

## Quarterly Progress Report



<b>Team:</b>	Workstream Update
<b>Quarter:</b>	3
<b>Agenda Item:</b>	6.2.3
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### 1. Highlights

The paper attached summarises the progress made during Quarter 2 2009 on our key organisational workstreams:

Fares and Ticketing  
Enhancing Capacity  
Managing Service Disruption  
Accessibility  
Complaints Handling  
End-to-End Journeys  
Performance and Safety

### 2. Issues

#### Fares & Ticketing

#### **Campaign for the implementation of recommendations in the 2009 Fares and Ticketing report**

- We continue to encourage DfT to use its period operating the East Coast franchise to tackle the issues leading to low passenger satisfaction with value for money. Our recommendations to DfT about the East Coast and Essex Thameside (c2c) franchises, and provisional recommendations for Greater Anglia, cover value for money, fares and ticketing issues. Our media line about the January fare changes highlighted that regulated fares were being held or slightly reduced, but some train companies had still increased unregulated prices well above inflation

#### **Promote greater transparency and accountability in the fare/ticketing structure**

- Christmas T-12 checks completed and circulated.

#### **Influence retailing and ticketing strategies**

- Suggestions for a new fare structure for the East Coast franchise submitted to Secretary of State
- Aspirations from the Fares and Ticketing Study fed into the Essex Thameside and East Coast franchises

## **Enhancing Capacity**

### **Objective 1 – Influence the content of the programme of RUSs**

- Work on the primary RUS programme continues with PLMs involved in all elements of ongoing activity
- ‘Second generation’ RUSs for London and South East, Northern England are at preliminary stages of development, with West Coast Mainline RUS also taking a similar approach
- The Head of the Policy Team remains engaged with the Rail Industry Planning Group

### **Objective 2 - Influence the franchise programme**

- Submissions have been made to influence the specification of franchises for Inter City East Coast and Essex Thameside
- Attended meetings regarding franchising of East Anglia and TPE

### **Objective 3 – Ensure the availability of rolling stock enables capacity challenges to be met**

- Ongoing efforts to influence improved capacity across the network, including making of a video focussing on overcrowding in North of England and the need for more trains

### **Objective 4 - Influence the design of rolling stock**

- A final research proposal for new rolling stock design is under consideration by Transport Scotland.

### **Objective 5 - Monitor delivery of commitments from HLOS and CP4 targets and begin process of identifying the strategic elements to influence the HLOS2 and CP5**

- Meetings have been held with both Network Rail individually and jointly with Network Rail with the Association of Train Operating Companies (ATOC) to discuss Passenger Focus' input to the ‘Planning Ahead’ seminar

### **Objective 6 - Contribute to the development of proposals for HS2 and any other new lines**

- Awaiting consultation on HS2 proposals
- Passenger Focus contributed to the HS2 ‘Strategic Challenger’ panel amongst other issues concerns were raised about the implicit assumption on the part of some that the new line would be reservation only ahead of any transparent debate needed to take this decision.

## **Managing Service Disruption**

See separate Board paper on Managing Service Disruption (Report for Information).

## **Accessibility**

### **Objective 1 – work with the industry to improve monitoring and delivery of Assisted Passenger Reservation Service (APRS) for passengers**

- Work has continued to focus on improving the delivery of the APRS. We have been

advised informally by ATOC that their root and branch review of the service has now been completed. Proposals will be presented to their commercial board during January. Improvements to this service will have financial implications so continued pressure for action is essential. We will be undertaking this in two ways. In June we will be undertaking further APRS research. We will use the same methodology as last time so that direct comparisons can be made. We also intend to run a survey to record passengers' experiences of using the service during the month of June. We are receiving support from national organisations that will publicise the survey and encourage their members to use it. In return we will provide participating organisations with a report on their members' views. We will be working with the Communications Team to ensure that the evidence we gather is well publicised. Our work has already driven improvement in TOCs but now focus is on 'driving' the national agenda. An additional benefit of this work is that we are raising the transport agenda in third sector organisations and building stronger working relationships with a wider range of stakeholders.

### **Complaints Handling**

- This now means that all outstanding reviews from the previous financial year are now closed.
- Cross Country was sent the final draft of their report. Cross Country has responded to our report and Sue Tibbett, Passenger Link Manager (PLM), will be following up their response directly.
- National Express East Anglia were sent their report, however they are still considering their response to us. Passenger Link Executive (PLE), Linda McCord is following this.
- Chiltern Railways' report has been finalised however, Passenger Link Executive Ashley Grumble, will be discussing the report with them at a meeting before providing a full draft. A further update in quarter 4 will be provided.
- The project team will be meeting in quarter 4 to discuss the next stage for this project to decide how to best compile the best practise from the reviews undertaken to date.

### **End-to-End Journeys**

#### **Identify the lessons learnt from the Passenger Focus Integrated Transport Research (underway)**

Publication of the Integrated Transport report: Perception and Reality research report has been delayed pending receipt of comments from ATOC, but is now likely to be in January 2010. The report highlights the perception that many people believe catching the train would increase their journey time when compared with driving, was more hassle than using their car and is too expensive. The report identifies that Passenger Focus is working with stakeholders and ATOC to address these issues.

Jonathan Radley, from the Journey Solutions Partnership (JSP), comprising the six main passenger transport groups in Britain, briefed PLM's in November on the toolkit designed to help deliver quick wins in integrated transport at the local level. Nationally, Passenger Focus continues to engage with the Station Travel Plan (STP) pilot programme.

It is likely that Passenger Focus will be invited to join in a research evaluation of the benefits to passengers of the various initiatives in the JSP report (subject to Department for Transport funding this work).

**Investigate through research passenger needs for car and cycle parking and access to stations**

It has been confirmed by the Research Team that there is no allocated money for this research project and that therefore it will not be undertaken this business year

**Performance and Safety**

**Investigate whether the industry punctuality measure (Public Performance Measure PPM) reflects the actual passenger experience of delay**

- Presentation of research 'Examining the links between Train Performance Measures and Customer Satisfaction' to Passenger Focus and NXEA. Next steps being determined.

**Ensure that passengers' safety and security priorities are understood by the industry**

- Passenger Focus worked with representatives of the British Transport Police (BTP) and rail industry to design a questionnaire that selected TOCs would hand to passengers asking them a series of questions about anti social behaviour. The key aim of the research was to understand what behaviour 'patterns' passengers determine to be anti social and of these behaviours which are annoying and which are worrying in relation to personal safety and security. We also asked what actions could be taken to help passengers to feel safer. The survey was funded by the industry and the BTP. Around 14000 survey forms were distributed in September/October with a free post address. Over 1000 were returned and a report of the findings will be available in early February. The BTP are using the findings to inform their annual policing plan and have encouraged their senior officers to work more closely with Passenger Focus to address fear of crime at stations which score low in terms of NPS passenger satisfaction with personal safety.