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We're now on the buses too!

Passengerfocus 
putting passengers first

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- In March 2008 the Secretary of State for Transport, Ruth Kelly MP, announced that Passenger Focus will act as the independent watchdog for bus and coach passengers. Now working toward a formal launch in Spring 2009.

0870 336 6000
contact@passengerfocus.org.uk
www.passengerfocus.org.uk

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- Now talking to passengers, the industry and a range of stakeholder organisations to develop our plans and objectives and to shape what we will deliver for passengers.

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- Carrying out a variety of research to understand passenger priorities for improvement and to benchmark passenger satisfaction with services.

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