



Workplan 2018-19:

Making a difference for transport users

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Introduction

Transport Focus exists to stand up for transport users, to champion their cause when things go wrong, and to get things improved.

Welcome to our 2018-19 Workplan which sets out our key campaign and work objectives, plus our budget for the year. Scattered through this text and highlighted in grey are some of the ways in which we have already made a difference, over the last year.

Increasingly, service provision is being specified, funded and monitored with the involvement of devolved bodies. We will build on our work with Transport Scotland, Transport for Wales, Transport for the North, Transport for the West Midlands and others.

Transport Focus has a unique multi-modal view of user satisfaction. We are going to make more use of this resource by publishing regional views of satisfaction among bus, train and tram passengers and users of England's motorways and major 'A' roads.

This will help the growing number of devolved transport authorities better understand relative satisfaction and better target investment.

We are keen to engage in new projects subject to partnership funding. One potential area is to start to understand road user perspectives on autonomous vehicles – so far debates have mostly centred on the technology and data rather than user experience.

There will be years when some vehicles are driven by humans and some by computers. Trials of HGV 'platooning' are on their way. What do users think?

We also want to start looking in more detail at the need for improvements and experience of the door-to-door journey.

How real is the development of the ideas around the so called concept of 'mobility as a service'? What do transport users really want given that many of them drive the whole journey or walk to the train station or bus stop?

This could explore the role autonomous vehicles might in future play in door-to-door journeys, such as reaching train stations or

providing the 'last mile' of journeys.

Our new Strategic Roads User Survey, launched in April 2018, will give road users a stronger voice which will drive greater focus on what matters to them.

Our aims this year

Journey reliability and disruption

Transport users want services and roads they can rely on. When there is planned or unplanned disruption, information, communication and protection of welfare is vital. As major investments are made on rail and road we will help improve the planning and communication of engineering and roadworks. We will improve the handling of unplanned disruption – a key driver of dissatisfaction.

Our research showed drivers' dislike of long sections of roadworks. Shorter sections now feature in planning.

Complaints, compensation and redress

We will continue to advocate on behalf of rail passengers in relation to issues they raise with us, and press for the rail industry to do more to compensate passengers when things go wrong. The planned introduction of a rail passenger ombudsman by the rail industry is welcome and we will work to make this a success for passengers.

Thanks to our work, a rail passenger who innocently forgets their railcard is now able to reclaim the cost of any new ticket they had to buy as a consequence. The Government has ordered the setting up of an independent Penalty Fare appeal body. These are examples of where our complaints casework has led to change.

Fares and ticketing

Building on our many years of experience in this area, we will continue to campaign for transparency in the way fares are set, cheaper fare options wherever possible and the roll out of smart ticketing both nationally and regionally.

16 to 18-year-olds across Manchester can now benefit from half-fare day tickets on the bus since the bus company saw this age group were dissatisfied with value for money in the Bus Passenger Survey.

Boosting the user voice in longer-term decision-making

Many key decisions are likely to be made in respect of the second road investment strategy (2020-2025) and, on the railways, final planning for control period 6, which starts in April 2019. Work on rail franchising continues and we will also explore opportunities arising from the Bus Services Act.

We will also actively engage with new and emerging devolved bodies in England to ensure transport users are based at the heart of their work.

We asked the A303 Stonehenge improvement scheme to consider wider road user needs beyond locally affected communities. Highways England's consultation plan then included drivers who use that road from a much wider area.

Accessibility

Transport services should be accessible to all. We will use our survey work to identify issues and priorities for improvement for transport users with disabilities.

In the short term

We have identified a small number of shorter-term objectives that we are going to pursue this year.

While not necessarily the biggest issues facing users at present, cracking them will bring huge improvements later on.

- We will ensure Highways England makes substantial improvement in the accuracy of information about scheduled roadworks. At present road haulage companies and lorry driver, in particular, are not given enough warning of roadworks to be able to plan deliveries effectively. As a result costs rise, drivers are more stressed and unnecessary pollution is caused.
- We will ensure bus passengers are at the heart of current and new franchising or partnership arrangements between local authorities and bus companies.
- We will ensure trust in the rail industry is boosted by the improved compliance with requirement to have timetables settled at least 12 weeks in advance, the use of the 'right time' measure of train performance and using the more modern, fairer Consumer Price Index in the setting of regulated fares.

We need to make sure transport users know that a watchdog exists who can stand up for them and help with advice. We need to make sure our media presence is effective and sustained. We will continue to innovate and modernise the way we collect user feedback.

We have also reorganised ourselves to deliver the further reductions required in the current financial year by our sponsors the Department for Transport. We have had to think carefully about what we focus on and how we do it. I am pleased to say we have been successful in attracting continued partnership funding, in particular for our insight work.

Our staff are key to our success. I am proud to lead this team. We all want transport services to improve and work hard to make that happen.

Anthony Smith
Chief Executive

1 Who we are and what we do

What is Transport Focus?

Transport Focus is a consumer organisation – a champion for the transport user. Our mission is to make a difference for transport users, to make transport services better.

We are the independent, statutory consumer watchdog for Britain's rail passengers, bus, coach and tram passengers in England (outside London) and all users of England's motorways and major 'A' roads – the Strategic Road Network (SRN). Transport Focus's statutory roots go back nearly 70 years.

We gather evidence and use it to drive change and make a difference. We aim to be useful to those who make decisions about transport and to help them make better decisions. Transport Focus strives to give all transport users as powerful a voice as those that provide transport services and we listen to those users in a variety of ways.

We use a mixture of insight, active advocacy, user group engagement, speaking at events, exhibitions, public meetings, traditional and digital media, our Transport User Voice newsletter and a website to get our message across and secure change.

The Scottish Government, Welsh Government and London Assembly each appoint one Board member, with others appointed by the Secretary of State for Transport. We have offices in London and Manchester and we have peripatetic workers and non-executive Board members spread across Great Britain.

Long-term aims

Our plan *Making a difference for transport users: 2018-21* sets out the longer-term themes for our work. It also contains more information about us and how we work. Our Insight Plan sets out what insight work we have recently published and plan to carry out – it will be regularly updated. All our insight work is published and available to all on our website.

The key themes outlined in our three-year plan are:

- making a difference for today and tomorrow's transport user
- making Transport Focus an insight and evidence hub
- creating a modern workplace for great people.

In addition, we need to make sure we make best use of our resources with excellent delivery, value for money and good governance. We will spend around

35 per cent of our budget this year on insight activities. The volume may increase if projects are taken forward with partners.

An insight 'hub': leading thinking

We want to lead the debate about how transport user satisfaction is gathered as we and others develop more digital and innovative ways of gathering satisfaction data.

Alongside updating our tracker surveys on rail, bus and tram, and building the new road user survey, we need to develop, in partnership with the transport industries, new feedback systems. However, while we can speed up data collection, we want to retain the representativeness of the current surveys as much as we can – this is what makes them so useful and powerful. The surveys should continue to reflect the current 'population' of users of the various modes.

In September 2018 we will hold an event, jointly with Heathrow Airport, looking at innovative ways of gathering user satisfaction, measuring performance, handling complaints effectively and improving the user experience during disruption. The findings from this seminar will be published and widely circulated to stimulate improvement and thought.

The seminar will involve representatives from across all transport modes (including, for example, air, ferries and on-demand private hire services) and other consumer industries.

Our Insight Plan (published alongside this Workplan) sets out our plans in more detail.

Regional multi-modal reports

We will mine the data from our tracker surveys to produce regional reports on user experience across modes. We are uniquely placed to publish such information. This will help regional authorities, as well as Network Rail and Highways England, to better understand and prioritise investment and management in areas which require it.

Rail passengers

The National Rail Passenger Survey (NRPS) reaches more than 65,000 passengers each year and its scope is increasing. The Greater Anglia and ScotRail franchises mandate more frequent sampling of passenger opinion. Other train companies and Network Rail purchase extra surveys. Well over a million passengers have taken part over 19 years. It is an authoritative (an Official Statistic), powerful comparative benchmark of train company and Network Rail performance.



The NRPS is increasingly used as a key performance measure in franchises, and financial penalties and remedial plans if targets aren't met. Adding all these together, the NRPS drives cost-effective change by amplifying and focusing the passenger voice.

We will publish further analysis of the NRPS questions relating to trust and how passengers felt about their journeys. This will help the industry understand what drives these factors and drive improvement in turn.

Bus passengers

The Bus Passenger Survey (BPS) provides a powerful comparative benchmark of bus company and local authority performance, and continues to drive change in its own right. This large-scale survey involves over 45,000 passengers each year. More than 315,000 passengers have taken part over eight years.

We will track progress in tackling the key issues that emerge from the survey.

We will continue to carry out the Bus Passenger Survey (BPS) in England funded by us, operators and local authorities.

We will prepare a BPS proposal for the Scottish and Welsh governments and operators for further consideration (funded by governments and bus companies). This work will build on the successful 2016 BPS in Scotland and 2017 survey in Wales.

Road users

We will measure satisfaction among users of England's strategic roads. This includes the new Strategic Roads User Survey (SRUS), our Motorway Services User Survey, a survey of cyclists, pedestrians and equestrians and a survey of businesses in the logistics and coach industries.

We will also continue to carry out the National Road Users' Satisfaction Survey (NRUSS) until it is discontinued

in March 2019. So this year we will:

- Carry out the new Strategic Roads User Survey (SRUS) and publish the first results from what will become the official measure of satisfaction with journeys on the SRN.
- Publish the 2018 Motorway Services User Survey, carried out in partnership with the sector. Subject to funding, we will carry out the survey again in 2019.
- Publish a pilot study of satisfaction with services on 'A' roads.
- Publish the results of our survey of satisfaction with the SRN among the logistics and coach sectors, research which we hope will become an annual tracker survey.
- Publish research in two areas of England into satisfaction among cyclists, pedestrians and equestrians who use or cross the SRN. This is also a survey we hope to repeat in different areas each year to build up a national picture over time.
- Publish the 2017-18 National Road Users' Satisfaction Survey (NRUSS) results (the existing official measure), highlighting the aspects of journey experience linked most closely with overall satisfaction, and any differences in satisfaction by geography, road type and journey purpose.
- Carry out NRUSS in 2018-19 and share the results with Highways England, the Office of Rail and Road (ORR) and Department for Transport (DfT) each month.

Tram passengers

We will carry out and publish the 2018 Tram Passenger Survey (TPS) and use the results to drive improvements – this will involve some 6000 passengers. We will track progress in tackling the key issues that are highlighted by the survey. We will seek to build a consensus across the industry on how the TPS can be funded in the longer term.

2 How we are making a difference

For rail passengers

- Our investigation into the rail industry's meeting its target of setting timetables at least 12 weeks in advance uncovered serious problems. The Secretary of State ordered an immediate review. Subsequently the industry has announced it will only be able to publish six weeks in advance for some months. We will work to ensure passengers don't lose out on cheaper tickets, and assess the accuracy of fares and timetable information
- Radically improved the way train companies deal with passengers without 'valid' tickets. The Government is now setting up, with our help, an independent appeals body for Penalty Fares. It has introduced a one-off leniency policy for passengers who forget railcards.
- Boosted the passenger voice in the rail franchise replacement process, leading to better services. Passenger priorities, based on our evidence, now guide the drafting of the franchise contracts and discussions with bidders, and are hard-wired into franchise targets.
- Dealt with hundreds of thousands of complaints where passengers have become deadlocked with train companies. Achieved over 70 per cent passenger satisfaction with how we dealt with their complaints. Fed back issues raised to Government, Network Rail and train companies and helped improve train company complaints handling.
- Amplified the passenger voice in operational and investment decisions – again, leading to better services. Over a million passengers have now had their voices heard in our National Rail Passenger Survey (NRPS). Our seats on the emerging Route Supervisory Boards put passengers at the top table – we are actively collaborating with Network Rail on these new mechanisms designed to bring track and train closer together. Our work on trust and passenger priorities for improvement is guiding government and industry investment decisions.
- Our insight and advocacy work (carried out over eight years) now underpins the *Action plan for information on rail fares and ticketing* created jointly by the Government, industry and Transport Focus. In time this will lead to improvements in ticket vending machines, fares information and, hopefully, end the need for 'split ticketing'.
- The current industry work on improving information during planned and unplanned disruption stems directly from our advocacy. We have helped improve the handling of passenger information during works at Glasgow Queen Street, Bath, London Waterloo, Reading, Birmingham New Street and London Kings Cross, and are gearing up for a similar major piece of work at London Euston.
- Continue to publicly hold the industry to account for its performance. Over the past year we have questioned, in public, the managing directors of Great Western Railway, Virgin Trains (west coast), and South Western Railway, as well as the Network Rail chairman and route directors.





For tram passengers

The Tram Passenger Survey has led to many wins for passengers. The Manchester Metro is now running longer trams and has deployed more onboard staff to deal with perceptions of antisocial behaviour. The otherwise high-scoring Edinburgh tram lagged on frequency – now boosted.

For road users

- Set up, from scratch, a new Strategic Roads User Survey, launched in April 2018. This dramatic boost to the road user voice will, in time, give a new vibrancy and urgency to the need to listen to users' views.
- Helped focus Highways England's attention on the need to improve the handling of incidents and roadworks. There have been improvements to information and welfare provision and a reduction in the use of very long sections of roadworks as a result.
- Put improvements to road surfaces at the top of the agenda. Our priorities for improvement research flagged this as a key issue and highlighted the need to properly maintain and renew existing roads, as well as expand capacity.
- Made sure HGV drivers' views were heard in discussions about facilities at the proposed Kent lorry holding area. Highlighted that lorry drivers need better information on the approaches to Dover. More generally, drove debate about the quantity and quality of roadside facilities for HGV drivers.
- Helped ensure the road user voice is heard loud and clear in development of the second Road Investment Strategy 2020-25. This will make the investment decisions made more relevant to user needs.

For bus passengers

- Built the Bus Passenger Survey (BPS) from scratch. Since 2009 more than 315,000 passengers have taken part. The comparison of services across the country and between bus companies drives change – local authorities and bus companies want and need to be seen to be doing well. It is now funded by bus companies, the Scottish and Welsh governments, local authorities and Transport Focus.
- Helped to drive the introduction of smarter ticketing on buses, removing potential barriers to travel. Our extensive insight work in this area has helped ensure a passenger focus to improvements.
- Boosted the passenger voice in operational and investment decisions. We chair the West Midlands Bus Alliance and take part in the Merseyside City Region Bus Alliance, the West Yorkshire 'Bus 18' group and the Bristol City Punctuality Task Force.
- The BPS is a key tool for these partnerships, measuring performance between authorities and bus companies and helping to improve services.
- Provided a major input to the Bus Services Act, helping to ensure its provisions are passenger-focused. In time the use of the powers in the Act, or changes driven in the light of it, should lead to improved services.



3 Plans for 2018-19

3.1 Journey reliability and disruption

Acting on user satisfaction insight

Our tracker surveys not only provide rigorous, objective benchmark measures of user satisfaction - they also mean we can identify priority areas for improvement to allow service providers and funders to target any changes or investment.

We will help to improve services for passengers by providing independent, evidence-based insight and advice from the passenger perspective. Where we make recommendations, we will track progress in addressing the issues.

Rail passengers

- We will work with every train company regarding NRPS scores and plans for improvement, spreading best practice and probing when poor performance creeps in.
- We will continue to work with South Western Railway and Network Rail to improve performance and the handling of disruption. Last year, following a period of patchy, poor performance, we called SWR and Network Rail to a special Board meeting. This part of the railway carries a huge number of passengers and merits extra attention.
- Where extra work is funded we will provide additional input on behalf of passengers (currently Govia Thameslink Railway, Great Western Railway, Greater Anglia, Northern, South Western Railway, TransPennine Express, West Midlands Trains).
- We will work to improve the passenger experience during service disruption, whether caused by incidents or engineering works.

Our feedback led to improved and more useful signage at Waterloo during the rebuilding works. We collected passenger views and also sent staff to observe in person.

- We will work to ensure that passengers are properly involved in decisions about how major engineering projects are carried out, with a view to minimising inconvenience while work takes place. Wherever possible, through partnership with the industry, we will benchmark passenger awareness of forthcoming works, help tailor communications and measure customer satisfaction during the engineering works themselves.

Specifically we will:

- carry out research to inform major engineering works at Derby in Summer 2018, in partnership with Network Rail, East Midlands Trains and CrossCountry
- work with Network Rail, HS2 and train companies to ensure passengers' views are at the heart of planning redevelopment of London Euston station
- explore the potential for research to inform major engineering projects at London Kings Cross and elsewhere
- carry out research in partnership with Network Rail to improve communications with passengers before and during the closure of Balcombe tunnel on the Brighton Main Line during October 2018 and February 2019.

The current industry work on improving information during planned and unplanned disruption stems directly from our advocacy. We have helped improve the handling of passenger information during works at Glasgow Queen Street, Bath, London Waterloo, Reading, Birmingham New Street and London Kings Cross, and are gearing up for a similar major piece of work at London Euston.

- We will continue our work with Caledonian Sleeper to measure and improve customer experience in new ways tailored to the unique rail sleeper experience.
- Respond to consultations on changes to ticket office opening hours, station closures and the provision of station facilities, disabled people's protection policies and passenger's charters when they are reviewed.

Bus passengers

- We will focus in depth on major locations where bus passenger satisfaction is under stress from poor punctuality. We will carry out detailed analysis of the Bus Passenger Survey data to understand the issues down to individual route level. Working with stakeholders and bus operators, we expect this will lead to improvement action plans. To help spread best practice, we intend to publish a case study illustrating the problems and what can be done to address them.
- We will carry out fresh analysis of the BPS data focusing on understanding how passenger satisfaction varies among those travelling at peak times and those using smart ticketing. This will give a richer

understanding of the passenger experience and again, in time, improve services.

- Last year we published *Using the bus: what young people think*. We will follow up the conclusions from this research with a series of regional and national industry workshops involving bus operators, authorities and other stakeholder organisations. The workshops will identify best practice initiatives and agree action plans to improve the service and experience provided to young bus passengers.

Transport Focus launched Using the bus: what young people think at an event in Birmingham. We brought together bus operators and local authorities, young people who use the bus and experts from outside the transport sector to start addressing how to make using the bus more appealing to young people.

- We will analyse the results of the BPS in more detail to produce reports on passenger satisfaction with disability/accessibility, fares and ticketing, real-time and audiovisual information and bus drivers. Again, the aim is to drive change and improvement in these areas

Bus passengers in the east of Scotland now benefit from a new fleet of buses and improved comfort and cleanliness following the Bus Passenger Survey highlighting poor passenger satisfaction in 2014.



Road users

We will work with Highways England to ensure that all our research drives improvements for users.

- Track progress in addressing the recommendations we have made in light of previous research, whether in relation to major new construction, renewal of existing infrastructure or routine maintenance.
- Press Highways England to improve its response when roads are closed for a long period, focusing in particular on releasing trapped traffic quickly, its duty of care to people stuck in queues, and information to road users.
- Press Highways England to make substantial improvement in the accuracy of information about scheduled roadworks.
- Publish research into road user satisfaction with 'A' road services, focusing on the broadly representative A3 and A34, and working with Highways England and others to address issues arising.

We made sure HGV drivers' views were heard in discussions about facilities at a proposed Kent lorry-holding area. We highlighted that lorry drivers need better information on the approaches to Dover. More generally, we drove the debate about the quantity and quality of roadside facilities for HGV drivers.

- Carry out and publish research to further understand what information road users want and how they want it. This will look at trouble-free as well as delayed journeys, and explore conventional and digital means of communication.
- Develop, and deploy if necessary, research to understand the road user experience when there are lengthy closures of Highways England's roads.
- Explore the potential for research to inform communications ahead of major roadworks on the M4 between Heathrow Airport and Reading and measure user awareness of what it means for them in the run-up to works starting.

3.2 Complaints, compensation and redress

Multi-modal

- Look across all modes to see how easy it is for transport users to make a complaint and have their voice heard. Identify any issues or best practice.

Rail passengers

- We plan to advocate on behalf of passengers in some 5000 cases referred to us this year. We will continue to use the resulting insight to improve service delivery and complaint handling, and secure better compensation and explanations for passengers.
- We will actively participate in cross-industry planning for the introduction of a new rail ombudsman, likely to come into being during the course of the year. This scheme will have a major impact on the way in which passenger complaints are handled, not least by us.
- Using this data we will work with train companies who are experiencing high volumes of complaints to improve customer service and to improve complaints handling procedures.
- Achieve at least 70 per cent customer satisfaction with the way we handled their appeal complaints.
- We will protect and strengthen rail passenger rights and interests by working to improve the National Rail Conditions of Travel and other train company policies to better reflect passengers' rights.

3.3 Fares and ticketing

Our insight and advocacy work (carried out over eight years) now underpins the *Action plan for information on rail fares and ticketing* created jointly by the Government, industry and Transport Focus.



A new cross-Government rail industry fares strategy is expected this year. In time this will lead to improvements in ticket vending machines, fares and route information and, hopefully, end the need for 'split ticketing' (where a 'through fare' can be more expensive than buying tickets for individual legs of the journey).

We will monitor progress with these initiatives and continue to push for further improvements needed by passengers. This includes the piloting of pricing designed to deal with split ticketing, which undermines trust in rail pricing and is something we have called for over many years.

We will work with the Department for Transport (DfT), bus operators and the Rail Delivery Group (RDG) to improve ticket retailing, including use of smartcards, building on our extensive programme of research.

We are part of the monthly ministerial smart ticketing board (rail) and are involved in a project in the North of England (rail and bus). This work will help ensure effective introduction of smart ticketing.

We will closely watch the implementation of new appeal processes for rail penalty fares. This should lead to clearer rules and more consistent implementation of them.

Virgin Trains has now changed its policy so passengers no longer have to have both ticket and seat reservation to prove they have a 'valid' ticket.

3.4 Boosting the user voice in long-term decision-making

Rail passengers

- We will provide insight and advice to inform the upcoming CrossCountry, East Coast Partnership, East Midlands, Great Western and West Coast Partnership rail franchise replacement processes, as a result of supplementary funding from DfT.
- This should lead to more passenger-focused franchise specifications. Our ambition is that these franchises are shaped by effective engagement with passengers to understand and reflect their needs and priorities. We also play a role in reviewing the passenger-focused element of bids and providing a commentary to the DfT.
- The next railway funding period (Control Period 6) starts on 1 April 2019 and final decisions are about to be made about what it will contain. Passengers now provide the majority of the railway's income and so we will:
 - Continue to press for DfT, Scottish Government and the Office of Rail and Road (ORR) to incentivise the rail industry to improve punctuality, measured in the way passengers think of it. That is, within one minute of what the timetable says or 'right-time' as the rail industry calls it; it is already reporting in 'right time' thanks to our advocacy.
 - Ensure that there is a strong passenger voice driving change on the emerging Network Rail Route Supervisory Boards, building on our involvement in the pilot on the Western route.
 - We will continue to develop the HS2 Customer Community, surveying and convening our panel and producing regular reports (funded by HS2 and ongoing since 2014). We will continue to chair HS2's internal Customer Insight Steering Group. This should lead to HS2 services being more focused on passenger needs.
- We will find out what passengers like and dislike about the existing design of trains as well as proposals for new or refurbished trains. This has and should help the design of more passenger-friendly train interiors (work funded by train leasing companies, local authorities, manufacturers and, potentially, HS2).

In particular we will continue to work with Merseytravel, coordinating passenger input into the design of its new trains through a series of customer community workshops in Liverpool.

Bus passengers

- We aim to develop existing, or establish, close working relationships in major conurbations in England, outside London. These are Greater Manchester, South Yorkshire, West Yorkshire, the West Midlands, Tyne and Wear, Bristol/West of England and Merseyside.
- We will seek to replicate our contributions to the work

of the West Midlands Bus Alliance, which we chair, through the Bus 18 Partnership in West Yorkshire and the Liverpool City Region Bus Alliance.

In addition, we will play an active role championing the bus user on the Bristol City Punctuality Task Force. This work has shown that the focus on passenger satisfaction helps ensure all parties agree on what improvements are needed, particularly with regard to punctuality.

- We will ensure that passengers' views shape any changes that arise from the Bus Services Act, drawing on findings in our research on trust, priorities for improvement and among non-users.
- We will work with the DfT to help ensure that guidance related to the Act drives maximum benefit for passengers, including around the DfT's Open Data programme, timetable and fares information. Our ambition is to ensure that any franchising arrangements or partnerships have user needs at their core, including the effective measurement of satisfaction.
- Explore the potential to work with Highways England to determine improvements that will benefit passengers using scheduled buses running on strategic roads, with a view to a pilot project being undertaken through the Road Period 1 cycling, safety and integration designated fund.

Road users

- We will continue to strongly articulate road users' priorities in the process to develop the second Road Investment Strategy (RIS 2), covering the period 2020-25. This will involve working with Highways England, DfT and ORR to help ensure that decisions about RIS 2 are closely aligned with road users' interests, particularly in relation to the performance specification.
- We will carry out research among road users, in partnership with the ORR, to 'sense check' that the proposed performance specification for Road Period 2 will meet their needs.
- We will work with Highways England to help deepen road user input to key decisions which affect them, whether in relation to building a new road, upgrading an existing one or replacing worn out infrastructure. Specifically we will:
 - publish research into users' experiences of road tunnels on the SRN to help inform the design of new tunnels and guide refurbishment of existing ones.
 - explore opportunities for research to ensure that the 30-year vision for the SRN is aligned with road user views.

Coach passengers

We are researching, in partnership with Heathrow Airport and DfT, why passengers choose or don't choose coach to travel to the airport. Understanding these choices will be increasingly important as the airport expands

3.5 Accessibility

It is important that the voices of all transport users are heard, those with disabilities in particular.

- Analyse satisfaction among transport users with disabilities who take part in NRPS, BPS, TPS and SRUS and highlight key areas where operators should focus effort to improve services. This cross-mode approach is a novel way of looking at disability issues.
- Publish detailed research into attitudes and experiences of rail passengers with a disability, and drive improvements by ensuring the findings are widely understood and acted on.
- Publish research into the experiences and needs of disabled users of England's motorways and major 'A' roads, and drive improvements by ensuring the findings are widely understood and acted on.
- Co-ordinate and chair two meetings of our Accessibility Forum to help us better understand user needs and therefore advocate more effectively on their behalf.
- Liaise with the Disabled Persons Transport Advisory Committee to ensure maximum use of our insight.
- Engage with the Rail Delivery Group to ensure that improvements planned to the Passenger Assist system deliver maximum benefits for those who use it.



4 Funding

Transport Focus is an executive non-departmental public body sponsored by the DfT. The majority of our funding comes from DfT in the form of either core year-to-year funding for a basic level of activities, or supplementary funding for additional work such as input to franchise replacements.

The drive in public sector funding is to improve and modernise services as well as boosting digital delivery – we are working hard to see how we can do this. In

addition, our core funding (along with many other public sector organisations) has been reduced.

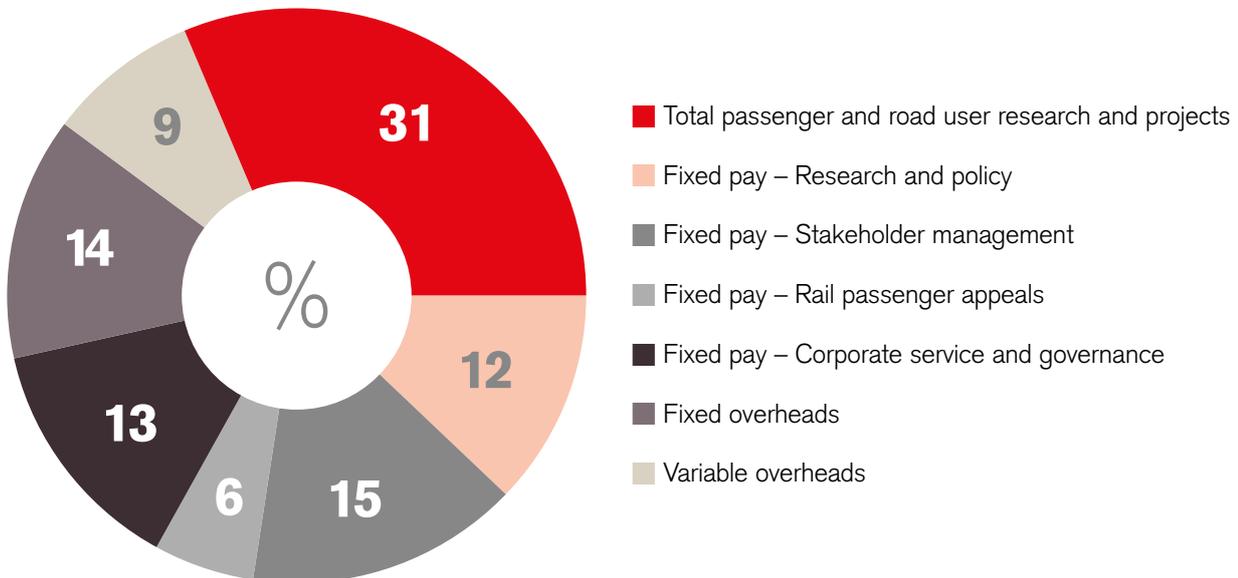
We are already building our income from other sources, boosting our ability to make a difference as well as striving to improve value for money for the taxpayer. For example, the BPS is currently funded equally by bus operators, local authorities and us. As we secure more funding, additional projects will be added. If you would like to discuss working with us in partnership please do get in touch.

2018-19 Budget

£000's	Costs fully funded by grant in aid	Costs fully funded from alternative sources
Fixed pay	2,855	559
Fixed overheads	838	73
Variable overheads	529	70
Total running costs	4,222	702
Research and other projects (net cost)		
National Rail Passenger Survey	763	
Bus Passenger Survey (net cost)	180	
Tram Passenger Survey (net cost)	65	
Road user satisfaction surveys (SRUS and NRUSS)	709	
Road user research and projects	193	
Passenger research and projects	6	-
Total passenger and road user research and projects	1,916	-
Net operating costs	6,138	702

The activities funded from alternative sources in 2018-19 will generate £0.70 million of income and contribute £0.07 million to our overheads to reduce the grant in aid funding required.

Grant in aid funded costs for 2018-19



Contact Transport Focus

Any enquiries about this Workplan should be addressed to:

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www.transportfocus.org.uk

Transport Focus is the operating name of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- rail passengers in Great Britain
- all users of England's motorways and major 'A' roads (the Strategic Road Network)
- bus, coach and tram users across England outside London.

We work to make a difference for all transport users