

Quarterly Progress Report



Team:	Passenger Advice Team
Quarter:	3
Agenda Item:	6.2.7
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1. Highlights

Quarter three, October to December has seen the Passenger Advice Team achieve the published target for passenger satisfaction and all nine internal service levels.

Compensation achieved for this period hit an all time high, with £26,885 being secured for passengers. This sees a total of £55,754 for the year to date, already nearly double the amount achieved for the whole of last year.

Complaints about Passenger Focus have fallen again for the second consecutive month by 40%, with praise cases rising by 25% for a second quarter in a row.

During the period the team have continued to challenge appeals, in line with our agreed plan. This has seen 11% more appeals being successful during this quarter than from the previous quarter. Decline cases have also continued to reduce with a 9% reduction. The period saw 59% positive cases achieved and only 6% decline cases recorded.

All in all an outstanding performance from PAT in quarter three.

2. Issues/Outlook

The forecast for the end of year performance is all published and management targets will be met.

The Passenger Advice Team will by the end of the year have a full compliment staff subject to any unforeseen circumstances.

I do anticipate a rise in call and appeal volumes during quarter four, as a direct result of timetable changes, fare increases and disruption due to the severe weather conditions experienced in January.

By the end of January a new recorded message will be in place on 0300 123 2150, aimed at reducing costs on the First Call contract.