

Quarterly Progress Report



Team:	Development Team
Quarter:	3
Agenda Item:	6.2.6
Sponsor	Ashwin Kumar
Author(s):	Lee Paddock

1. Highlights

This paper is the quarter three update on the main Development Team activities and achievements, in support of the work of the Passenger Link Team.

2. Issues

Achievements for passengers:

Re-franchising:

- Intercity East Coast (current NXEC franchise): Kyle Yeldon co-ordinated our comprehensive pre-specification submission for the new franchise, led by Guy Dangerfield. Our report was based on new passenger research with over 6,200 passengers and was submitted on 2nd November to meet the extremely tight timescales imposed by DfT.
- Essex Thameside (current c2c franchise): Syra Syeda worked closely with Guy Dangerfield. Our report was based on new passenger research with over 1,000 passengers and pre-specification report on passenger priorities for the new franchise was submitted on time to the Department for Transport on 6th November 2009.
- Trans Pennine Express (Current First TPE franchise):- Research is currently being set-up to occur in February. Research will consist of both qualitative and quantitative data capture. Our pre-specification response will be submitted to DfT by June but no firm dates have yet to be released by DfT.

Route Utilisation Strategies (RUSs):

- East Midlands RUS: Syra Syeda co-ordinated our response to the formal consultation by Network Rail, which was submitted on 13th November. Research on car parking has now been carried out and was submitted to Network Rail at the end of the year.
- Great Western RUS: The consultation period for this RUS closed on 27th November. Syra Syeda worked with Mike Greedy on our response, based on new passenger research across two routes and stakeholder feedback from RUG meetings in Bristol, Reading and Exeter.
- Other RUSs: – work on West Coast Main Line RUS and West Midlands & Chilterns

RUS (supported by John Sears) has now been delayed, with consultation now not expected until November 2010. Work continues on the preparatory stages of the London & South East, Northern and Scotland 'second generation' RUSs, with support being provided by Kyle Yeldon and Cassie Bell.

TOC Complaints Handling Reviews:

- 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, 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, 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.

Project Relate:

- The Project Relate Working Group met for the second time on Wednesday 2nd December. The group are generating actions for the Passenger Link and Passenger Advice teams to consider. The group will meet for the third time in quarter four to consider how to measure success of project relate and how to monitor this progress.
- Kyle Yeldon is continuing to support Gary Willott on the delivery of the action plan devised following the internal reviews that took place. Kyle and Gary will be looking to merge and consider the actions generated from the Working Group, into the overall plan.
- The final report for the second review that took place has been sent to the PAT Task Force for review.

Other workstreams and project support continues, with particular emphasis this quarter on the Service Disruption workstream.

Service Disruption:

- The research has now been rolled out to the rest of the Passenger Link Team. All Passenger Link Managers (PLM's)/Executive's will start to receive automated emails each Monday starting from 4th January. These include the disruption reports filed by their passenger panel members the previous seven days.
- To support the research a communications message will be sent to the panel members each month, which PLMs have agreed to provide bi-monthly. The PL team have also received a User Guide to provide support for using the research and how to take it forward i.e. for discussion with TOCs/Passenger Information Steering Group (PISG) representative.

Team development:

- Passenger Link Team away day – This was held in Solihull on 15th and 16th October. The purpose was to work with the new PLM competency framework by focussing on one of the key competencies (Emotional Intelligence) and the Key Result Area of Effective Campaigning. Day 1 focussed on Emotional Intelligence where trainers delivered a tailor made session in a fun and interactive manner which 17/19 delegates rated as being very/quiet useful. Day 2 looked at Effective Campaigning where an experienced campaigning agency described how campaigns should be planned and managed in order to make them a success. 18/20 delegates rated this to be very/quiet useful to them.
- Staff Training – Kyle Yeldon and Syra Syeda attended a 2-week PRINCE II Project Management training course and are now qualified PRINCE II practitioners'. This will help with the set up, governance and delivery of Project Management within the team.

Disability Equality Scheme (DES):

- Syra Syeda will be supporting this work by helping collate and report of this. Preparatory work for this project will commence in February 2010.

Specialist Work:

The following specialist work has been completed by John Sears:

- Track access 11 consultations were undertaken. Timetabling issues covered included South Western Train's new hourly service between Exeter and Waterloo, and Chiltern's contentious proposals for Evergreen 3, phase 2. As they stand currently, phase 2 timetables would see some major reductions in connectivity, especially from Wycombe to places north of Bicester.
- Station changes/minor modifications 17 consultations were undertaken. Bolton refurbishing and booking hall rebuilding and a new footbridge at Sherburn in Elmet were important ones. LM proposals to close travel centres at Watford Junction and Milton Keynes were investigated to ensure passengers' interests are properly considered.
- Land sales 17 consultations were undertaken. These included the sale of land to facilitate the new station at Southend Airport and rights over a level crossing at Craig near Achnashellach for a power company. We emphasised the need to ensure users are trained in the correct way to use the crossing, which will be equipped with improved protection.
- Fares 2 consultations were undertaken. New apex fares for LM stations to London, and Northern continued to revise routes to clarify valid routes for passengers.

John Sears and Bev Wright have carried out a review of the Manchester office site on Connect.

Unplanned work

- Greater Anglia (current NXEA franchise): Cassandra Bell worked closely with Guy Dangerfield to submit a pre-specification report to DfT. Research was set-up in December and fieldwork commences on 18th January. The pre-specification went in to DfT before Christmas, but given the short time frames this involved collating a short report made up from existing NPS data, Passenger priorities and some East Anglia fares and ticketing research. A more comprehensive response will be provided after our research has been undertaken. We will be seeking to submit our response to DfT by March 5th (the pre-spec period ends w/c April 12). This major piece of work was added to the organisation's work plan at the end of November 2009 and has impacted on the work of the Development Team.
- West Coast Main Line franchise: Preparatory work on WCML franchises has commenced with Julie Warburton supported by Syra Syeda, in order to commence research fieldwork in Spring 2010 in the form of passenger focus groups.

Staffing:

Katie Armstrong

- Katie went on maternity leave on 17th December and is planning to return September 2010, Lee Paddock joined Passenger Focus in December to cover Katie's maternity leave, this allowed a short handover period to enable Lee to familiarise himself with the role.

John Sears

- John officially retired from Passenger focus on 17th December but is undertaking support on West Midlands and West Coast Mainline RUS's, timetable changes, land sales and track access proposals.