

29th August 2023

Guy Dangerfield
Transport Focus
Albany House
94-98 Petty France
London
SW1H 9EA

Dear Guy,

Re: Transparency regarding P Code cancellations, 7th July 2023

Thank you for your letter dated 7th July 2023 in respect of transparency regarding P Code cancellation data.

We are pleased that Transport Focus recognise the efforts of the ORR and Industry to make this data more readily available, and that P Coding is not solely the result of traincrew and rolling stock availability.

The ask within your letter was for RDG to look at how Train Operators could consistently include P Coding within performance data on Operator websites that is published each period. We presented this request, and the example given in the letter using Greater Anglia's website, to a large number of the Train Operator Managing Directors at our periodic MD Call on Thursday 17th August 2023. This was met with no significant concerns, and the presentation was then shared to all Train Operator Managing Directors post-meeting. This included a request for them to consider how performance data is currently published and how this is best included within that. P Coding data is already available to Operators as it is provided to ORR on a periodic basis, as you've noted.

Whilst we monitor and review information and website content via the NRCC (National Rail Communication Centre), we do not routinely specify format. Performance data that is published by Train Operators is dependent on their contractual obligations specified by funders, so there is variation in what is shown by different Operators. We'll continue to work with the Train Operator teams as they evaluate the best approach and support them in making this information available. Paul Dixon, our Head of Operations, is leading this piece for RDG and would be happy to discuss progress and what further could be done with you.

If you require any further information or would like to discuss, please don't hesitate to let me know.

Yours sincerely,



Jacqueline Starr
Chief Executive Officer, Rail Delivery Group