



Rail
Operations
Group

**Passenger Services
Quality Report
2024-2025**

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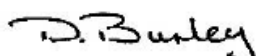
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i. Introduction

Rail Operations Group (ROG) were granted a license to operate passenger services on the UK Rail Network in 2016.

The type of passenger carrying services offered by the company include:

- Corporate or other Third-Party Charter Trains
- Passenger Operator support (i.e. provision of train and traincrew to support the delivery of other operators' timetabled services)

All operators of passenger services on the UK Rail Network are required to publish an annual Service Quality Report to provide existing or potential passengers with a range of information about how we manage and monitor the quality of our passenger operations.

ii. Scope of this report

This report covers the period between April 2024 and March 2025. (Note: During this period Rail Operations Group did not operate any passenger services).

1. Information and tickets

During this period Rail Operations Group did not operate any passenger services

Rail Operations Group (ROG) rarely undertake the ticketing side of any of our passenger operations, generally using a Third-Party specialist to provide this service on our behalf.

However, as part of the Service Level Agreement process, we ensure that any organisation providing such ticketing services is able to provide the full range of information and details of the service that passengers might expect including (but not limited to):

- Route details and timings
- Accessibility and Assistance information for both trains and pick-up/drop-off points
- Essential Safety Information
- Customer Feedback processes

During the journey, Safety announcements are made by on-board staff and if passengers require additional assistance with understanding these announcements this can be requested at the time of booking.

2. Punctuality of services and general principles to cope with disruption to services

During this period Rail Operations Group did not operate any passenger services

It is in the nature of charter services that they nearly always depart on time as they are generally timed to run as the 'first train of the day'. On occasion, delays can accumulate during the journey, due to a number of factors which may or may not be within our control. ROG, as the train operator, always strives to keep delay to an absolute minimum and will actively engage with Network Rail in order to recover to advertised times where possible.

When things fail to go to plan, ROG always attempts to ensure any disruption is minimised and we have numerous plans in place that can be actioned dependent on the situation. In these circumstances, ROG will make arrangements with national service trains and coach companies in order to return passengers to their final destination.

3. Cancellation of services

During this period Rail Operations Group did not operate any passenger services

On the rare occasion that we may need to cancel any of our services, this will always be done with the maximum notice possible, and all passengers will be contacted as soon as possible by our ticketing agents in line with their cancellation policies provided at the time of booking.

4. Cleanliness and enhanced cleaning

During this period Rail Operations Group did not operate any passenger services

All ROG Passenger vehicles are thoroughly cleaned before and after each passenger service. If the journey is a long one, or includes a return journey, additional cleaning will be undertaken during the journey or prior to the return trip.

5. Customer satisfaction survey

During this period Rail Operations Group did not operate any passenger services

ROG is fully committed to ensuring customer satisfaction with our services. We prioritize safety, punctuality, and passenger comfort and actively seek and act on customer feedback to enhance our offerings. We request feedback directly from customers following each scheduled service.

6. Complaint handling refunds and compensation for non-compliance with service quality standards

During this period Rail Operations Group did not operate any passenger services

ROG has a published Customer Satisfaction Policy on its website and is committed to responding to any complaints in a timely and robust manner, whether the feedback is received directly from a passenger 'on the day' or via our ticketing agent for the service. This includes a commitment to fully investigate the circumstances and try to respond to the passenger within 10 days where possible.

Whilst ROG has not undertaken any passenger services during this reporting year, we are committed to publishing the number of complaints received and our performance against these targets within future Service Quality Reports.

7. Assistance provided to disabled persons and persons with reduced mobility

During this period Rail Operations Group did not operate any passenger services

ROG has an Accessible Travel Policy in place and is committed to making all of its passenger services as accessible as possible.

The provision of our Accessible Travel Policy and the processes for requesting assistance are provided to customers by our ticketing agents during the marketing and booking phase of each charter.

We are not currently able to accommodate all types of motorised mobility scooters or wheelchairs, so passengers are advised at the time of booking to double check whether their vehicle can be accommodated safely.

Whilst ROG has not undertaken any passenger services during this reporting year, we are committed to publishing the number of requests for assistance we have received and our ability to accommodate those requests within future Service Quality Reports.