

## Quarterly Progress Report



<b>Team:</b>	Policy
<b>Quarter:</b>	3
<b>Agenda Item:</b>	6.2.8
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### 1. Highlights

- Franchising: Background Analysis for the Essex Thameside, East Anglia and East Coast franchise submissions
- Fares: input to submission to Secretary of State on fares structure for East Coast, Christmas T-12 checks complete and circulated, and background analysis for the January 2010 fares increase
- Stations: contributing to the 'Station Champion' report and publication of our own document 'What do we know about stations'
- Consultations: Priorities for Investment' (Transport Committee); Rail Passengers' Rights and Obligations Regulations (DfT); and integrated ticketing strategy (DfT)
- Training session for the Passenger Advice Team on the Consumer Protection regulations
- Policy input into the National Priorities, Scottish Rolling Stock, ticket queuing research projects

### 2. Issues

- Two of the three franchises (East Coast and East Anglia) were unplanned pieces of work, as was the work on the 'Station Champions' report. This has meant that the planned review of the Policy Guide has been postponed into quarter 4.
- The increased volume of unplanned work is having an impact on the work plan