

Board Meeting Paper	
May 14 BM 6.0	
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	
Agenda Item	
Report Title	Review of national issues Qtr 4 January-March 2014
Sponsor	Mike Hewitson
Author(s)	Mike Hewitson



1. Work plan 2013-14 – Progress and forward look

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:

This report is for the fourth quarter of 2013-14 (January – March 2014)

Key Themes

Bus, Coach and Tram

a) Punctuality - Mike Bartram

Published research, "Bus Punctuality and Timetables" setting out public attitudes to punctuality and timetable information and aspirations for the future. Preparing for additional consultation by the Senior Traffic Commissioner on revised statutory guidance (issued 7 April)

b) Accountability – bus cuts

No specific activity

c) Bus service disruption (Guy Dangerfield)

Completed series of presentations. Next steps will be rolled into planning for 2014-15 year

d) Attitudes to fares and ticketing (Jocelyn Pearson)

The data on young people has been extracted from the main report and presented to the Youth Select Committee working group and was warmly received. Further work is being undertaken to refine the data and it will be referred to in the committee's final report. The report will also be made available on our web site.

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

Rail

e) *Disruption (Guy Dangerfield)*

This theme encompasses both unplanned and planned disruption.

- **Unplanned**

New programme of qualitative and quantitative research into rail passengers' experiences of unplanned disruption complete. Conclusions and recommendations have been submitted to ORR and ATOC as part of the review of the ATOC code of practice. Research will be published late Spring. Completing research into passenger requirements from information screens at stations (joint with Network Rail and ATOC). Preparing input to Richard Brown's resilience review for DfT following high winds and flooding in Autumn and Winter 2013.

- **Planned**

Met Network Rail, London Midland and Virgin Trains regarding Watford junction resignalling prior to eventual announcement that scheme had been rethought. Ongoing monitoring of accuracy of information during engineering works.

f) *Fares, ticketing and value for money*

Discussions with ORR over the Code of Practice on Ticket Information (as announced in the DfT Fares and Ticket Review conclusions). Continue to raise specific issues arising from the fares and ticket review with the industry.

g) *Regulatory and Consumer Protection*

Published results of joint research with ORR on the 'passenger experience'. Correspondence with the Parliamentary Under-Secretary of State for Transport on ticketless travel

Influencing National Issues

a) *Franchising (Sharon Hedges)*

Reported to DfT on review of bidder delivery plans relating to the customer experience and communities elements for Essex Thameside and Thameslink, Southern, Great Northern franchises and on findings of the East Coast passenger feedback exercise. Provided input to the Direct Award teams for InterCity West Coast, TransPennine Express and Southeastern, including proposals for the NRPS targets to be included in the contracts. Promoted aspirations for the next Northern and TPE franchises and participated in detailed discussions on a service quality regime for Northern. Discussions with various bid teams.

b) *Accessibility (Phil Wilks and Jocelyn Pearson)*

Passenger Assist research has been published. It was presented to the Accessibility Forum, ATOC and DfT.

c) Long term industry planning

Begun discussions with Network Rail into passenger engagement with the enhancements programme set out in the final determination from the Periodic Review.

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 2013-14.

- Finalising research report on Merseyrail rolling stock