

# Passenger Focus

## Annual Conference 2008

# Welcome and introductions

**Colin Foxall**

Chairman, Passenger Focus

# Using the keypad to vote...



- Press the number button(s) that corresponds with your selected answer *(there is no enter key required)*
- You can see your response in the display screen at the top of the keypad
- If you change your mind or make a mistake use the 'c' key and re-submit your new answer while the countdown clock is on screen

# Are you?

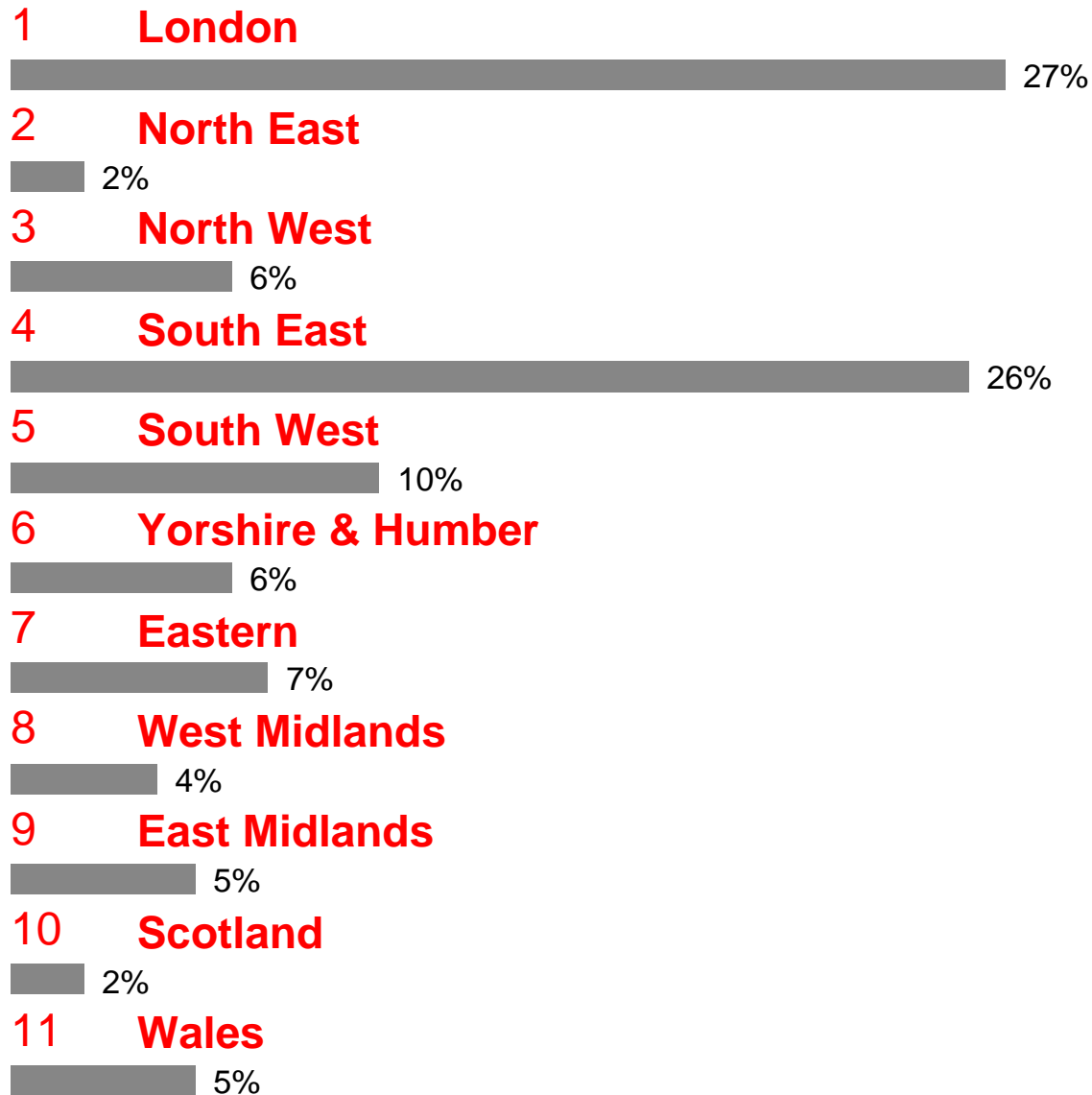
① **Male**



② **Female**



# Which region do you live in?



**Should train fare  
rises be tied to  
performance?**

# Should train fare rises be tied to performance?

① **Yes**



② **No**



③ **Don't know**



**Should passengers  
have to pay the same if  
they have to use a **bus  
replacement** service?**



# Should passengers have to pay the same if they have to use a bus replacement service?

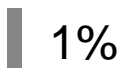
① **Yes**



② **No**



③ **Don't know**



**Do you think  
the railway network  
will be better  
this time **next year**?**

# Do you think the railway network will be better this time next year?

① **Yes**



② **No**



③ **Don't know**



**Do you think  
the railway network  
will be better by  
2014 (after HLOS)?**

# Do you think the railway network will be better by 2014 (after HLOS)?

① **Yes**



② **No**



③ **Don't know**



**Do you think  
the industry  
can deliver HLOS?**

# Do you think the industry can deliver HLOS?

① **Yes**



② **No**



③ **Don't know**



# Keynote address

**Ruth Kelly**

Secretary of State for Transport



# Putting passengers first

**Anthony Smith**

Chief Executive, Passenger Focus

# Passengers and the network

**Iain Coucher**

Chief Executive, Network Rail

# Making fares simpler

**David Mapp**

Commercial Director, ATOC

# Questions and answers

# Refreshments

**Passenger priorities for  
station improvements**

FRANKS ROOM

**How can we get the most  
from the rail network?**

DALE ROOM

**Rail fares – moving  
beyond simplification**

STEEL ROOM

**Managing disruption**

HENRY WELLCOME  
AUDITORIUM

# Workshops

# Introduction to the afternoon session

**Colin Foxall**

Chairman, Passenger Focus

# Delivering a modern railway

## **Bob Holland**

Managing Director, Arriva Trains

## **Andrew Haines**

Chief Operating Officer, First Great Western

## **Anthony Smith**

Chief Executive, Passenger Focus

## **Richard O'Brien**

Head of Operational Planning, Network Rail



**Should train fare  
rises be tied to  
performance?**

# Should train fare rises be tied to performance?

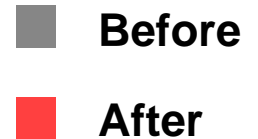
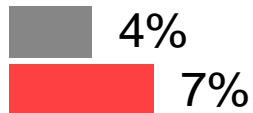
## ① Yes



## ② No



## ③ Don't know



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# Should passengers have to pay the same if they have to use a bus replacement service?

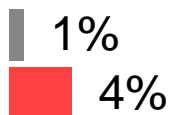
## ① Yes



## ② No



## ③ Don't know



**Do you think  
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this time **next year**?**

# Do you think the railway network will be better this time next year?

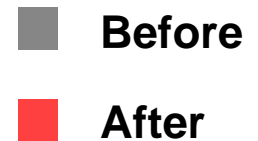
## ① Yes



## ② No



## ③ Don't know



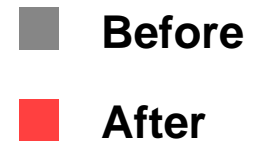
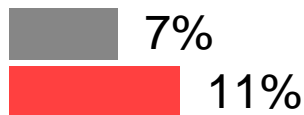
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# Do you think the railway network will be better by 2014 (after HLOS)?

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the industry  
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# Do you think the industry can deliver HLOS?

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## ③ Don't know

