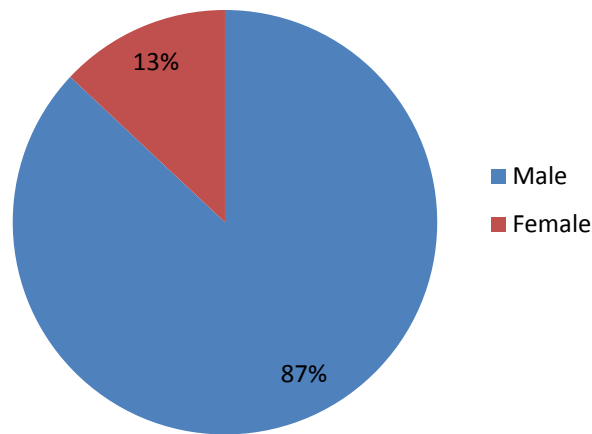


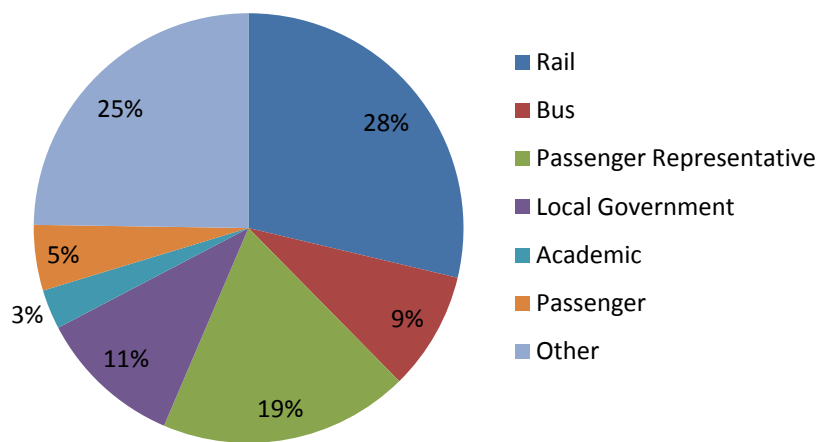
**Passenger Focus Annual Conference 2009**  
**Interactive Voting Results**

At Passenger Focus's Annual Conference delegates were asked to show their views on a number of issues facing the bus and rail industries. Results were calculated by electronic interactive voting. The questions that were asked and the final results can be seen in this document.

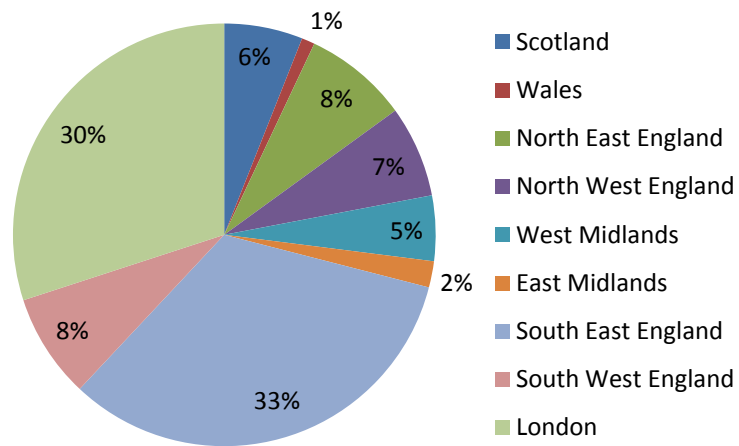
1. What gender are you?



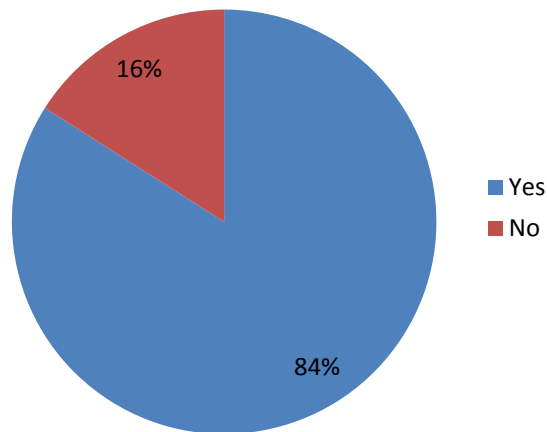
2. What industry, if any do you work in?



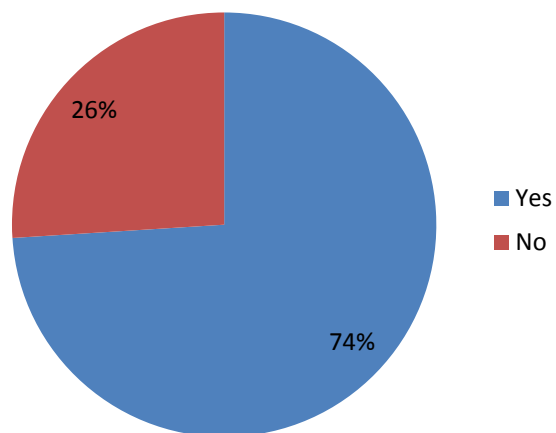
3. What region/country do you come from?



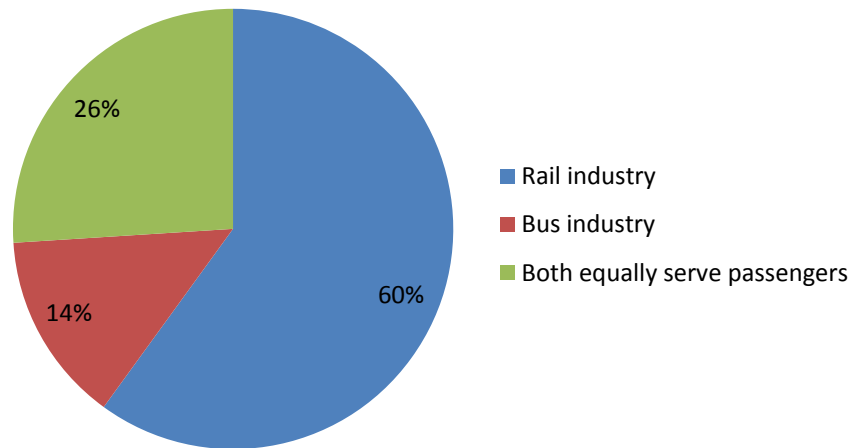
4. Do you think rail services have improved over the last five years?



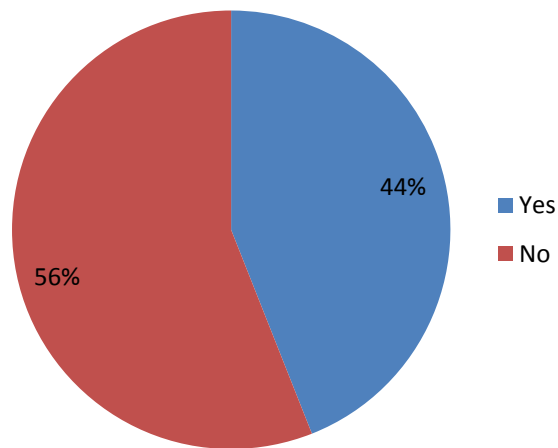
5. Do you think bus services have improved over the last five years?



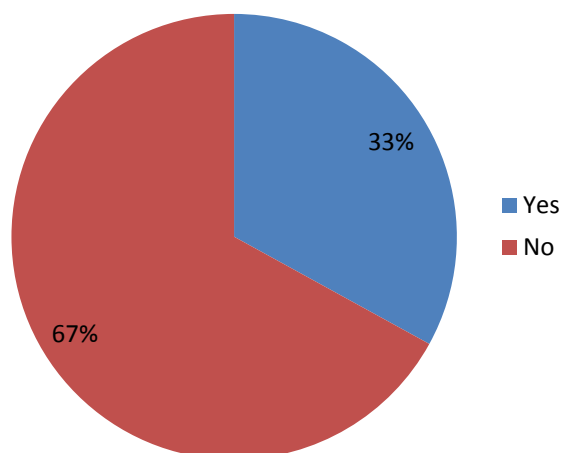
6. Which is more passenger focused?



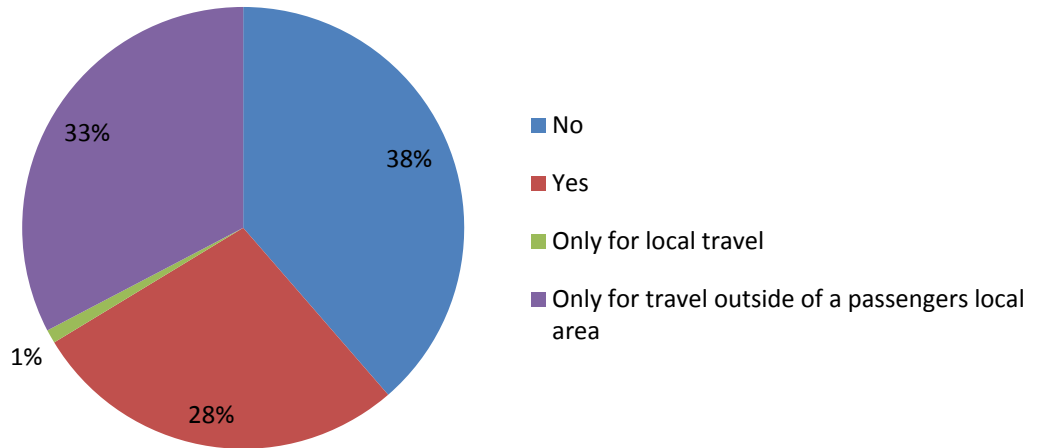
7. Has the rail industry improved its management of planned disruption in the last 5 years?



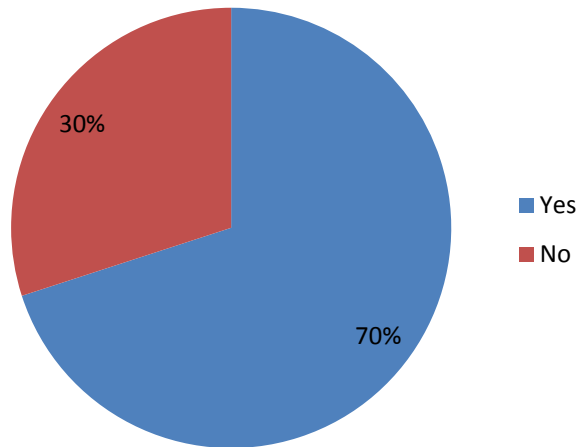
8. Should rail fares continue to rise by the retail price index plus one % formula?



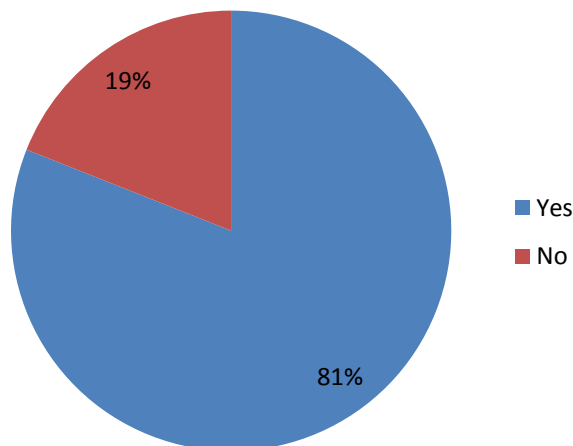
9. Do you think an annual charge should be made for concessionary bus passes?



10. Do automatic ticket barriers benefit passengers?



11. Do we need more car parking at stations?



12. If you reserved a seat on a train, how often is it actually available when you get on?

