

5. *The total length of time it took to fix the faults or failures identified in the answer to 4.*
6. *The number of delays or cancellations to train services caused by the failures identified in the answer to 4.'*

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA) and I can confirm that we hold the information you requested.

Please find attached a spreadsheet listing all infrastructure faults (Track and Non Track Assets) which caused delays or cancellations for the lines of routes specified in the second tab.

Please keep the following in mind when viewing the data:

- 'Train Count' is a count of all the trains affected by the incident and this figure is broken down further into four 'Service Group Descriptions' – GN Inners, GN Outers, West Anglia Outers and West Anglia Inners. The corresponding route to the group description can be found in the 'line of route' tab.
- We do not store easily accessible information on the time to fix each incident. Instead, we have provided the duration that the incident has remained open for attribution purposes on our internal data system called TRUST¹.
- We have calculated incident duration by comparing the time the incident was created to the time the incident was closed on TRUST. Please note that trains are not necessarily affected for the full duration of an incident. There are times where an incident does not impact trains so we may carry out full remedial works at a later time that causes less disruption for passengers. Consequently, the timescale over which disruption is caused can differ from the time that the incident lasted.

The fact that we often leave the full repair until it would be least disruptive is the right thing to do for our customers. Consequently, the figures provided do not give the full picture.

- The duration of how long an incident is shown as open in TRUST is influenced by many attributes as well as time to fix. For instance many incidents are kept open for several days to allow data entry. There are no standardised processes or rules for when or how to enter data so the information is of

¹ TRUST is a Network Rail computer system used for monitoring the progress of trains and tracking delays on Great Britain's rail network.

variable quality, detail and accuracy. It was only ever intended for internal use and cannot be taken to give a definitive and accurate picture of how long it takes to resolve faults. Nonetheless it is the information we hold and we wanted to be as open as possible in our disclosure.

- As we are showing delay causing events on separate rows within the dataset, incident details such as incident duration will be replicated on each of those rows, and care should be exercised in summing together such data so as to avoid erroneous conclusions.

To put these figures in context, it may interest you to know that infrastructure incidents caused less than one fifth (19%) of problems on the specified lines of route. In the second half of last year, performance in this area has improved with 2% fewer incidents caused by infrastructure failure than in the first half of the year.

If you have any enquiries about this response, please contact me in the first instance at FOI@networkrail.co.uk or on 01908 782405. Details of your appeal rights are below.

Please remember to quote the reference number at the top of this letter in all future communications.

Yours sincerely

Anisha Pandya
Information Officer

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Appeal Rights

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the FOI Compliance and Appeals Manager at Network Rail, Freedom of Information, The Quadrant, Elder Gate, Milton Keynes, MK9 1EN, or by email at foi@networkrail.co.uk. Your request must be submitted within 40 working days of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF