

# Minutes



## Minutes of Passenger Focus Board

**Date:** Wednesday 12 July 2006  
**Location:** Whittles House, 14 Pentonville Road, London, N1 9HF  
**Time:** 1030 – 1615

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### Present

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#### Board Members

Colin Foxall	CF	Chairman
David Burton	DB	
Brian Cooke	BC	
Phil Davis	PD	
Kate Gordon	KG	
James King	JK	

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Christine Knights	CK	
Derek Langslow	DL	
Deryk Mead	DM	
Bill Samuel	BS	
Barbara Saunders	BSA	
Marc Seale	MS	(Items 1 to 3.3 only)
Stella Mair Thomas	ST	
Nigel Walmsley	NW	
<b>Executive</b>		
Anthony Smith	AS	Chief Executive
Kafil Badar	KB	Business Planning Manager
Paul Fullwood	PF	Passenger Link Manager (Items 3.4 to 4.3 only)
Mike Hewitson	MH	Senior Policy Adviser (Items 3 to 3.2 only)
Rachel King	RK	Policy and Researcher Adviser (Items 3.3 to 4.3 only)
John Mooney	JM	Passenger Link Director (Items 3.4 to 7.3 only)
Vinita Nawathe	VN	Policy and Research Director (Items 3 to 7.3 only)
Peter Thompson	PT	Passenger Research Manager (Items 3 to 3.2 only)
Sue Tibbett	ST	Passenger Link Manager (Items 3.4 to 4.3 only)
Nicola Wilkie	NW	PA to Chairman and Chief Executive (minute taker)
Phil Wilks	PW	Senior Policy Adviser (Items 3 to 3.2 only)
Mark Woodbridge	MW	Passenger Link Director (Items 5.3 to 7.3 only)
<b>Apologies</b>		
Jessica Barrow	JB	

## Welcome and Apologies

The Board noted the apologies received.

## Board closed session

Members held a closed session.

## 1. Minutes of Meeting held 13 June 2006

1.1 Members agreed the minutes of the meeting.

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## 2. Action Matrix

- 2.1 KB updated members on the progress of a number of items, highlighting item BM037 (CrossRail and the Olympics) which, due to pressure of business, would be considered in greater depth in six month's time
- 2.2 CF updated Members as to his recent meeting with Derek Twigg MP as well as the dinner, hosted by the Minister, attended by Board and staff members. The DfT asked ATOC and Passenger Focus to work together on the fares issue across the summer and said that any announcement on the subject would be deferred.
- 2.3 CF said Passenger Focus had made a difference to the fares issue and that the Passenger Link Managers would also be engaged in informal discussions with the Train Operating Companies on this subject.
- 2.4 CF said Network Rail had accepted Passenger Focus' request for involvement in their stations redevelopment programme and that the profile of the organisation, overall, was rising.

## 3. POLICY

- 3.1 **Fares Research** Peter Thompson (PT) spoke to the papers previously circulated. Members discussed their contents and thanked PT for his good work on the research. Members agreed the paper's recommendations.
- 3.2 **Early Bird research findings** Mike Hewitson spoke to the papers and Members discussed their contents, acknowledging that it was a "cliff face issue". Members accepted the broad principle of the paper.
- 3.3 **GNER car parking** AS spoke to the paper and members discussed the options for progressing the issue, acknowledging that Guy Dangerfield, Passenger Link Manager, was involved in ongoing discussions with GNER.
- 3.4 The Board agreed that the issue would be referred to the DfT, but not to the ORR at this stage. Passenger Focus would review its overarching approach to the subject of car parking and will continue to monitor the issue closely. The letter sent to the DfT on the subject would be publicised widely.
- Action:** The Policy and Research Director (VN) was asked to progress the issue by ensuring that policy was developed and the Policy Guide updated. (BM 038)  
VN to draft the letter to the DfT for the Chairman's approval. (BM 032)
- 3.5 **Passenger Priorities research evaluation** Bill Samuel (BS) and VN spoke to the paper, and Rachel King (RK) highlighted the key issues, such as the improved response levels of onboard

questionnaire distribution and the prioritisation of route utilisation strategies within the gap analysis method of selection for research.

3.6 CF expressed caution with regard to the issue of external funding but welcomed future opportunities of undertaking additional, contractual based work at the request of the DfT.

3.7 Notwithstanding the issue of external funding, Members agreed the paper's recommendations.

**Action:** The Policy and Research Director (VN) was asked to progress the issue (BM 040)

## 4. PLANNING

4.1 VN said a generic, aspirational, franchise document would be distributed to members shortly, which would encompass a standard approach to accessibility, fares etc. VN added that a review of franchise work would take place once all consultations had been concluded.

4.2 **East Midlands franchise specification.** Paul Fullwood (PF) spoke to the papers and Members agreed the recommendations within the document, subject to the incorporation of specification information and Passenger Focus policy expectations.

4.3 **West Midlands franchise specification** PF spoke to the papers and Members agreed the recommendations, noting the impact that Birmingham New Street station has on current and future services.

4.4 **Cross Country franchise specification** Sue Tibbett (ST) spoke to the papers and Members debated the benefits and disadvantages of the proposals.

4.5 CF said it was important for the organisation to feel able to challenge the proposals and asked AS to consider how the Passenger Link team could take the issues forward.

**Action:** VN to circulate a generic franchise document to Board Members (BM 041)  
PF and JM to circulate revised East and West Midlands franchise documents to Board members, reflecting the discussion held at the meeting  
ST and JM were asked to progress the issue of the Cross Country franchise

4.6 CF thanked members of the Passenger Link team for their hard work on this issue.

## 5. PERFORMANCE

5.1 **Annual Report and accounts.** AS advised Members that this year's Annual Report had now been laid before Parliament and that a review of the timetable and content for future Annual Reports would take place.

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**5.2 Finance update** AS spoke to the papers, commenting that the organisation remained on target financially. Members noted the figures.

**5.3 Quarter 1 Corporate Plan measures** AS spoke to the papers. Members noted the progress made against targets, the depth of engagement with passengers and, following discussion, endorsed the twenty “wins” as indicated, subject to quantification of the “wins” at the next meeting.

**5.4 Quarter 1 Business Plan Measures** Members noted the paper for information and AS’ comments that the attached appendix would be revised for future papers.

**5.5 Production log update** Members noted the paper. KB said the document would be updated on a monthly basis on the members’ section of the intranet and its use reviewed early in 2007.

**5.6 Passenger Link quarterly update** Mark Woodbridge (MW) and JM spoke to the papers. JM and MW undertook to ensure that PLMs provided greater clarity to Board Members when each took the lead on particular issues.

**Action:** MW and JM to ensure that PLMs provided greater clarity to Board Members when taking the lead on particular issues (BM 042)

**5.7 Procurement update** AS spoke to the paper. Members agreed its recommendations and accepted a lower reporting limit of £10K, with updates included as part of each Board meeting (as opposed to on a monthly or quarterly basis). The proposal for an annual Review of procurement limits was agreed.

**Action:** AS to ask NH to incorporate the Board’s requirements within the procurement procedures

## 6. For information/noting

**6.1 Update from Audit Committee** Members noted the papers.

**6.2 Rail ticket advertising** AS informed members that Passenger Focus had secured the advertising space on the reverse of ten million rail tickets for £120, a scheme which would alternate with the British Transport Police. The response generated by this method of profile raising would be monitored to ensure resources were in place to manage an increase in passenger contact.

## 7. Any Other Business

**7.1** Kate Gordon (KG) commented that she had had a valuable meeting with One, following the publication of their NPS results. It was agreed that NW and SMT would attend a meeting

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arranged with First Great Western, in conjunction with the appropriate Passenger Link Manager, on the same subject.

7.2 James King updated members as to progress with the Scottish Passenger Transport Users Committee (SPTUC). The key points highlighted were that the formation of the SPTUC has been delayed, and is now expected to be established in January 2007. The post of convenor will be advertised in October 2006, and the member positions afterwards. Once these roles have been filled, the remit will be better defined. Passenger Focus is in liaison with the Scottish Executive on the establishment and remit of the SPTUC.

7.3 CF thanked VN, attending her last Board meeting, for her hard work on behalf of passengers.

*PP. K. Bader*

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Nicola Wilkie  
PA to the Chairman and Chief Executive, Passenger  
Focus (Minute Taker)

*12/7/06*

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Date



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Colin Foxall CBE  
Chairman, Passenger Focus

*13th Dec 2006*

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Date