

Rt Hon Patrick McLoughlin  
Secretary of State for Transport  
Department for Transport  
Great Minster House  
33 Horseferry Road  
London SW1P 4DR

3rd Floor, Fleetbank House  
2-6 Salisbury Square, London, EC4Y 8JX

w [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)  
t 0300 123 0860 f 020 7583 9848  
e [info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk)  
direct 0300 123 0852  
e [anthony.smith@passengerfocus.org.uk](mailto:anthony.smith@passengerfocus.org.uk)

5 December 2012

Our Ref: Lett6045/McLoughlin/AS/ad



**The Brown Review and passengers**

Following an initial meeting with Richard Brown we have sent a letter outlining our ideas in more detail. A copy of that letter and its enclosure are attached.

As you will see we are making a number of points on behalf of passengers:

- Stability is a key need for passengers
- Franchise length, degree of specification and franchise type will vary depending on the needs of passengers on the routes in question
- Specification remains important – improving transparency (and consultation) during the replacement process and the franchises can help secure passenger confidence. The need for both hard and soft targets in franchises remains

In particular we propose boosting the scale of the rail National Passenger Survey. As you know this is an authoritative and much used comparative benchmark of passenger satisfaction. Making it larger will enable the report to reflect more of the passenger experience on individual routes. This will help passengers understand what is happening, hold the industry to account and give passengers more of a sense that their voice is being heard. This is both at times of franchise replacement and when they are running.

Perhaps we can discuss these ideas in more detail when we next meet. I will be copying this letter and its enclosures widely within the rail industry.

Yours sincerely



**Anthony Smith**  
Chief Executive

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