

Board Meeting Paper	
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Report for	Decision <input type="checkbox"/> Information <input checked="" type="checkbox"/>
Restricted or confidential Information?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If confidential, protective marking ¹	
Date of Meeting	13 February 2013
Agenda Item	6.0
Report Title	Review of national passenger issues Qtr 3 October –December 2012
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1. Work plan 2011-12 – Progress and forward look
<p><i>To be reported on by exception only. This includes reporting on last quarter's progress against work plan objectives and forward looking at the upcoming quarter. The subheadings to be reported on can be found below:</i></p> <p>This report is for the third quarter of 2012-13 (October- December)</p> <p>Key Themes</p> <p>Bus, Coach and Tram</p> <p>a) Punctuality - Mike Bartram</p> <p>The project steering group met on 30 October and was pleased with progress to date. Drafting of interim report setting out our initial conclusions on: issues/difficulties with data gathering, extent to which the data was subsequently used and analysis of the causes of delay.</p> <p><i>Looking ahead to Qtr 4:</i> finalise report and present conclusions at the Bus Partnership Forum in January. Review next steps following this.</p> <p>b) Accountability – bus cuts</p> <p>Launched our consultation 'toolkit' at a stakeholder event on 5 October. The event, and the report, was well received. Copies of the report have also been circulated to relevant people/bodies.</p>

¹ ie RESTRICTED plus COMMERCIAL / POLICY / STAFF / PERSONAL PROTECT

Looking ahead to Qtr 4: discussions with relevant parties to keep attention on the toolkit and to see how much it is being used. Opportunity to review further in April following service changes.

c) Bus service disruption (Guy Dangerfield)

Commissioning and carrying out research to understand the impact of delays and cancellations on bus passengers and explore what would help them in these circumstances. Focus groups held in six locations: Leeds, Manchester, Exeter, Brighton, Birmingham and Sudbury in Suffolk. Fieldwork completed December.

Looking ahead to Qtr4: publication of research

d) Attitudes to fares and ticketing (Jocelyn Pearson)

Specify research to probe bus passengers' views on value for money and retailing. Particular emphasis will be given to capturing the views of the 'youth' market given – something of importance/interest to the Govt. Discussions have taken place with the Youth Parliament.

Looking ahead to Qtr4: Focus groups to be held in January. As part of the analysis we will look at areas to be followed up – e.g. one potential area is about a standardised fare reduction for young people in education.

Rail

a) Accountability / Transparency – Sharon Hedges

General maintaining of pressure on the industry via a presentation to ORR's 'Transparency Conference' and by making transparency and accountability a key part of our submissions to the Brown review of franchising.

Research commissioned on passenger engagement (see below) also covers specific questions about trust and transparency.

In addition Guy Dangerfield is leading a research project with ORR and NREs to provide insight into how passengers want 'right time' information presented. Draft report received and awaiting finalisation - findings have been presented to a subgroup of the industry's National Task Force. Historic data on 'right-time' punctuality has now been published by Network Rail and the Office of Rail Regulation.

Looking ahead Qtr 4: publish 'right-time' research findings and agree next steps. (NB. this is also linked with our own 'Open Data' project being led by Jon Clay.

b) Disruption

This theme encompasses both unplanned and planned disruption.

- **Unplanned**

We have moved from the active 'selling' of research messages to more of a chivvying up progress role. A letter has been sent to all TOCs asking for a progress report; meetings on passenger information (PIDD) continue.

Looking ahead to Qtr 4: maintain pressure on the industry to implement our proposals/recommendations.

- **e) Planned**

'Selling' the results of our engineering work research (published September) to train companies and Network Rail – highlights include presenting to all the Network Rail Route Directors as part of their team meeting.

Identifying, and then reporting to ORR, problems with Virgin Trains and Chiltern providing accurate and timely information (T-12) on services over the Christmas period.

Looking ahead to Qtr 4: continue to push our engineering research with train companies.

c) Fares, ticketing and value for money

- Continued engagement with DfT regarding their ongoing fares and ticketing review.
- Preparation for the January 2013 fares round including producing examples of increases. Considerable media interest generated.
- Policy input to Passenger Focus's smartcard research
- Continued engagement with TOCs and independent retailers about implementing recommendations from Passenger Focus research

- Progress: until recently, passengers travelling on an Advance ticket but not on the booked train, would usually be charged the Anytime fare for the journey, regardless of the day or time of day. Since 1st November all train operators charge only the fare which would have applied had the passenger bought a 'walk-up' ticket at the station for travel on that train immediately before starting the journey.

As a result, passengers travelling on off-peak services need now pay only the Off-peak fare – a considerable saving in many cases.

Looking ahead to Qtr 4: continued liaison with DfT on their fares and ticketing review

d) Regulatory and Consumer Protection

- Continued meetings with the industry to explain/argue the points raised in our Ticket to Ride report on ticketless travel. This included regular liaison with ATOC, meetings with the two penalty fare appeal bodies and some train companies.
- Continued engagement with ORR's consumer protection agenda
- Escalating passenger issues identified through our complaints postbag

Looking ahead to Qtr 4: We now have the draft ATOC code of practice and will be meeting with ATOC to offer feedback. We anticipate further work to influence the industry in the way the code is implemented.

Influencing National Issues

f) 2014-19: High Level Output Statement/Periodic Review 2013/ Control Period 5.

Responded to ORR's consultation on 'Network Rail's Output Framework' – incorporating a written response and a presentation to an industry seminar.

Looking ahead to Qtr 4: review / comment on the Industry's Strategic Business Plan (SBP) setting out its plans for the 2014-19 period

g) Franchising (Sharon Hedges)

The period was dominated by the 'pause' in the franchising programme following the mistakes on the West Coast franchise. We contributed to the 'Brown' review of franchising; and wrote to DfT setting out some short-term measures that should be considered for franchises extended as a result of the disruption to the programme. The Brown report endorsed the use of NPS in the franchising programme and said that it should be expanded.

Research into the Northern and TransPennine franchise published (NB. this was commissioned before the franchise programme was put on hold).

The findings of the Futures research and the Passenger Focus mini-site were launched at an event funded by Go-Ahead.

Looking ahead to Qtr 4: await publication of Brown report and subsequent decision from DfT on re-starting the franchising programme.

h) Accessibility (Phil Wilks and Jocelyn Pearson)

- Reports extracting data on passengers with disabilities from BPS and NPS produced and presented to the accessibility forum (a group of delegates from national charities). Both have also been published.
- Submission to DfT on future of DPTAC.

Looking ahead to Qtr 4: presenting our satisfaction report to a conference for MPs/Lords at Portcullis house at the invite of the sponsor Disability UK. Stake holder newsletter AllAboard will be circulated in February; and a further accessibility forum meeting will take place in the next quarter.

i) Passenger engagement

Research commissioned to explore passengers' understanding of both the rail franchising and the bus quality partnership/contract processes and their desire for consultation and engagement.

Looking ahead to Qtr 4: conduct fieldwork (January)

2. National passenger issues – additional information

To be reported on by exception only. This includes any other work streams or upcoming issues on national passenger issues that aren't already covered in the above section – Work plan 2012-13.

j) Responded to NEXUS consultation on the draft bus strategy for the Tyne and Wear area.

Looking ahead to Qtr 4:

- Respond/react to DfT announcement on HS2 phase 2 (see attached for details)

Supplementary briefing on HS2 Phase 2

Government published a Command Paper setting out initial preferred options on 28 January. A formal consultation will follow later this year.

The command paper – including route maps - can be found at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/69738/hs2-phase-two-command-paper.pdf

Full details on HS2 in general can be found at: <http://www.hs2.org.uk/phase-two>

Part 1

The document reiterates Govt's commitment to rail in general and existing levels of investment:

- "Rail travel is a vital part of the Government's vision for transport. It enables fast and efficient journeys between productive urban centres and supports the efficient functioning of labour markets"
- Existing levels of investment (£9.4bn package)

It also sets out the underlying need for/rationale behind a new high speed railway:

- Demand will outstrip supply over the next 20-30 years, even with substantial programmes of additional investment in the existing network
- A conventional (i.e. non high-speed) route will not deliver the same capacity

- HS2 will:
 - Provide new capacity in its own right:
 - High frequency – up to 18 trains per hour in each direction. They outline an indicative timetable (used in calculating the business case)
 - 3tph London to each of Birmingham, Manchester and Leeds
 - 2tph running to each of the destinations Liverpool, Newcastle, Glasgow and Edinburgh
 - 2 tph Birmingham to Manchester and Leeds
 - Possibly some even running onto HS1 to serve Paris etc
 - Trains will be able to join/depart HS2 lines onto conventional routes
 - Speed up journey times – e.g.
 - Manchester- London 68mins
 - Lon-Leeds 82mins
 - Manchester – Birmingham 41mins
 - ‘Released capacity’ in existing lines allows benefits to also be spread to commuters, local connections etc. Govt says that it is too early to make firm decisions on this released capacity and has asked Network Rail “to undertake a study of the potential capacity benefits for the existing rail network from the advent of HS2 working with Passenger Focus.” This is to be ready by Summer 2013.
 - Provide improved connectivity between the major conurbations in the Midlands and the North and, as a result, help those economies compete with London. Without HS2 there is a risk that local connections/services may be at risk – e.g. WCML timetable recast in 2009 that took out stops at some stations (e.g. Rugby) in order to speed up inter-city services
 - Fuel regeneration (phase 2 will support the creation of some 60000 jobs in the Midlands and North

Part 2 covers the initial preferred route. This follows the 'Y' shape previously announced

- Western leg to Manchester:
 - stations at:
 - Manchester city centre alongside the existing Manchester Piccadilly main line station.
 - Manchester Airport, alongside the M56, between Warburton Green and Davenport Green subject to agreement of a suitable funding package (Govt is looking to the airport to fund part of this)
 - Connections to existing line:
 - Crewe hub (just south of Crewe station) to allow link with Liverpool/North Wales/ Cheshire /North Staffordshire area
 - south of Wigan, near Golborne, to enable HS2 trains to continue northwards to serve Glasgow, Edinburgh and intermediate markets. (NB. DfT will work with Transport Scotland on a study of cross border services)
- Eastern leg to East Midlands / South Yorkshire and Leeds
 - Stations at:
 - New 'out of town' hub station at Toton (East Midlands Hub) located between Nottingham and Derby, 1.2 miles from the M1
The report emphasises the importance of car access to the station, (including car parking facilities and a dedicated connection from the A52) as well as scope for bus / coach links. It also flags the potential for rail links – i.e. to Nottingham and Derby and even of extending the Nottingham tram to the hub.
 - New out of town station at Sheffield Meadowhall, to the east of city centre and adjacent to the M1
A new stop on the Sheffield Supertram would be provided and rail links provided from the existing station
 - New Lane in Leeds city centre close to the existing Leeds City station.

- Connections to existing lines:
 - South West of York (near Church Fenton) to link with East Coast Main Line to serve York, Darlington, Durham and Newcastle.
- HS2 to Heathrow

While remaining committed to improving links with Heathrow (via connection at Old Oak Common) Govt has put its commitment to build a direct rail link/spur on hold pending the current review of airports (due 2015). The decision will now be taken by the next Government.

Next steps

For the programme:

- Now: Govt proposed to introduce a discretionary Exceptional Hardship Scheme (EHS). This would allow residential and small business owner-occupiers, mortgagees and beneficiaries under the will of a deceased person, with properties close to the Phase Two route to ask the Government to buy their property. Govt is consulting on the precise terms of this EHS
- Spring 2013: Informal consultation on this 'initial preference' report; and on draft environmental statement
- 2013: public consultation on preferred route, stations and depots for Phase Two launches
- By end of 2013: Hybrid Bill for Phase One submitted to Parliament
- End 2014: Government's announcement of final decision on the chosen routes/stations for phase 2
- 2015: Commence engineering design, environmental impact assessment and preparation of Hybrid Bill for Phase Two; Target date for Royal Assent to Hybrid Bill for Phase One containing legal powers to construct Phase One
- Next Parliament: Deposit of Hybrid Bill for Phase Two
- 2016/17: Construction on Phase One commences

For Passenger Focus:

- Released capacity work with Network Rail – scope of our engagement/role
- Formal consultation response
- Explore potential for any work on rolling stock design