

<b>Board Meeting Paper</b>	
<b>Feb 13 BM 5.1</b>	
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 <sup>1</sup>	
Date of Meeting	13 February 2013
Agenda Item	5.1
Report Title	Chief Executives work plan report for Q3 Oct – Dec 12
Sponsor	Anthony Smith
Author(s)	See Below (compiled by Kylie Lennon)



## 1. Chief Executives Overview (Anthony Smith)

### Forward look – Quarter four March – April 2013

- Continue developing proposals for making Passenger Focus research and complaints work more easily accessible and useful via website.
- Continue to scope out shape of smartcard research project being carried out on behalf of Department for Transport. Deliver first outputs of research programme.
- Publish, on March 11, next wave of Bus Passenger Survey. Minister to launch.
- Continue to work with Department for Transport on Brown review on franchise replacement implications.
- Deliver first outputs work with train companies to improve their complaints handling processes – Virgin Trains complaints audit.
- Continue work on Ticket to Ride campaign on practices and processes surrounding Unpaid Fares Notices, including helping development of industry code of practice.
- Continue to monitor industry compliance with 12 week horizon on timetable planning.
- Consult on and publish workplan for 2013-14

### Update – Quarter three 2012-13

- Re-assess franchise replacement work in light of Department for Transport decision on West Coast.
- Bus Punctuality Project – initial report now being consulted on by stakeholders.
- Passenger Focus spoke at six major industry conferences.
- Significant media activity around New Year fare rises, Industry Strategic Business Plan, Brown Review and HS2.
- Progress made in reducing workload caused by East Coast complaints

<sup>1</sup> ie RESTRICTED plus COMMERCIAL / POLICY / STAFF / PERSONAL PROTECT

## 2. Research (Ian Wright)

### Update- Quarter three 2012-13

- Ian and Dan presented findings from our joint research with Network Rail to the National Stations Improvement Programme Board
- Fieldwork for the Autumn waves of NPS and BPS
- We ran a number of themed analyses using BPS data, resulting in short summaries to be published as standalone documents, but will also inform other research projects
  - Anti Social Behaviour
  - Punctuality/Congestion
  - Disability
- David and Laura, using NPS and BPS data, presented at the Accessibility Forum
- We appointed Louise Hall as Senior Research Advisor on an 18 month interim contract to manage the smart ticketing research programme, and Keith Bailey at the same level for 6 months to cover the long term sick leave in the team
- Ian spoke at the European Transport Conference twice: with Network Rail about our research on the potential released capacity from HS2, and with Oxera about concessionary pass holders using our BPS data
- Ian spoke at Travel 2020 about our Short and Tweet research. There is an accompanying article for New Transit magazine
- We ran a joint event with Go Ahead at the London Transport Museum to brief out our Futures project, which continues to attract interest

### Forward look - Quarter four 2012-13

- Murray spoke about the BPS at the Transport Statistics User Group
- A BPS briefing for the Autumn 2012 wave will be held on 11<sup>th</sup> March with Norman Baker in attendance. A round of one to one stakeholder briefings will be held ahead of this, focusing on co-funders and newcomers to the survey
- The Autumn 2012 wave of NPS will be published on 29<sup>th</sup> January, followed by a number of stakeholder briefings targeted at the poorest performers. The Spring 2013 wave is currently in the field. We will also further develop and promote proposals to enlarge the NPS sample, on the back of recommendations from the Brown Review
- Qualitative research to understand what drives bus passengers` perceptions of value for money, including an in depth look at the views and experiences of younger passengers is underway and will debrief this quarter
- Qualitative research to understand bus passengers` experiences of delays and service disruption was debriefed and will be published this quarter. It will also feed into the Bus Punctuality project, together with analysis of this issue from the BPS data

- Qualitative research to assess the level of passenger engagement with and understanding of both the rail and bus sectors, and how they might like to see this change
- We will finalize our replacement for the Research Framework (the Preferred Supplier List), which is coming to the Board for sign off, prior to launch in April
- A Tram Passenger Survey (TPS) is being piloted in the West Midlands with support and interest from Centro. Ian and Keith attending the PTEG Research Group meeting on 5<sup>th</sup> March to discuss the value of multi modal comparisons when we have rail, bus and tram data for an area
- We will run a number of studies as part of the Smart Ticketing research programme:
  - Passenger views of the Oxford SmartZone (quantitative with possible qualitative follow up)
  - Qualitative research to ascertain current best practice in transport app design, and an assessment of possible future developments, looking at how apps can support and complement smart ticketing, with particular relation to the South East Flexible Ticketing (SEFT) programme
  - A quantitative national market study looking at awareness, knowledge, usage and attitudes regarding smart ticketing
- The research testing the SEFT customer proposition will be published
- We will use the NPS recontact database to research the impact of reduced services over the Christmas/New Year period on travel patterns, and passenger preferences for such services. This will also provide the first large-scale test of the database
- We will run both a staff and stakeholder survey. This will both be run in house rather than use an external agency
- Laura is running the research element of a series of training course Passenger Focus is holding for User Groups
- Ian met research and policy staff at Age UK to talk to them through our latest research that may be of use and interest to them
- Ian presented our Futures work to a large (c.40) contingent from HS2, which garnered a lot of interest and was used to launch their internal discussion forum. They are also very interested in our Smart Ticketing programme
- The team will continue to have a major input into the open data project, including user testing of the new tools for NPS, BPS and complaints data

### 3. Communications (Sara Nelson)

#### **Update- Quarter three 2012-13**

- Excellent coverage of the NPS although this was overshadowed slightly by a Government announcement on HS2 the day before
- Positive media coverage with spokespeople on major broadcast outlets (Sky news and BBC News) talking about the West Coast franchising issue
- Positive media coverage, again covering the major broadcast outlets plus national and regional newspapers, on fares
- Futures event went well – attracted more than 50 attendees and resulted in good social media chatter
- Organised for Linda McCord to attend an ATOC briefing for MPs to talk about our work, especially around fares
- Gained positive press coverage of the Northern/TPE franchise research
- Continued to provide a 24/7 press office, handling high levels of media enquiries on a number of issues
- Continued to build profile of website – averaging 11,000 visits per month
- Website search functionality has been resolved – working on final snagging issues
- We have been out to meet key trade press contacts – work continues on meeting and briefing key national contacts

#### **Forward look - Quarter four 2012-13**

- BPS publication on March 11; launch event now booked for Birmingham and the Minister (Norman Baker) will be attending
- Taking part in a parliamentary event on disability issues
- Publication of the report evaluating some spending through the National Stations Improvement Programme
- Preparing the next Annual Report
- Working on open data with Passenger Team
- Working with the contact team on making the website more dynamic and providing FAQs to mitigate higher caseload

#### 4. Resources (Nigel Holden)

##### **Update- Quarter three 2012-13**

##### Human Resources

- Working with the Welsh assembly on Board member recruitment
- Corporate induction completed for new starters
- Successful recruitment for fixed term Senior Research Advisor to provide cover for long term sick absence, and Network Rail graduate commenced six month placement with the Passenger Team
- New and amended HR Policies agreed with Management Team and Staff Forum
- Commenced recruitment campaign for Business Services Executive, following resignation of previous postholder

##### Facilities, ICT and procurement

- Using government contracts we have transferred our mobile phone contract to O2
- Appointed supplier for Open data publication covering National passenger survey, Bus passenger survey and appeal complaints data
- Move to government appointed company Redfern Travel for hotel bookings
- Procurement advice and support for research preferred supplier tender and call centre contract retender

##### Finance

- A summary of expenditure to 31 December 2012 is shown in the finance report (Feb 13 BM 5.3)
- A second outturn review with budget holders to ensure costs will remain within the agreed funding for the year
- The transition to the Government banking service was completed

##### **Forward look - Quarter four 2012-13**

- Interim audit visit by National Audit Office
- Recruitment for business critical Business support executive vacancy
- Preparation of year end accounts including submission of Period 9 Consolidation return
- Update performance appraisal process ready for annual appraisals in March
- Run Staff attitude survey

## 5. CEO Team (Jon Carter)

### **Update – Quarter three 2012-13**

Matt Ayson left the team and Passenger Focus in December to take up a significantly more challenging role. He is very much missed; the role is business critical. Recruitment is under way with Kylie Lennon filling in per interim.

#### Board and governance programme

- The Board met informally in October, November and December and formally in November.
- The Audit Committee met in October, the Statistics Governance Group met in December, and the Management team met in October, November and December.
- The board programme for 2013-14 has been planned and agreed. Due to meeting space restrictions at Fleetbank House the monthly centre of gravity will shift to Thursdays in the new business year.

#### Key performance indicators (KPI's)

- Team business performance remained good with most KPI's on target.

#### Business and project management

- The updated project framework arrangements, which bring greater scrutiny and transparency to our project management and link them directly with finance and accounting, are now fully operational. An overview is provided to each meeting of the Audit Committee.
- A review of strategic risks was commissioned in December.

### **Forward look - Quarter four 2012-13**

- GB Board member appointments were announced in early January. Induction and other similar arrangements were pre-planned and are being delivered.
- The Welsh Board member shortlisting was completed in November and interviews were held in January. A submission with the panels recommendation for appointment is on its way to the Welsh Ministers.
- Work has started on planning the annual report and accounts for 2012-13