

Board Meeting Paper	
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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	Thursday 12 September 2013
Agenda Item	6
Report Title	Review of national issues Qtr 1 April – June 2013
Sponsor	Mike Hewitson
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1. Work plan 2013-14 – Progress and forward look

This report is for the first quarter of 2013-14 (April – June)

Key Themes

Bus, Coach and Tram

a) Punctuality - Mike Bartram

We have been working with industry, the regulator (Traffic Commissioners) and local authorities about how to share information on punctuality and take action on poorly-performing routes. The interim conclusions – and industry reactions - were discussed at the Bus Partnership Forum

Looking ahead to Qtr2: seminar to be held in Manchester to launch the findings; respond to the Senior Traffic Commissioners guidance on bus punctuality.

b) Accountability – bus cuts

Commented on in relation to the Governments announcement on spending plans for 2015-16

Looking ahead to Qtr 2: Review next steps

c) Bus service disruption (Guy Dangerfield)

The programme of 'selling' the findings and recommendations arising from this research into passengers experiences of disruption is well underway. Presentations have been made to a number of bus companies, Passenger Transport Executives and other forums.

Looking ahead to Qtr2 : this programme will continue, with various presentations scheduled including to the Senior Traffic Commissioner and to DfT officials.

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

d) Attitudes to fares and ticketing (Jocelyn Pearson)

The report on our research into bus value for money and ticketing is complete and publication is anticipated in September. Initial discussions have been held to identify key messages. Plans to create a standard set of slides about Bus VFM and Bus Information in Disruption are in hand. They will be made available to the whole organisation.

Looking Forward to Qtr 2: Plans for taking the research to the bus industry will be finalised, and work will start in disseminating the key messages.

Rail

e) Disruption (Guy Dangerfield)

This theme encompasses both unplanned and planned disruption.

- **Unplanned**

Recent activity has focused on making sure all train companies have effective procedures to safeguard the welfare of passengers during late night service disruption, following overhead line failure that led to 300 passengers 'sleeping' in a train overnight at Kings Cross station.

Looking ahead to Qtr 2: we will continue to discuss with the Office of Rail Regulation possible research to illustrate whether rail industry actions since Licence conditions around passenger information were strengthened are meeting passengers' needs.

- **Planned**

The programme of 'selling' the findings and recommendations of our engineering work research is largely complete, with one presentation remaining. Guy has continued to highlight that the Informed Traveller T-12 requirements are not being met as consistently as they should be.

Looking ahead to Qtr 2: we will continue to up the anti on T-12 inaccuracies and are meeting Network Rail and train operators to discuss the major resignalling and track remodelling works that will take place at Watford in 2014 and 2015.

f) Fares, ticketing and value for money

We continue to be involved in the smart research gaining knowledge about passengers' attitudes and the challenges of providing multi model smart ticketing.

Looking forward to Qtr 2: We await the publication of DfT's conclusions; considerable media activity surrounding the announcement of July's RPI figure (which is used for the January fare increase).

g) *Regulatory and Consumer Protection*

During the last quarter we continued to gather more intelligence about the implementation of revenue protection on rail. Strict liability combined with the use of discretion leads to a wide variety of practice. This causes greatest concern in relation to prosecution. We continued to meet with ATOC to discuss their proposed code of practice.

We have also established closer links with ORR and its consumer programme. This includes discussions over issues being escalated from passengers and the potential for joint research on passenger engagement.

Looking forward to Qtr 2:

Revenue Protection: we have written to the minister over our continued concerns with prosecutions and to the industry to seek more transparency on the number of fines/penalties/prosecutions issued. We are also exploring legal options to improve passengers' protection from prosecution where there is no proof of intent to defraud.

General consumer work: begin work on joint research with ORR; look at existing National Rail Conditions of Carriage in advance of a potential review

Influencing National Issues

h) *Franchising (Sharon Hedges)*

Q1 saw a step change in activity on franchising as the new teams within DfT began pushing forward their work. Detailed discussions were held with the Essex Thameside and Thameslink, Southern, Great Northern (TSGN) teams; focusing on passenger engagement, quality, customer service and, specifically, how NPS could be incorporated in franchise monitoring to ensure an emphasis on the passenger perspective. Initial discussions were also held with the newly established Direct Awards team and the East Coast franchise project team.

The Passenger Power! agenda was promoted extensively within DfT, with bidders, and with other stakeholders, both prior to and following the well-attended launch event in early June. Exploring how to translate the principles of passenger engagement into appropriate actions on the ground was a central theme of discussion and there will be further development of these ideas over the coming months.

Further strands of work on the future role of NPS and developing the quality elements within franchising continued, both internally and with policy/research advisors within the DfT. We were also invited to consider new opportunities for increased Passenger Focus involvement in the formal aspects of the franchise process.

There were a number of meetings with various bid teams, principally around NPS, quality and passenger engagement.

Looking ahead to Q2: Work on detailed proposals for NPS metrics for inclusion in the Essex Thameside and TSGN franchises, input/comment on ET and TSGN ITTs, submissions on specific Direct Award negotiations and further discussion about a potential role in the assessment of bidder proposals for passenger experience elements of franchises.

i) Accessibility (Phil Wilks and Jocelyn Pearson)

We became members of and attended the inaugural meeting of ATOCs National Accessibility Forum. The purpose of the group is to guide ATOCs accessibility work. We also gave evidence (written and oral) to the House of Commons Transport Committee inquiry into the effectiveness of legislation relating to transport for disabled people.

Looking forward to Qtr 2: We will develop our working relationship with Isabel Liu, (lead board member for accessibility); start planning for the next accessibility forum; and develop our research project on Passenger Assist.

j) Long term industry planning

Produced briefings and reacted to media requests following the publication of ORR's draft determination on the Periodic Review and to the Governments spending review for 2015-16.

Looking forward to Qtr 2: respond to the draft determination consultation; give evidence to the House of Commons Public Bill Committee hearing into the HS2 Hybrid Bill

2. National passenger issues – additional information

- Produced 'NPS at a glance' publications covering Great Britain, Scotland and Wales
- Submissions to the Wales Commission on Devolution and to the BTP strategic review
- Began work on research for Merseyrail rolling stock