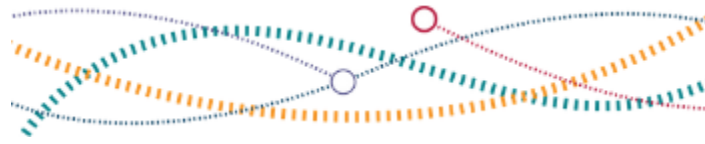# ORR rail statistics

Newsletter

1 July 2021

This is our third newsletter to update our statistics users about changes and improvements we are making over the next few months to the statistics we publish on the ORR data portal. We post this information on our user engagement page, however we'd like to ensure you are kept up to date directly with any changes to statistics you may use.

We hope you find the information useful and welcome any questions or feedback. Please email us at: rail.stats@orr.gov.uk. If you would **not** like to receive this newsletter in future please email us using this unsubscribe link.

Passenger rail service complaints – proposed changes for 2021-22

On 24 June we published our Passenger rail service complaints 2020-21 Quarter 4 statistical release. This included some proposed changes for future publications which we would welcome users' views on.
We are proposing to reduce publication of the following tables from quarterly to annually:
- Appeals closed by Transport Focus and London TravelWatch by operator – Table 4163
- Appeals categories closed by Transport Focus and London TravelWatch – Table 4160

We are also proposing to no longer produce the following table:
- Praise per 100,000 journeys by operator – Table 4123

The reason for these changes is that we have identified low level of demand for these tables from our web analytics. We welcome any feedback on the above proposals to be sent to rail.stats@orr.gov.uk by 31 July 2021.

Descriptive chart titles

For the first time in Passenger Rail Performance 2020-21 Quarter 4 statistical release we used descriptive chart titles. These are designed to provide readers with the main message from the chart. We welcome feedback on this sent to rail.stats@orr.gov.uk as we plan to implement this across our other statistical releases in future.

New rail station attribute table

We are currently developing a new rail station attribute table which we expect to publish in October 2021 as part of our annual Rail infrastructure and assets statistics for 2020-21. The new table will present geographic and attribute information for each mainline station in Great Britain, including location coordinates, which county each station is in and who manages each station. The table will initially be based on station attribute fields shown in Table 1410 which presents our annual Estimates of Station Usage. If you have any suggestions for additional station attribute fields that you would find useful in this new table or any feedback on the current attribute fields in Table 1410 then please get in touch.

Office for Statistics Regulation review of accessibility statistics

The Office for Statistics Regulation are reviewing statistics about the accessibility of transport, and want to hear from individuals and organisations using statistics to understand or improve the accessibility of transport. The project is focusing on whether the statistical system in the UK is providing accurate, coherent and comprehensive information.
If you use statistics about the accessibility of transport in the UK, including ORR's Disabled Persons Railcards statistics and ORR's Passenger assistance statistics, they would like to hear from you. To find out more or to get involved, take a look at the project outline, or contact the project lead louisa.mccutcheon@statistics.gov.uk

Rail Statistics Management Group – 20 May meeting

The Rail Statistics Management Group (RSMG) is a forum where we discuss our statistics with stakeholders to ensure they continue to meet users' needs and are of good quality. The group also discusses industry research and shares other information and best practice.
The agenda, actions and presentation slides from the recent RSMG meeting are available on the RSMG page of the data portal. An invite to the next meeting (likely to be in September or October) will be sent out to members soon. If anyone would like to present or join the group please email us.

Publication dates

A reminder that the publication dates for all our statistics are available for the next 12 months. For some releases only the month has been set so far, however the exact date will always be set at least 4 weeks in advance of publication.