

Board Meeting Paper	
May 13 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 2013
Agenda Item	6.0
Report Title	Review of national issues Qtr 4 January-March 2013
Sponsor	Mike Hewitson
Author(s)	Mike Hewitson



1. Work plan 2011-12 – 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 2012-13 (January – March)

Key Themes

Bus, Coach and Tram

a) Punctuality - Mike Bartram

Initial report drawn up looking at the issues/difficulties with data gathering, the extent to which the data was subsequently used and analysis of the causes of delay. This was presented to the Bus Partnership Forum.

Looking ahead to Qtr 1: look to maintain momentum with a launch of the report/conclusions

b) Accountability – bus cuts

This was a bedding in period for our report (launched in October 2012) but it was raised as appropriate in discussions with stakeholders.

Looking ahead to Qtr 1: Opportunity to review further as part of forthcoming spending reviews..

c) Bus service disruption (Guy Dangerfield)

The research report “Bus passengers’ experience of delays and disruption” was published on 24 April 2013 – coverage was achieved in a number of trade journals. The report has been distributed to industry, local government and other key contacts

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

Looking ahead to Qtr1 : a programme of “selling” the conclusions and recommendations will now commence

d) Attitudes to fares and ticketing (Jocelyn Pearson)

The field work for our research is now complete and the report is in draft. We have identified potential messages and areas where we might want to focus work. We have also identified how different teams will contribute to taking this work forward.

Looking ahead to Qtr1: Completed report to be published and a detailed work plan developed

Rail

a) Accountability / Transparency – Sharon Hedges

Transparency and accountability has been a central theme in discussions with Ministers, the Department and the wider industry. It has also featured in our articles for the trade press and the Chief Executive’s blogs.

An Open Data/transparency session was held during the away day to bring all staff up to date with the agenda and share the work we have been undertaking.

Looking ahead to Q1: Following extended discussions with National Rail Enquiries (NRE) the research report into presentation of ‘right time’ information will be published and widely disseminated. Findings to be used in franchise input and in liaison work with tocs/wider industry.

The passenger engagement research will be published in early June, highlighting key issues with trust and transparency for the rail industry to address.

Following widespread acknowledgement of the need for increased transparency/accountability across the rail sector it is now proposed that this becomes a cross-cutting theme in the 2013-14 workplan and embedded in all aspects of activity, rather than a stand-alone strand. Transparency/accountability is also a central tenet of the ‘Passenger Power’ agenda that we will be pursuing .

b) Disruption (Guy Dangerfield)

This theme encompasses both unplanned and planned disruption.

• **Unplanned**

We continue to chivvy up progress and ensure that key messages are understood by existing operators and teams bidding for new franchises/extensions.

Looking ahead to Qtr 1: exploring options for refresher research into progress with improving the handling of disruption, potentially in partnership with the Office of Rail Regulation.

e) Planned

Guy has presented to the findings and recommendations of our engineering work research to Merseyrail, c2c, London Midland, Greater Anglia and East Midlands Trains. He continues to highlight inaccuracies in the timetable closer to the day of travel than T-12.

Looking ahead to Qtr 1: continue to push our engineering research with train companies, highlight T-12 errors and explore the potential for new research.

c) Fares, ticketing and value for money

There was the usual heavy media interest at the turn of the year surrounding the January fare increase. We also continue to offer policy input to Passenger Focus's smartcard research. We continue to await DfT's conclusions on their 'fares and ticketing' review.

Looking ahead to Qtr 1: continue to liaise with DfT on its fares and ticketing review conclusions

d) Regulatory and Consumer Protection

Meetings have taken place with a number of train companies on ticketless travel and our T2R report. So far the response has been positive and most have been eager to demonstrate how they are working to change practice as a result of our report. Education of customers has been an important focus – e.g. genuine passengers need help rather than punishment. We have also continued to work with ATOC on further improvements that to the industry 'code of practice'.

Looking ahead to Qtr 4:

We will continue to liaise with train companies and will prioritise those who most need to rebalance revenue protection with passenger education.

Influencing National Issues

f) Franchising (Sharon Hedges)

Major announcements on the future of franchising were made by the Government in January and March and changes were implemented within the Department to foster increased capability and capacity to take the programme forward.

Passenger Focus promoted the passenger agenda for future franchises in our media comments and has engaged extensively with the Department, including meeting the new (interim) Director of franchising and holding detailed discussions with the newly formed project teams. There has been considerable work around the future role of NPS and the relationship with other measures to monitor quality in franchise contracts. Dialogue with bid teams has moved up a further gear.

We hosted a Campaign for Better Transport event on the merits of devolution in franchising. This high profile and well-attended event chaired by Anthony Smith, with Sharon Hedges amongst the presenters and panellists, provided a valuable opportunity to promote our key messages and demonstrate our influence in this area.

Looking ahead to Q1: Further work to determine our role within the franchise process and for NPS in franchise monitoring. Promotion of the engagement and consultation agenda and influencing the revised ITTs for Essex Thameside and Thameslink, Southern, Great Northern.

Work to identify opportunities to engage in the franchise extension process, recognising that the most immediate negotiations to ensure continued service delivery are likely to have limited scope to achieve much in the way of improvements.

g) Accessibility (Phil Wilks and Jocelyn Pearson)

We have presented at a conference for MPs/Lords at Portcullis house at the invite of the sponsor, Disability UK. Our stakeholder newsletter 'All Aboard' has been published.

Looking ahead to Qtr 1: We continue to liaise and provide information to relevant stakeholders. We will be holding meetings with DfT about funding for Passenger Assist Research, and also presenting at the next meeting of DPTAC. We will also be giving evidence to the Transport Committee's inquiry into accessibility on public transport.

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.

Main points covered above.