar consisting of nine colored squares: light blue, medium blue, dark blue, orange, red, teal, purple, and magenta.

Rail financials publications

20 May 2020

Agenda

- Overview of rail financial publications
- Common stakeholder queries
- Reconciling the numbers
- Proposed improvements

Overview of rail finance publications

Source	Key Facts
UK Rail Industry Financials (Office of Rail and Road- ORR) Industry income from passenger fares, governments and other sources; and how the industry spends its money.	Purpose: to help inform debate about the rail industry's value for money Scope: TOCs, infrastructure managers (Network Rail), freight companies and Northern Ireland Rail systems covered: surface rail only Exclusions: rolling stock operating companies, major projects (HS2) Real terms comparisons: November RPI deflator
Rail Finance Annual Statistical Release (ORR) Statistics on government support to each part of the rail industry, including TOC breakdowns, and private investment over time.	Purpose: to aid analysis and understanding of levels of private investment and government support Scope: TOCs and PTE's, Network Rail, freight companies and major projects (HS2) Rail systems covered: surface rail only Exclusions: rolling stock operating companies Real terms comparisons: June GDP deflator.
Rail Fares Index (ORR) Annual change in prices charged by TOCs to rail passengers.	Purpose: to supply information on the cost of travel Scope: passenger trains on the national rail network Rail systems covered: surface rail only Real terms comparisons: average change based on an index using Jan RPI
Passenger Revenue Data (ORR) Ticket revenue and other charges associated with passenger rail travel.	Purpose: for an insight into revenue levels and ticket purchasing trends Scope: passenger trains on the national rail network Rail systems covered: surface rail only Real terms comparisons: Finances are presented in nominal terms
Regulatory Financial Statements (Network Rail) Network rail accounts information, including all income and expenditure.	Purpose: regulatory requirement to publish accounts as a system operator Scope: Network Rail only Real term comparisons: November RPI deflator
Country and Regional Analysis (HM Treasury) Estimates of total public expenditure on transport for each region in Great Britain and breakdowns per capita.	Purpose: a statistical exercise to consider regional spending based on who benefits from services Scope: TOCs, Network Rail, freight companies and major projects (HS2) Rail systems covered: all rail systems including TfL Real terms comparisons: June GDP deflator
Infrastructure and Projects Authority (NICP) Future investment by region.	Purpose: a financial allocation of planned central government spend by region. Scope: Total transport planned central government capital investment. This does not include current (operational) costs or planned spend by local governments. Rail systems covered: rail is included in the total transport spend

UK Rail Industry Financials

- Published annually since 2010-11
 - Total income and expenditure in one year and over 5 years. Akin to a income statement for the industry.
 - Covers train operators, Network Rail, government funding, HS1, freight and Northern Ireland (since 2015-16).
 - Whole industry analysis by country, region and franchise enabling comparability..

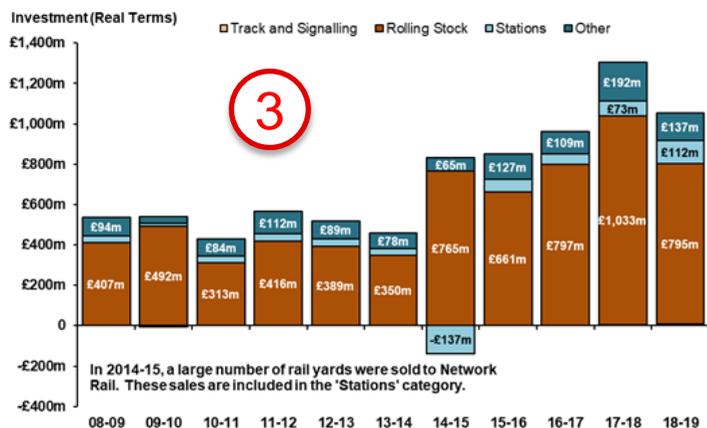
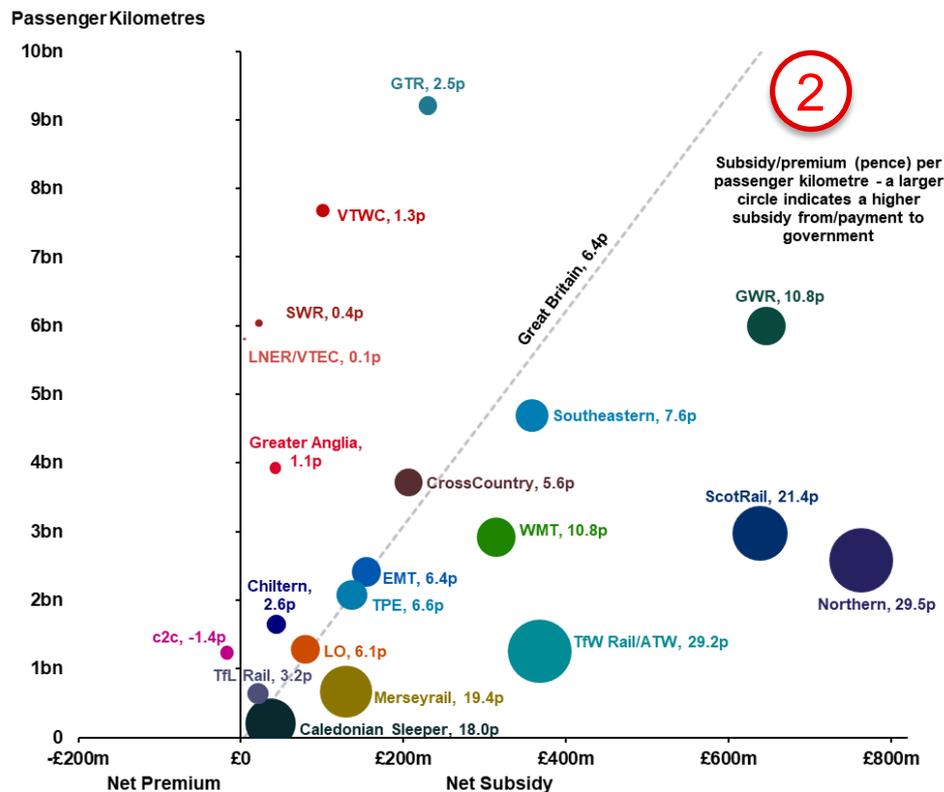
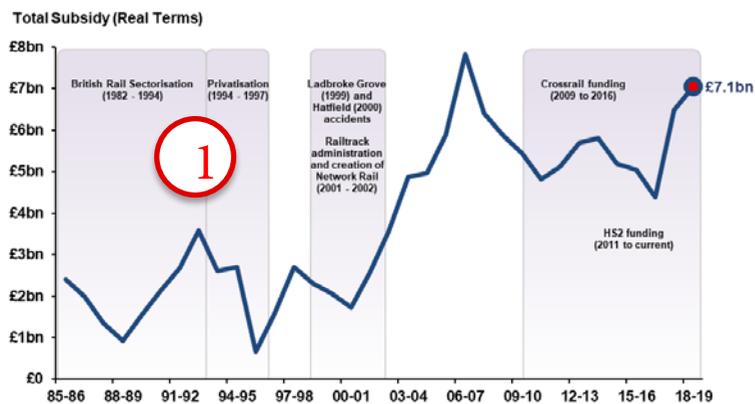
Figure 1: Industry income and expenditure in 2018-19

Industry income : £21.8bn		
Passengers £11.4bn	Governments £7.4bn gross / £4.3bn net	Other sources £3.0bn
Fares £10.4bn Other £1.0bn Other income is on-train catering, car parking and other train operator income	DfT payments £6.2bn (less receipts) (£3.2bn) ————— £3.0bn Transport Scotland £0.8bn Welsh Government £0.2bn TfL, and PTEs £0.3bn	Freight £0.9bn Network Rail £1.9bn High Speed 1 £0.1bn Northern Ireland £0.1bn
Industry expenditure : £22.1bn		
Train operators £12.7bn	Other £1.2bn	Network Rail £8.2bn
Staff costs £3.3bn Rolling stock £2.4bn Payments to DfT £2.9bn Other £5.8bn Total £14.4bn Less industry money flows (£1.7bn) External costs £12.7bn	Freight £0.8bn High Speed 1 £0.2bn Open Access £0.1bn Northern Ireland £0.1bn	Operating costs £1.9bn Maintenance £1.5bn Financing costs £2.3bn Depreciation £2.9bn Other £0.7bn Total £9.3bn Less industry money flows (£1.1bn) External costs £8.2bn

Rail Finance Statistical Release

Published annually since 2013-14:

- UK, Scotland and Wales government support (including projects such as HS2) to the rail industry (1). Freight grants and Loans to NR are presented separately.
- Subsidies/premiums to/from train operators as well as an estimate of the share of the Network Grant (2).
- ONS survey of private investment from TOCs, FOCs and ROSCOs (3).



Common stakeholder queries

How much profit do train operators make?

How much do train operators pay in dividends?

How much government funding is there? Why has this changed?

What does my fare buy?

Is private investment really 'private'?

How much is for operational needs versus long-term?

How have things changed since privatisation?

How much do TOCs receive in delay compensation?

Reconciling the numbers

- [UK Rail Industry Financials 2018-19](#)
- [Rail Finance 2018-19 Annual Statistical Release](#)
- Our two publications do two different things. The government funding side is common to both, below is a reconciliation between the two.

Differences between the ORR publications

A.3 The rail finance annual statistical release is primarily sourced from government data whereas this publication is primarily sourced from industry data.

A.4 Total government funding is £7.1bn in the rail finance annual statistical release and £4.3bn in this publication, a difference of £2.8bn. This is largely because this publication does not include government support to HS2 (see the table below).

Reconciliation between Rail Finance 2018-19 annual statistical release and the 2018-19 Rail Industry financial information publications (£bn)

Government Funding per Rail Finance 2018-19 annual statistical release	7.1
HS2 investment	(2.6)
Miscellaneous costs.	(0.2)
Government Funding per 2018-19 Rail Industry financial information	4.3

Proposed improvements

Whole industry efficiency

■ Williams Review

Value for money – judged based on whether the journey experience and quality corresponds with the price of the fare.

- There is evidently a need for transparency as the industry is complex.
 - Value for money is a key aspect. How do passenger know that their fare represents value for money? A key consideration is how efficient is the railway?
 - Devolution is also an important theme, how can we improve our regional analysis?
 - The industry is also being asked to understand where it is spending its money, to seize opportunities to drive quality improvements, increase usage, explore commercial opportunities and find efficiencies. Our reporting will aid this.
- Use of simple metrics to compare over time and between regions. We already do part of this, e.g. spend by km over time.
- In depth analysis, explaining some of key trends in the industry. E.g. rolling stock costs, not just reporting the numbers, but explaining the reasons behind the increase.

Our thinking in this area is still early days, we welcome your thoughts!

Proposed improvements (cont'd)

Better experience for our stakeholders

- One output from ORR, at the same time, October/November.
- Use of our [data portal](#) to embed the data so the user can play with and create their own datasets and charts etc.
- We are currently discussing whether to move from a standalone document and embed all of the data on our data portal

Other areas to consider

- Official statistics
- Other sources of information e.g. HMT regional analysis.

Any Questions?