

GLOSSARY

Network Rail

Network Rail own, operate and develop Britain's railway infrastructure; that's 20,000 miles of track, 30,000 bridges, tunnels and viaducts and the thousands of signals, level crossings and stations. They manage 20 of the UK's largest stations while all the others, over 2,500, are managed by the country's train operating companies.

Every day, more than 4.6 million journeys are made in the UK. People depend on Britain's railway for their daily commute, to visit friends and loved ones and to get them home safe every day. Network Rail's role in this is to deliver a safe and reliable railway, where they carefully manage and deliver thousands of projects every year that form part of the multi-billion pound Railway Upgrade Plan, to grow and expand the nation's railway network to respond to the tremendous growth and demand the railway has experienced – a doubling of passenger journeys over the past 20 years.

Rail Delivery Group (RDG)

The Rail Delivery Group are the national rail body whose purpose is to provide strategic and tactical services for the whole rail industry including:

- A central clearing house for the train operators, enabling passengers to buy tickets to travel on any part of the rail network from any station, through the Rail Settlement Plan;
- A customer experience operation, covering the National Rail Enquiries service and commercial activities, such as railcards and licensing of third party retailers;
- The rail staff travel service, providing eligible staff in the industry with some level of concessionary travel;
- A planning, engineering and operations team, that supports members in delivering a safe, punctual and economic railway;
- A policy function, developing policy and providing responses to government consultations on behalf of the whole industry;
- A communications function, managing media and public affairs matters, as well as leading on national industry-wide campaigns.

Transport Focus

Transport Focus, formerly Passenger Focus, is the independent watchdog representing the interests of Britain's rail passengers, bus and tram passengers in England (outside of London) and passengers on scheduled domestic coach services in England. It also represents users of England's major roads (the 'strategic road network'). Transport Focus offers advice to the public and takes up passengers' complaints that train companies have failed to resolve. It aims to secure improvements, influence decisions and get the best deal for passengers and road users with an emphasis on evidence-based campaigning and research.

Transport Focus is an executive non-departmental public body, sponsored by the Department for Transport.

On a twice yearly basis the rail industry train operators are the subject of two Transport Focus wide-ranging passenger surveys called National Rail Passenger Surveys.

The Office of Rail and Road (ORR)

As an independent regulator, the ORR operate within the framework set by UK and EU legislation and are accountable through Parliament and the courts. They are an independent statutory body, with powers vested by Parliament in our governing board.

Their board is responsible for setting strategy and overseeing its delivery. Board members are appointed by the Secretary of State for Transport for a fixed term of up to five years. The team of executive directors is responsible for delivering the board's objectives and business plan, in line with our legal duties.

The Rail Safety Standards Board (RSSB)

Through research, standards, analysis and insight, the RSSB supports our members and stakeholders in driving improvements in health and wellbeing and delivering a safer, more efficient and sustainable rail system.

The RSSB have the ultimate sanction as to whether or not a train can operate on a track.

Transport for the West Midlands (TfWM)

Transport for West Midlands (TfWM) has been set up as part of the WMCA to co-ordinate investment to improve the region's transport infrastructure and create a fully integrated, safe and secure network. It is also responsible for assessing and planning the region's future transport needs so the network can meet the demands of businesses and a growing population.

The expansion of the Midland Metro tram system is just one of the many projects that TfWM is delivering to help meet those future needs. Working in partnership with bus and train operators, TfWM develops integrated and smart ticketing while providing free fares for the elderly and disabled and half price travel for children. Local rail services are co-managed by TfWM under the new West Midlands Railway franchise.