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Secretary of State for Transport  
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14 July 2010

Dear Secretary of State

**PASSENGER FOCUS BOARD MEETING:  
WEDNESDAY 12 MAY 2010  
EDINBURGH**

As required by paragraph 15 (6) of Schedule 5 of the Railways Act 2005, I am pleased to enclose minutes of the meeting of the Passenger Focus Board held on 12 May 2010 in Edinburgh, and confirmed at the subsequent meeting held in Birmingham on Wednesday 16 June 2010.

Yours sincerely,



**MATT AYSON**  
Business Services Executive

# Minutes

## Board meeting

**Date:** Wednesday 12 May 2010  
**Location:** Radisson Blu Hotel  
 80 High Street  
 Royal Mile  
 Edinburgh  
 EH1 1TH  
**Time:** 9.00 – 12.30

### Present

#### Board Members

|                       |     |          |
|-----------------------|-----|----------|
| Colin Foxall CBE      | CF  | Chairman |
| David Leibling        | DLg |          |
| Dr Derek Langslow CBE | DL  |          |
| David Burton          | DB  |          |
| James King            | JK  |          |
| Deryk Mead CBE        | DM  |          |
| Christine Knights     | CK  |          |
| Barbara Saunders OBE  | BSa |          |
| Stella Mair Thomas    | SMT |          |
| Bill Samuel           | BS  |          |
| Nigel Walmsley        | NW  |          |
| Phil Davis            | PD  |          |
| Mark Seale            | MS  |          |

#### Board Bus Advisers

|                 |    |
|-----------------|----|
| Mike Parker     | MP |
| Gavin Booth     | GB |
| Peter Wiltshire | PW |

#### Executive in Attendance

|                  |     |                             |
|------------------|-----|-----------------------------|
| Anthony Smith    | AS  | Chief Executive             |
| Ashwin Kumar     | AK  | Rail Passenger Director     |
| David Sidebottom | DS  | Bus Passenger Director      |
| Jon Carter       | JCa | Head of Corporate Services  |
| Mike Bartram     | MB  | Bus Policy Advisor          |
| Guy Dangerfield  | GD  | Passenger Link Manager      |
| Robert Samson    | RS  | Passenger Link Manager      |
| Matt Ayson       | MA  | Business Services Executive |

#### External Speakers

|                  |     |                                   |
|------------------|-----|-----------------------------------|
| Steve Montgomery | SM  | Managing Director, First ScotRail |
| David Simpson    | DSm | Route Director, Network Rail      |

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## 1. Chairman's Opening Remarks and Apologies

Colin Foxall (CF) called the meeting to the order and **noted** that there were no apologies. Mike Parker (MP), Gavin Booth (GB) and Peter Wiltshire (PW) were welcomed to the Board meeting by CF in their role as Board Bus Advisors.

## 2. Minutes of the Board Meeting held in London on 17 March 2010

The Board **approved** the minutes subject to one minor amendment and **authorised** the Chairman to sign them.

## 3. Action Matrix

| Item  | Date     | Issue   | Action   | Owner | Due        | Status   |
|-------|----------|---|--|-------|------------|--|
| BM107 | 16/12/09 | Review and sharpen the Quarterly Performance Report format.                                     | Work on a concise format.  | AS    | May 2010   | New business reporting format in place as from May 2010.<br><b>Complete. Delete</b>                |
| BM110 | 17/02/10 | Eurostar/St Pancras response to poor weather conditions.  | Report to be produced  | AS    | April 2010 | Letter sent from AS to Lord Adonis on 29/3/10.<br><b>Copy to be sent to Board Complete. Delete</b> |
| BM111 | 17/02/10 | First Capital Connect   | Update on FCC performance  | AK    | April 2010 | Confidential briefing issued to Board by Guy Dangerfield<br><b>Complete. Delete</b>                |
| BM112 | 17/02/10 | East Coast: concerns about a silo approach to timetabling.                                      | To write to DfT setting out concerns.                                | AS    | April 2010 | Met and written to DfT<br><b>Copy to be sent to Board Complete. Delete</b>                         |
| BM113 | 17/02/10 | Availability of contact information for passengers wishing to get in touch with Passenger Focus | Issue to be reviewed to ensure contact details are readily available | AK    | June 2010  | Project scoping underway   |

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|              |          |  |   |    |            |   |
|--------------|----------|--|---|----|------------|---|
| <b>BM115</b> | 17/03/10 | Rolling stock: outstanding concerns about the proposed delivery of 1300 new vehicles | Position paper required to present to Government on this issue by industry expert                           | AS | April 2010 | <b>Report on IEP rolling stock presented by Roger Ford at April Members Event.<br/>Complete. Delete</b> |
| <b>BM117</b> | 17/03/10 | Ticket machine research.   | To provide a summary of the TVM research project currently underway to share with the Board.                | AK | May 2011   | <b>Note circulated to Board on 10 May 2010.<br/>Complete. Delete.</b>                                   |
| <b>BM118</b> | 17/03/10 | Presentation of driver's data in PLM reports.  | To provide drivers data in context; the bus comparator was useful in this respect.                          | AK | May 2010   | <b>New business reporting format in place as from May 2010.<br/>Complete. Delete</b>                    |
| <b>BM119</b> | 17/03/10 | Data on the processing of complaints.  | To provide the Board with the names of TOCs not providing complaint handling information to Passenger Focus | AK | May 2011   | <b>Rail Passenger Director to keep under review.<br/>Complete. Delete</b>                               |

## 4. Chairman's Report

The Chairman reported that there had been no huge activity due to the period being governed by Purdah. Focus will now shift to who the new ministers are and what policies they have. At this stage there was no point in speculating until there were further developments.

The Chairman had nothing other to report that was not already included on other agenda items.

## 5. Chief Executive's Report

Anthony Smith (AS) commented on ticket pricing restrictions as he had been involved in a number of recent interviews with the media about this. The issue was that train operating companies had tinkered with off-peak ticket availability times, in many cases making certain journeys vastly more expensive.

CF commented that there was little publicity given to what the restrictions actually were and that they often were not displayed. Passengers need and should be given this information as a matter of routine.

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AS agreed that he would continue to work with the Office of Rail Regulation (ORR) on the issue; it would also be important for future franchise discussions.

## 7. Workplan report at May 2010

AS introduced the new format for workplan reporting to the Board, which meant a transition from reporting quarterly to bi-monthly. This new format was put together at the Boards request for reports that are shorter, more frequent and cover matters by exception. AS commented that the new format was important as it demonstrates progress against workplan objectives.

AS asked the meeting, through the Chairman, to comment on the new work plan. Observations were as follows:

- Research section table to be reviewed for completeness.
- Passenger Advice figures to include the number of bus complaints in future.
- Passenger Advice figures should report that end of year targets were achieved.
- Passenger Advice figures to include the number of calls that were not intended for Passenger Focus – showing the usefulness of the new recorded message (about which there had been no complaints to date).

Barbara Saunders (BSa) commented on the review of the Disability Equality Strategy. Jon Carter (JCa) stated that a delivery date for a new scheme including the public sector equality duty would be circulated.

AS drew the Board's attention to the Potters Bar inquest, starting on 7 June. Passenger Focus would be represented by John Cartledge (JC), the Safety Advisor, who was also representing London TravelWatch. The process was expected to last several months and be a heavy expenditure. The organisations' presence would ensure that the concerns of the widest number of passengers were considered.

The Chairman confirmed that in addition to the recruitment activity detailed in Point 5 (Resources), Mark Leving (ML) had been appointed as Network Rail Passenger Link Manager. A Passenger Link Executive would be appointed once ML had completed his initial work and a decision was made on what balance of skills was needed.

The Board **endorsed** the work plan report.

| Item  | Date     | Issue                               | Action                                | Owner | Due       | Status |
|-------|----------|-------------------------------------|---------------------------------------|-------|-----------|--------|
| BM120 | 12/05/10 | Disability equality strategy        | New equality strategy to be developed | JCa   | Dec 2010  |        |
| BM121 | 12/05/10 | Network Rail Passenger Link Manager | DM and Mark Leving (ML) to meet       | DM/ML | June 2010 |        |

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## **8.1 APRS research additional funding**

AS commented that this was commercially confidential and requested that it be discussed in a private session at the end of the meeting.

## **8.2 Budget 2010-11: final endorsement**

The Board endorsed the budget for 2010 – 2011, which had been previously scrutinised.

## **9. Rail Passenger Directors review of passenger and industry facing work**

The Chairman asked James King (JK) to lead the discussion for agenda items 9 and 10. JK thanked the Chairman and asked Ashwin Kumar (AK) to give the Rail Passengers review of passenger and industry facing work.

Highlighting key aspects of the report, AK surveyed the work undertaken by the Passenger Focus Disruption panel, which was currently being used in respect of individual TOCs, whereby PLMs would confront TOCs with information received from individual parents, which would feed into national conclusions. Guy Dangerfield (GD) added that it had also been agreed with the Chief Executive of ATOC to review the information received regarding snow disruption, with the intention of completing an initiative to address all the issues raised by passengers.

Accessibility of services continued to be a concern. Initial research on APRS, and the prospect of Passenger Focus carrying out further research, had led ATOC to contemplate gathering investment from a number of sources to replace the booking system for that service. This would then provide the funds for a number of the recommendations from Passenger Focus's first report, such as text messaging services, satisfaction call backs and better tracking of location. Specification of the new system would follow the ATOC board agreeing the investment scheme.

Board members noted that all the information indicated that the position, particularly for passengers with limited mobility, had not improved across the network. In some cases assistance which had been booked had not materialised. In addition to the difficulties of funding in the current economic climate, the forthcoming Olympic Games would present additional strains on the system as it stood. Communication improvements were considered an important aspect of this. It was noted that better communication might only be achieved with a clearer vision of a common 'Gold Standard' for APRS; there was an opportunity for Passenger Focus to provide a guideline document about the information required, to facilitate a quicker move from research to a generic product.

AK acknowledged that a checklist on how services were developed had been compiled and was being used for Passenger Focus's second round of research, and there was some provision for staff training in the ATOC proposals. It was important that any ATOC proposals to bring in a new booking system also included commitments to service delivery.

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AK noted that 'right time' research undertaken on passenger satisfaction and punctuality by East Anglia commuters (coming in to Liverpool Street) would be replicated with CrossCountry and Northern passengers and that Passenger Focus would press government to provide the measures for passenger data on overcrowding in other mentioned in the 2007 White Paper.

AK noted work undertaken in relation to particular TOCs:

## **Arriva Trains Wales**

Passenger Focus had previously made an issue of ATW stations because they were consistently the lowest scoring TOC in terms of satisfaction with stations. There was now an increased focus on information provision at stations, with an initiative to promote 'live running' information at all stations in Wales. SMT commented that a focus on the provision of information and facilities, and an increase in investment, was encouraging.

## **First Great Western**

The Reading Blockade of September 2010 planned engineering work illustrated where ML's industry knowledge and expertise had proved helpful in addressing and challenging TOC and Network Rail plans more effectively. SMT suggested that the First Great Western report might have included reference to the passenger complaints reports from the first quarter, which showed they had received the highest number of complaints, in addition to complaints about their own complaint handling, and a very high compensation figure. AK responded that it was in the nature of long distance rail companies to receive more complaints, with East Coast, for example, reducing their levels from much higher than that of FGW.

## **South West Trains**

Passenger Focus continued to object to SWT's plans to reduce certain ticket office hours, notwithstanding the fact that sales exceeded the threshold for closures; the justification was that sales were likely to reduce. Passenger Focus pressure had led to a downsizing of the closure plan, but effort would continue to be exerted, on the passenger's behalf, in the areas of concern.

## **TransPennine**

A film on overcrowding in Manchester and Leeds had been developed with the aim of bringing the need for new rolling stock into the top of the government's in-tray. Care would be taken to ensure representative and contextualised footage was used to avoid the dangers of sensationalism.

AS noted that discussions were continuing to add Tyne & Wear Metro network into the autumn wave of the National Passenger Survey for 2010.

## **10. Passenger Link reports**

### **10.1a First ScotRail and Scottish issues**

Robert Samson (RS) noted that research has been undertaken with business, leisure and commuter users in Scotland to understand passenger's needs and opinions on rolling stock design. The final report will be published in May/June 2010 and recommendations on the design of the new trains and refurbishment of existing stock will be put forward.

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RS also noted that Passenger Focus has received over 900 completed questionnaires on passenger priorities to the proposed timetable changes to/from Edinburgh and Glasgow Central on the East Coast Main Line. The results are currently being analysed and a summary report will be available in early June.

RS also noted that the Scotland Rail Utilisation Strategy (RUS) 2 will be published for consultation in July 2010. Passenger Focus has held a Rail User Group (RUG) meeting with Network Rail to establish the priorities for RUG's in the draft RUS. Passenger Focus will consider if further passenger research is needed to support its response to the RUS.

## **10.1b Report from First ScotRail**

JK welcomed Steve Montgomery (SM), Managing Director for First ScotRail and David Simpson (DSm), Route Director for Network Rail to the Board meeting.

SM reported that ScotRail had experienced significant passenger growth over the last year (76.4 million passengers in 2008/2009 to 76.9 million passengers in 2009-2010) whilst experiencing high levels of overall satisfaction. This was due to an expansion in services and the delivery of a strong product.

Autumn 2009 NPS scores showed that overall satisfaction with ScotRail was high, but more improvements were needed. Results suggested that good progress has been made with regards to station cleanliness, on-train and departure information. Areas where improvement was needed included car parking and dealing with delays. First ScotRail has invested £30 million to date and a further £70 million investment will be made in improvements between now and 2014.

Dealing with disruption has been a major issue due to the severe weather conditions in Scotland over the winter. Notwithstanding the challenges, services continued to run, although they were unreliable. Importance was placed on improving the ways in which disruption was managed by introducing a new code of practice for customer information, compliance with ATOC good practice guides, encouraging suggestions from staff working in the front line, providing better train running information, having automatic disruption updates on ScotRail's web homepage and by providing customer service training focussing on listening to customers, being responsive and communicating effectively.

First ScotRail have completed work on the new Bathgate depot and Bathgate station is scheduled to open in September 2010. The Airdrie to Bathgate line will be launched in December 2010 with new stations in Armadale, Blackridge and Caldercruix. SM also announced that 38 new class 380 trains would be introduced to Scotland. This will provide 750,000 additional seats for passengers allowing longer trains without the need to lengthen station platforms. Smartcards are also being introduced providing the next generation of rail ticketing to passengers. Customer trials have already begun on the Glasgow to Edinburgh line with up to 500 weekly season ticket holders providing feedback on their usage. In the longer term First ScotRail is planning to increase this service to 10,000 passengers and introduce 'smartcard' gates.



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Going forward First ScotRail aimed to promote effective, honest relationships with Passenger Focus and other stakeholders, drawing on ScotRail Customer Forums and working with Passenger Focus to develop regular customer focus groups across Scotland.

## 10.1c Report from Network Rail Scotland

DSm reported that Network Rail Scotland's 'right time' and PPM performance had improved with record scores in Spring. However, there was real pressure due to the adverse weather conditions Scotland has had recently in dealing with disruptions and keeping routes open.

Network Rail Scotland is working closely with First ScotRail and other train operating companies to improve NPS scores and create better passenger satisfaction. The biggest issue presently is working with disruptions where there is work towards setting minimum standards for providing passengers with information.

DSm also reported that 2 new platforms have recently opened at Glasgow Central station as part of the now defunct city to airport rail link; these platforms will nevertheless be vital to increasing the capacity on routes through the station. The Airdrie to Bathgate line is scheduled to be complete in December and will provide a further connection between the East and West of Scotland. Edinburgh Waverley station recently had upgrades to the track and is about to get £150 million refurbishment to the station including improvements to the entrance and accessibility to the station. This programme should take three years to complete.

JK opened the meeting to questions by raising concerns over a number of automatic ticketing machines being taken out of stations, asking why this had happened. SM explained that these had been taken away due to theft, although this was a cash theft problem only and did not affect credit card use. First ScotRail are working with the manufacturers to find a solution to the problem and there were plans to re-introduce cash TVMs pending this work. While there had been a large drop in passenger use, the credit card facilities remained in place, as they had not been the target of criminal activity. There were no plans to withdraw facilities put in place allowing passengers to purchase a range of tickets on trains with cash.

JK questioned whether the website update and disruption work stream would improve the link with NRES. SM noted that NRES would get information at the same time as Network Rail, via the live feed. Various options were being examined to address the fact that half of stations did not have live running information, and Network Rail was working with Transport Scotland to target areas of passenger growth initially. SM acknowledged that while every station had help points, this did not provide the same level of convenience. CF stressed the importance of 'real time' information for passengers during disruption.

Systems such as providing staff on trains with BlackBerries were being examined, as well as the trial of small screens giving up to date rail information and other initiatives. The Chairman commented that easier technology fixes such as improving IP connections could have been a priority. SM acknowledged this, but reiterated that spending was being prioritised by footfall. Much of the investment in systems had replaced old kit that was no longer fit for purpose.

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Board members noted that in some parts of the UK, passenger access through stations such as York and Sheffield had been affected by the introduction of gate lines. While Passenger Focus acknowledged that the introduction of gate lines was beneficial, wider consultation on the impact with local and national organisations should be encouraged. SM and DSm acknowledged this point, noting that the alterations and proposals at Glasgow Central had been welcomed, with few complaints as the 'through flow' was not affected.

JK acknowledged the work done by maintenance teams across Scotland throughout the adverse weather conditions and asked what work was being done to reduce the number of incidents of recurrent problems such as flooding and landslides. DSm responded that work such as a waterproofing initiative had improved drainage issues in some areas, with other schemes in place to address routes with particular geological vulnerabilities. There was funding available, but the work had to be prioritised; a water management group had been set up to list flood sites and reduce impact, but an additional issue was that extreme weather events tended to create new sites.

Christine Knights (CK) said she was impressed with the partnership work in Scotland, and asked what work had been done to coordinate with airports during the volcanic ash crisis. SM considered the industry had worked well to make services available, but that communication with the Civil Aviation Authority (CAA), for example, had largely taken place 'through the news'. Additional work was being done with Transport Scotland and the DfT in the light of the long term implications of continuing volcanic activity, and it was hoped that those bodies would work with the CAA to coordinate communication. First ScotRail had put contingency arrangements in place to account for growth in traffic on quieter routes on the west coast, and in sleeper traffic, to ensure capacity was available and in place. Asked if there had been any crowd management issues, SM said that the main issue had been to ensure passengers were using the correct tickets for sleeper services; open access was difficult, but spaces could be sold on if passengers did not turn up. DSm added that some issues had been anticipated; at stations, for example, where measures had been put in place such as extended opening times at Prestwick, Central and Waverley. The plans were ready to be reactivated in the event of future occurrences.

Deryk Mead (DM) commended the presentation of 'right time' performance information, which Passenger Focus considered to be more relevant and useful to passengers. DSm acknowledged it was a matter of policy not to publish this data; 'right time' information was collected across the network; passengers only saw PMM figures. Performance of key stations and interchange points across the network was also reviewed internally. The Chairman welcomed this, noting that Passenger Focus had considered a move to assessing performance based on time at station, rather than time on train, with passengers being asked about their whole journey experience.

Referring to unintended consequences of works, JK noted a tendency for platform announcements to be given at short notice in Glasgow Central. He asked what reassurance could be given that the new platforms and possible introduction of gate lines would not make the situation worse. DS responded that Network Rail had dropped an existing policy of announcing platforms when trains were ready to board. The policy was now to post platform numbers on the CIS 20 minutes before trains departed, to allow passengers to negotiate the concourse.

The Chairman thanked both SM and DSm for attending.

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## 10.2 East Coast

Guy Dangerfield (GD) noted that franchise replacements were currently in a 'stalled' period, and would resume once the new government was fully formed and functioning. Passenger Focus will continue to advocate that the franchise contains provisions to address the recommendations that have been made in the *priorities for improvement* research. Concerns were raised over the financial viability of any new franchise agreement, given recent history. It was suggested any new contract would be longer in tenure and would most probably have a GDP flexibility element included in the contract.

It was also noted that AS wrote to the DfT in April requesting a review of how the timetable consultation is undertaken, emphasising the need for future exercises to be on the ECML timetable as a whole. GD has also written to East Coast to formally request that in the light of feedback from the consultation, they review particular aspects of the timetable. No responses have been received to date, although East Coast has committed to put a further version of the draft timetable into the public domain during May 2010 and will communicate with particular stakeholders about changes to the original proposals for Newark.

Concerns were raised that a draft weekend timetable has not yet been made available. CF asked that a formal letter be sent requesting a weekend timetable be produced.

| Item  | Date     | Issue                        | Action   | Owner | Due       | Status |
|-------|----------|------------------------------|--|-------|-----------|--------|
| BM122 | 12/05/10 | East Coast weekend timetable | Letter to be sent requesting production of a weekend timetable | GD    | July 2010 |        |

## 10.3 Virgin Trains

RS noted that Virgin Trains performance over the last twelve months has highlighted passenger dissatisfaction with the way they have handled service delays and disruption. Passenger Focus was working to ensure they address these issues. Phil Davis (PD) asked that Virgin ensure customer feedback forms are available to passengers, especially during periods delay.

The DfT West Coast franchise specification team is still to be appointed. When appointed Passenger Focus will ascertain where value can be added to the process and where our research can be targeted to ensure that we inform the development of the franchise specification.

The West Coast draft RUS is due to be published for consultation in November 2010. To inform the development of the RUS, Passenger Focus has held three Rail User Group (RUG) meetings (Carlisle, Crewe and Northampton) with Network Rail to ascertain the RUG's priorities. Quantitative research has also been carried out with over 4000 passengers on the West Coast mainline to better understand their concerns and aspirations about train timing, frequency, timetables, connections and stations. Passenger Focus will ensure that the research informs the development of the various options being considered.

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| Item  | Date     | Issue                          | Action  | Owner | Due       | Status |
|-------|----------|--------------------------------|---|-------|-----------|--------|
| BM123 | 12/05/10 | Virgin customer feedback forms | Ensuring customer feedback forms are available on Virgin Trains | RS    | June 2010 |        |

## 11 Bus Update

David Sidebottom (DS) reported that the launch of Passenger Focus's bus, coach and tram remit and *Bus Passenger Priorities for Improvement* research took place at the end of March. This was attended by key stakeholders and then Transport Minister, Sadiq Khan MP.

The *Passenger Priorities for Improvement* research was distributed to 200 stakeholders and has been uploaded onto the website. The research has attracted good coverage with trade press and is becoming a key tool in the way Passenger Focus interfaces with stakeholders.

In addition to *Bus Passenger Priorities for Improvement*, work was continuing with Bus Passenger satisfaction surveys, where presentations of eight of fourteen areas are complete. The publication timetable is set for July and will be circulated to the Board. Early stakeholder reaction to this research has been positive; in Brighton, onboard cleaning has been reviewed due to results suggesting passenger dissatisfaction. AS and DS have been meeting with key stakeholders with the objective of building a research framework similar to NPS. Relationships have also been made with PTEs where research will be shared and reviewed in order to create best practice. AS suggested that it was essential to get the accuracy and tone of the publication right and asked for this to be discussed at the next Board meeting.

Research had been completed on non-user attitudes in the Milton Keynes area, and the results presented to the Council and operators. Analysis would now be undertaken to establish how the work could be published and used across the area, as well as other authorities, to address non-use in different sectors of the community.

The bus team recruitment process will be complete when Phil Tonks joins Passenger Focus. Work will now concentrate on inductions for the new team and training. A three day training session will be held in Nottingham in June. The Board will be invited to attend.

Work had been started with the industry on the existing appeals handling review and wider complaints handling process, as requested by Ministers. The team would focus in particular on the way the industry, operators and authorities handled first time complaints to arrive at a better practice model, similar to the work that had been undertaken with TOCs. Lessons had been learned from that process and two workshops took place in April, one looking at the policy report, and the second looking at the logistics of implementation.

DS acknowledged there had been difficulties in building sustained early relationships with National Express, but had met the new Chief Executive for Coach Operation, Paul Bunting. Work had also

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been done with Greyhound to discuss the work they were doing on complaint reviews and passenger satisfaction.

BS noted that there had been a number of tram accessibility enquiries in relation to Manchester Metrolink. DS responded that there had been a meeting with GMPTE, who had recently enforced an existing policy of not allowing mobility scooters on to trams - a passenger had come off a platform onto the tracks. The Board acknowledged that there were widespread health and safety issues associated with the different types of mobility scooters in use, and that the problem was not confined to trams.

DS also noted that the first version of the Bus Policy Manual was published to the intranet in March. AS requested that this be circulated to the Board.

It was also agreed that a further Board Bus Group meeting be set up. The membership of the group would be reconsidered now the Board Bus Advisers had been appointed.

| Item  | Date     | Issue   | Action  | Owner | Due       | Status |
|-------|----------|---|---|-------|-----------|--------|
| BM124 | 12/05/10 | Bus passenger satisfaction survey publication timetable | Circulate to Board for comment.                                   | DS    | June 2010 |        |
| BM125 | 12/05/10 | Bus passenger satisfaction survey                       | Board to discuss the tone of the bus passenger survey publication | DS    | June 2010 |        |
| BM126 | 12/05/10 | Bus team three day training session                     | Board to be invited and sent details.                             | DS    | June 2010 |        |
| BM127 | 12/05/10 | Policy Manual Version 1                                 | Circulate to Board  | DS    | June 2010 |        |
| BM128 | 12/05/10 | Board Bus Group   | Reconvene   | DS    | July 2010 |        |

## 8.1 APRS research additional funding

*The Board resolved that, pursuant to the provisions of the Railways Act 2005, Schedule 5, Part 6, members of the public shall be excluded from the meeting for the discussion set out below having regard to the confidential nature of the business to be transacted:*

*"The discussion is commercially confidential: the affairs of an individual or organisation will be disclosed and such disclosure may 'seriously and prejudicially' affect their interests."*

*Proposed by: Barbara Saunders OBE*

*Seconded by Bill Samuel*

*The Chairman countersigned the resolution.*

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*The public were excluded from the discussion between 11.57 and 12.00,*

*The Board resolved to exit its private session and re-enter public session.*

## **12 Any other business**

No other business was raised. The Chairman thanked those involved in the planning and delivery of the various events in Edinburgh. The meeting closed at 12.00 pm.

Signed as a true and accurate record of the meeting:



16.06.2010

Colin Foxall CBE  
Chairman, Passenger Focus

Date