

Board Meeting Paper	
May 14 BM 5.1	
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	Thursday 15 May 2014
Agenda Item	5.1
Report Title	Chief Executive's work plan report for Q4 2013-14 January – March 2014
Sponsor	Anthony Smith
Compiled by	Martin Clarke



1. Research (Ian Wright)

Update- Quarter four (January - March) 2013-14

- We ran a fourth wave of Rail Passenger Priorities for Improvement, including a boost in Wales funded by the Welsh Government. We also piloted an online methodology alongside the main survey to assess whether we can transition to online when updating priorities in the future
- We conducted passenger assessment of the Chiltern EMV Contactless pilot, which has already had very positive feedback from the Department
- Ian spoke at the SmartRail conference on 'From passenger to customer: creating a customer centric culture'
- Ian attended a Guardian Roundtable on Smart Ticketing, which appeared in the 3rd April addition
- The Autumn wave of the BPS was successfully launched in March with Baroness Kramer as keynote
- The inaugural wave of the Tram Passenger Survey was launched in Manchester. A good reception augurs well for a repeat this coming Autumn, hopefully with additional participants and increased boost funding. We are currently tendering a new contract so that we can begin these talks in earnest soon.
- We piloted the mixed methodology (paper and online) already being used successfully for TPS on both NRPS and BPS Spring Waves
- The briefing for HS2 panel participants was held on 29th March, with Paul Rowen and Isobel Liu in attendance. The day was highly productive and greatly enthused participants. Output from the day, plus the already prolific output from the online community itself were debriefed to Passenger Focus and HS2 at the end of April and shared on Connect. Very positive response from HS2 so far.
- We conducted joint funded research on station information systems with Network Rail, and NRE
- We published our mystery shop of the Passenger Assist system, joint research with Network Rail and the Dft

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

- We conducted joint research with Transport Scotland on integrated transport – potential barriers and how integration can be improved.
- We continued to engage with the DfT and road user bodies in preparation for a potential extension to our remit
- We contributed to a number of Transport System Catapult projects, including attendance at a workshop on Intelligent Mobility
- Ian attended a second workshop as part of the advisory group to the European research project CITY-HUB, aiming to promote best practice in transport hub design
- Ian was on the panel of an ESOMAR event debating ‘Academically perfect, commercially useless?’ research. ESOMAR is the international Market Research membership body

Forward look - Quarter one (April - June) 2014-15

- A number of smart ticketing projects will get underway:
 - A short update of the market study prior to publication at the end of the quarter
 - Further research on developing the South East Flexible Ticketing proposition
 - A more in-depth look at new tickets types that could be made available by the use of smart ticketing
 - A more in-depth look at what apps could deliver for passengers
 - We shall also be talking to Southern about researching their flexible season pilot, and attending a Smart Cities workshop
- We hope to brief the Minister on our Smart Ticketing research, following a postponed meeting 29th April. We will also be planning for an event to publicise the outputs so far from this programme, aiming for early July
- Louise will speak at the next Transport Card Forum about our smart ticketing research
- We shall start preparations for the retender of both NRPS and BPS, both due later this year
- Ian will attend a Guardian Roundtable on the Future of Infrastructure on 28th May. The topic includes whether planning should just be left to the experts, or include other views.
- We will hold a number of stakeholder meetings to discuss the Trust research prior to publication in June.
- We will have meetings with the TfL and PTEG research teams to continue to build links and share research
- We will continue to meet with key contacts to develop our Roads research proposals. This has recently included the Transport Research Laboratory, who do a lot of work for the Highways Agency

We will meet with the Danish Consumers Council, who are still pursuing a goal of setting up a Passenger Focus type body.

2. Communications (Hazel Phillips)

Update - Quarter four 2013-14

- We published the NRPS at the end of January with 139 mentions. We also published bus punctuality and timetabling research.
- We held an event to publish the Bus Passenger Survey which attracted 35 external attendees including operators. The Minister, Baroness Kramer, gave the key note speech. The event enabled an authority (Centro) and an operator (National Express) to show how they had focused their efforts to improve their satisfaction scores over the previous year. We gathered quotes for publication from the operators to demonstrate the usefulness of the BPS. We produced two videos, one in advance of the event with Senior research advisor, Murray Leader, which was featured on the Sheffield Star's website. We also videoed aspects of the event including an interview with the Minister and David Sidebottom. The research secured good media coverage, primarily in regional and local media as well as in the trade press (82 mentions of which 50 were local/regional items).
- We published the Passenger Assist research with an accompanying podcast
- We published three editions of Passenger Voice
- Continued to build profile of website – averaging 12,686 visits per month
- Continued to provide a 24/7 press office, handling high levels of media enquiries on a number of issues

Forward look - Quarter one 2014-15

- Publication of TPS with an accompanying event, Passenger Experience report, Merseyrail, rail trust research, transport integration in Scotland, passenger information during disruption for rail
- Our options for publishing documents will be limited during the sensitive or 'Purdah' period during much of May until the European and local elections on 22 May

3. Resources (Nigel Holden)

Update – Quarter four 2013-14

Human Resources

- Interim Head of Communications joined in January to provide cover for maternity

leave

- Fixed term Research appointments converted to permanent appointments to deliver the ongoing commitment to the Smart ticketing programme and to cover a vacancy following a resignation from the team
- Following a successful internal selection process permanent internal HR support arrangements are now in place, together with appropriate external HR and employment law support
- Appointment of fixed term Policy and research assistant to support work with HS2 and work on the franchising programme
- Annual staff attitude survey completed results published
- Pay award proposals for a 1% increase in salaries with effect from 1 April 2014 submitted to the Department (approved on 10 April)

Facilities, ICT and procurement

- Current ICT contract extended by three months to ensure any transition risks are managed as part of ICT procurement which will start in next quarter
- Refresher training for staff on using Connect delivered successfully

Finance

- Expenditure to 31 March 2014, excluding Smart Ticketing costs, totalled £4,930,000 against the year to date forecast of £4,930,000.
- Interim audit visit completed by the National Audit Office
- Nine month consolidation pack submitted to the Department for Transport on time

Forward look - Quarter one 2014-15

- Update Flexible working policy to reflect changes to legislation taking effect in July 2014
- Recruitment for Passenger manager posts funded by First Great Western
- Recruitment for additional staff for franchising work following the agreement on additional funding
- Completion of audit of the annual accounts for 2013-14 by the National Audit Office
- Implement approved pay awards
- Publish ICT Contract Tender

4. Corporate governance (Jon Carter)

Chief Executive's Team

Much of our time has been occupied with the Chair recruitment campaign (which has only formally launched on 4 May). Detailed arrangements have been worked out with DfT, the independent assessor and selection panel, the advertisers and of course our response centre at Southend which will handle much of the first contact administration. A full suite of documents has been developed which are available via the [website](#).

Francis Gahan left Passenger Focus at the end of his term here in April and has started his stage with Virgin Trains. Needless to say we were very sad to see him go. Team KPI scores have suffered as a result, and are unlikely to recover in the short term.

The Board met formally in February, and informally in January, February and March. Audit and Risk Assurance Committee met in January and both Remuneration Committee and Passenger Contact Group met in March. Management team met in February and March and held its annual planning awayday in Shrewsbury in January. The annual board and staff awayday was held in London in March and feedback suggests the event was both enjoyable and useful.