

Board Meeting Paper	
May 12 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	16 May 2012
Agenda Item	6.0
Report Title	Review of national issues, priorities and objectives
Sponsor	Mike Hewitson
Author(s)	Mike Hewitson



1. Work plan 2011-12 – Progress and forward look
<p>This report is for quarter four of 2011-12 (January - March).</p> <p><u>Key Themes</u></p> <p>Bus, Coach and Tram</p> <p>a) Punctuality - Mike Bartram</p> <p>We are currently progressing the project in each of the six PTE areas and in Cambridgeshire, Derby, Devon, Hertfordshire and Southampton across 29 routes/corridors. In the North East Nexus and Go North East have already designed interventions to address the causes of delay on GNE Route 56. In Devon, Stagecoach and the County Council have carried out a pilot exercise with staff using route 2 for an entire week, armed with a notebook and a stopwatch. Elsewhere we are working with authorities and operators to develop action plans for gathering and analysing punctuality data, identifying causes of delay and designing interventions to address them.</p> <p><i>Looking ahead to quarter one 2012-13:</i> The next meeting of the Project Steering Group will be on Tuesday 3 July and progress will be reported to the Bus Partnership Forum chaired by the Minister later that month.</p> <p>b) Accountability – bus cuts</p> <p>First draft produced and reviewed internally. A second draft under way prepared.</p> <p><i>Looking ahead to quarter one 2012-13:</i> finalise publication.</p>

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

Rail

a) **Accountability / Transparency – Sharon Hedges**

We have:

- Held an introductory meeting with Mark Farrow, recently appointed as Head of Transparency at Network Rail.
- Co-hosted, with CBT and Open Rights Groups, a well-received Open Data seminar for rail and bus operators, Local Authorities, consumer groups and ‘app’ developers.
- Pressed the case for increased transparency in franchise submissions and responses

Looking ahead to quarter one 2012-13: Further liaison with ORR on Transparency

b) **Disruption**

This theme encompasses both unplanned and planned disruption.

- **Unplanned:**

- Guy Dangerfield’s programme of presenting key research findings to the industry continues – recently c2c, London Midland, First Great Western, Greater Anglia, First Capital Connect, plus to the Arriva Greater Western bid team and GoVia Thameslink team.
- High winds information report following 3, 4, 5 January 2012 – distributed to stakeholders and published on our website.
- When it looked more likely than not that there would be no widespread snow-related disruption during winter 2011/12 we proposed that funds be switched to research another area of unplanned disruption – passengers needs from and experiences of using social media when travelling. The resulting research, which involved a financial contribution from Abellio, is currently awaiting publication.
- In the context of the new Licence conditions (all TOCs and station operators in the end accepted ORR’s proposals), we have been pressing TOCs regarding measures. How will they know they are doing what they think they are – and have the passengers noticed an improvement?
- Sensing inertia, we have begun asking “what are you actually doing about getting revised delay reasons in use”.

Looking ahead to quarter one 2012-13: finish our round of presentations to the industry summarising our research over the past 12-18 months (Chiltern, CrossCountry, Merseyrail, ScotRail scheduled). Become more demanding that, having agreed changes to delay/cancellation reasons the industry actually uses them. Continue to ask questions of TOCs and Network Rail about measurement on the context of information during disruption. ORR requires TOCs to submit their local plans (required by the ATOC Approved Code of Practice as part of compliance with the new licence condition) by 1 June 2012 – it is possible that some TOCs will seek our input in the coming weeks.

- **Planned**

Research to update our understanding of passengers' attitudes to and needs during engineering-related disruption is complete. Key finding is that rail passengers do not like travelling by replacement bus and would still rather spend longer on a diverted train to avoid it.

Guy Dangerfield has met Network Rail's new Head of Operational Planning to discuss improving the process of Passenger Focus involvement, as per commitments given to Lord Adonis in 2010.

Guy has also been raising questions about the number of trains which are wrong in passenger-facing information systems as late as 'T' minus two or three, possibly because of late notice engineering possessions.

Looking ahead to quarter one 2012-13: Formulating key messages from the new research and liaising with colleagues over publication/distribution and an influencing programme. To start the process, Guy is presenting the key messages to an industry-wide conference of train planning professionals on 17 May. Continue efforts to make the Adonis process work in practice; to engage in discussions about Control Period 5 metrics; and to seek action to reduce the incidences of incorrect timetable information being in the public domain very close to the day of the race.

c) Fares, ticketing and value for money

- **Fares (cost and structure)**

DfT published its Fares and Ticketing consultation in February. This contained numerous mentions of Passenger Focus's research.

- **Ticketing and retailing**

We have:

- Worked on improving escalatory procedures. This is internally with the Advice team (in terms of identifying and capturing issues from complaints) and externally with ORR (to whom we have raised some of our concerns – e.g. the requirement to have your original credit card to when picking up booked tickets (TOD)).
- Met with franchise bid teams to outline our aspirations on fares and ticketing
- Produced 'Ticket to Ride' – the document setting out our concerns with the way that the industry handles penalty fares/unpaid fare notices and prosecutions.

Looking ahead to quarter one 2012-13:

- Respond to DfT's Fares and Ticketing Review (June).
- Begin outline planning for Smartcard research (subject to discussion with DfT)
- Launch 'ticket to ride' campaign (May)

Influencing National Issues

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

- Discussion around the themes outlined in Government's Command Paper.
- Informal discussions with DfT on HLOS targets and measures

Franchising

- Continued liaison with DfT and bidders on Great Western (GW), Essex Thameside (ET) and Thameslink (TL) franchises. Shortlisted bidders for GW, ET and TL were announced.
- We submitted our formal consultation response to GW and also provided a further submission on ET, updating previous work on the franchise replacement. FCC and Southeastern research fieldwork completed.
- Made presentations at a TravelWatch South West and DfT stakeholder events on GW and ET franchises.

Looking ahead to quarter one 2012-13: submit response to the ET franchise consultation; provide initial comments on East Coast and TL franchises; and present research on FCC/SER to DfT. In addition we will be discussing research requirements for the Northern/TPE franchise and finalised the 'Futures' research.

2. National passenger issues – additional information

- Briefings on the Command Paper and the Fares and ticketing review.
- Responded to the 'alliancing' proposal between Network Rail Wessex and South West Trains
- Responded to the ORR/DfT consultation on the proposed transfer of certain powers/duties from DfT to ORR.