



Passenger Focus: Putting Passengers First

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Chief Executive

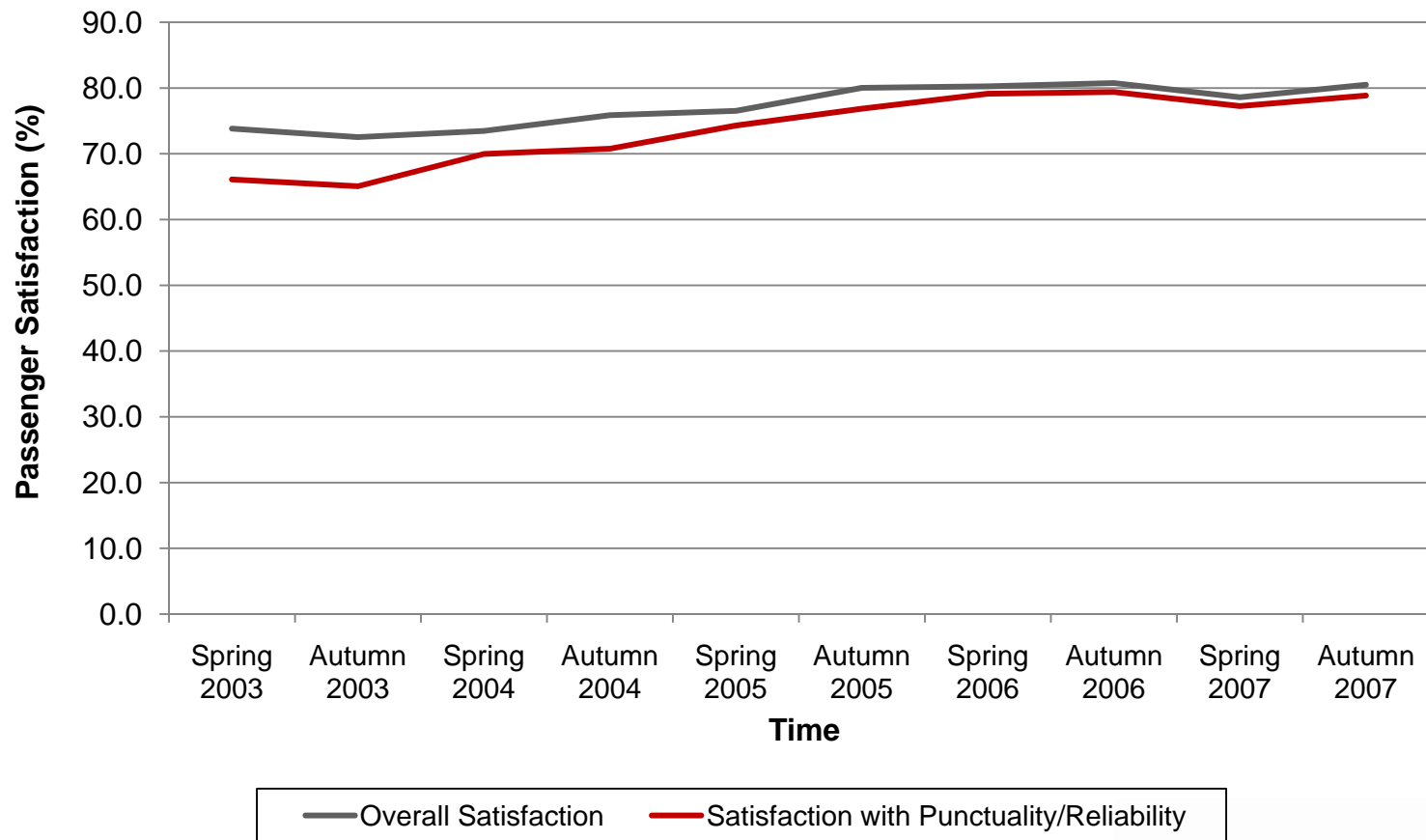


Passenger Focus

- Evidence based, independent, consumer organisation
- Represents **all** Britain's rail passengers
- Makes a difference
- Priorities
 - fares/value for money
 - getting a seat
- Relationship with Department for Transport



Satisfaction – performance vs. general satisfaction



Source: **National Passenger Survey**

Highest and lowest rated aspects of service



Highest:

1. Train speed 83%
2. How requests to station staff are handled 82%
3. Punctuality/reliability 79%
4. Provision of information about train times/platforms 77%
5. The ease of being able to get and on and off the train 77%

Lowest:

1. How well train company dealt with delays 35%
2. Train toilet facilities 37%
3. Availability of staff in train 38%
4. Value for money 45%
5. Facilities for car parking 46%

Source: **National Passenger Survey Autumn 2007**

Passengers' top ten priorities



1. Price of train tickets offer excellent value for money
2. Sufficient train services at times I use the train
3. At least 19 out of 20 trains arrive on time
4. Passengers are always able to get a seat on the train
5. Company keeps passengers informed if train delays
6. Maximum queue time no more than two minutes to purchase tickets
7. Information on train times/platforms accurate and available
8. Trains are consistently well maintained/in excellent condition
9. Seating area on the train is very comfortable
10. Passengers experience a high level of security on the train

Source: **Rail Passenger s' Priorities for Improvements research (2007)**

Other research

- Attitudes to fares and new fares structure
- Ticketing technology
- Route Utilisation Strategies
- Car parking and access to the station
- South Central franchise response
- Thameslink rolling stock

What's coming?

- Employers requirements
- Ticket queues and ticket machines
- Assisted Passengers Reservation Service
- More RUS's – e.g. Wales
- Thameslink disruption
- Where's the best place to get information
- Non-users
- National Station Improvement Programme





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