

Quarterly Progress Report



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| Team: | Bus |
| Quarter: | 3 |
| Agenda Item: | 6.2.5 |
| Sponsor | David Sidebottom |
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1. Highlights

Legislation: Consultation on our future role closed early October. DfT confirmed in December that we would be assuming tram passenger representative role along with agreement for our plans to review complaint handling standards in bus industry.

Stakeholder management: Continued to meet with many local, regional and national stakeholders through project team and pilot area work. Outlined our current work and future plans. Escorted Minister on “mystery tour” of bus services in Woking. Very positive.

Communications: Launched Bus Passenger Mystery Traveller Survey results with support from Minister. Three speaking appearances at national conferences plus several speaking opportunities at regional/local events. Major coverage at UK Bus Awards through sponsorship of “Driver of the year” award category.

Capability: Ran second of our three day staff training sessions. Based in Oxford this provided in-depth training for staff currently working on bus issues. Very positive feedback on content and format. Policy manual nearing completion with sign-off process plan.

Research: Commenced fieldwork on second wave of bus passenger satisfaction work in fourteen new areas. Also launched fieldwork on bus and coach passenger priorities for improvement.

2. Issues

Legislation: The successful and timely passage of the Order remains an issue for the organisation. Though regular and effective discussions with DfT have provided us with a much clearer plan and associated timescales, there remains a risk (reducing with more encouraging news from DfT in January 2010) that the Order may not progress this side of a general election. This is being tracked very closely through the Change Team due to impact on a number of areas such as future recruitment and management of stakeholder and staff expectations.

Publication of research results: The six pilot bus passenger satisfaction area results have been shared now with stakeholders and operators. We planned to release these results at a national launch conference in April 2010. Due to the likelihood of a general election around that time there will not be a national conference launch. We now need to decide how we promote and publicise these results in a different way. The Bus Team will agree a way forward with our Research and Communications colleagues.