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31 March 2008

Our ref: Let1218/AS/st

Dear Mr Burgess

### **Passenger Focus**

Passenger Focus has been working closely with London TravelWatch, train operating companies and the Association of Train Operating Companies to draw up list of passenger benefits that could be funded, either in full or part mitigation of the fine proposed by the Office of Rail Regulation. Passenger Focus is keen to ensure that some direct passenger benefit flows from Network's Rails failure to properly manage its possessions over Christmas and New Year.

The criteria applied to potential projects and the list of projects are attached as Annex A.

The overall proposed package is made up as follows:

- |                                      |              |
|--------------------------------------|--------------|
| - Liverpool Street                   | £4 million   |
| - Rugby                              | £4.8 million |
| - Shields junction                   | £2.4 million |
| - Overall benefit for all passengers | £1.8 million |
| - Freight users                      | £1 million   |

We believe the proportions represented by this proposed split of funds represents a fair balance between trying to benefit those actually affected by the problems and future users of the railways.

The freight element is a suggestion which will require further discussion with freight representatives.

As you will see the bulk of these benefits relate to improving passenger information. These discussions have resulted in a definite, focused list of passenger improvements that could be funded. These centre on the issue of information. Information, or the lack of it, was one of the key features of the New Year problems and therefore Passenger Focus feels it proper that any package of improvements focused on this issue. Passenger Focus is happy to endorse this approach as much of the inconvenience to passengers caused by the New Year problems related to information provision. Passenger Focus's research indicates passenger information at times of disruption is rated low (how well train companies deal with delays scores 29% dissatisfaction in the National Passenger Survey) and is a priority for improvement (fifth most highly rated national priority in recent Passenger Focus research).

Passenger Focus would be content for ORR's Reporter to ensure that work is carried out and does not relate to work Network Rail has already undertaken to do. It would be relatively easy to work this list into a phased programme whereby ring fenced funds could be spent, monitored and reported. The first phase could deliver passenger benefits relatively quickly.

Passenger Focus fully supports and endorses this agreed approach from the train companies and wants to play an active part in the next phase of working the project list into phases.

Yours sincerely

**Anthony Smith**  
**Chief Executive**

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## **User benefits to be offered by Network Rail for abatement of proposed £14 million fine**

### **Criteria**

1. Schemes shall be identified in conjunction with representatives of passenger operators, passengers, freight operators and freight users and shall be defined in terms of specific outputs to be delivered.
2. Schemes will result in demonstrable benefits to users of the railway by addressing long-standing problems that frequently impact on passengers or freight users. The bulk of the overall package shall be visible or tangible to passengers and shall relate to improvements in passenger information.
3. Schemes must be: additional to any currently-funded plans of Network Rail and/or another industry party; additional to any franchise commitments; and additional to existing Network Rail renewal obligations.
4. However, schemes that involve Network Rail renewing assets earlier than would otherwise be the case will be considered. The additional interest payments Network Rail will incur by renewing early may “count” towards the benefit package, but not the capital cost because it will be incurred anyway in due course.
5. The incremental cost of any scheme must be transparently identified.
6. The bulk of the overall package should benefit the users most inconvenienced by Liverpool Street, Rugby and Shields Junction, but a proportion should benefit National Rail passengers everywhere.

Furthermore, it was agreed that publicity relating to the implementation of any scheme that results from the process shall be handled jointly by the key parties to it.

### **Specific proposals – detail in appendix**

#### **National Express East Anglia**

##### **1. Upgrade to existing station CIS**

Passenger benefit: significant enhancement of legibility to passengers, compliance with accessibility guidelines, greater reliability.

Description: Replace all existing Cathode Ray Tube CIS screens with LED screens at all locations.

Note: this will be a Network Rail renewal brought forward from 2012/2013 – only the additional interest incurred by investing earlier will count towards abatement of the fine.

##### **2. Installation of additional CIS**

Passenger benefit: significant enhancement to passenger information at stations currently without CIS and a better standard of information at stations with too few screens.

Description: New LED screens at stations currently without CIS and additional LED screens at stations with insufficient monitors at present.



## London Midland

### 1. Package of CIS enhancements at London Midland stations on WCML

Passenger benefit: more accurate information at stations and via NRES, including at times of disruption

Description: upgrade of CIS at WCML stations run by London Midland, and integration with systems at Virgin Trains-operated stations, to give more accurate information and greater flexibility at times of disruption.

### 2. Car park expansion, Long Buckby station

Passenger benefit: Long Buckby station car park is currently full on weekdays, causing inconvenience to passengers and stifling usage of the station.

Description: Provide additional car parking capacity at Long Buckby station.

## Virgin Trains

### 1. Package of CIS enhancements at 17 West Coast Main Line stations

Passenger benefit: more accurate information, including at times of disruption, and new “next train to” screens for key destinations at particular stations.

Description: upgrade of CIS at the 17 WCML stations run by Virgin Trains to give more accurate information and greater flexibility at times of disruption.

### 2. Upgrade to passenger waiting facilities at 10 West Coast Main Line stations

Passenger benefit: higher quality waiting environment.

Description: upgrade to passenger waiting facilities at 10 WCML stations run by Virgin Trains.

### 3. Refurbishment of subways at 4 West Coast Main Line stations

Passenger benefit: higher quality station environment, enhanced perception of safety and security.

Description: refurbishment of subways at 4 WCML stations run by Virgin Trains.

### 4. Mobile telephone signals in tunnels on WCML

Passenger benefit: ability to maintain calls uninterrupted by tunnels, currently a cause of frustration to passengers.

Description: installation of mobile phone transmitters in 14 WCML tunnels for the four main mobile networks and the supplier of forthcoming wi-fi networks for Virgin Trains and London Midland.

### 5. Toilet refurbishment

Passenger benefit: higher quality station facilities

Description: refurbishment of toilets at 8 WCML stations run by Virgin Trains.



## First ScotRail

### 1. Long-line PA renewal.

Passenger benefit: customer service announcements delivered automatically and reliability from the customer services centre at Paisley.

Description: renewal of long-line PA at 20 stations on the Inverclyde routes; 38 stations with long-line PA currently linked to Glasgow Central; and 29 stations with long-line PA currently linked to Motherwell station.

### 2. A package of other information enhancements.

Passenger benefit: clearer display of information at various stations, improved information at times of disruption and information about local bus services at key stations.

Description: CIS renewal at Glasgow Central low level and installation of 'special notice' screens; bus interchange information at 20 stations; LED real time CIS to be installed at Stewarton, Dunlop, Kilmaurs, Cumbernauld, Greenfaulds, Gartcosh, Stepps, Paisley Canal, Hawkhead, Crookston, Mossbank, Corkehill, Dumbreck, Howwood, Newton-on-Ayr, Hillington East, Thornliebank, Thorntonhall, Garscadden, Scotstounhill, Bridgeton, Lanark, and Hillfoot stations; install 18 special notice displays at 9 stations on the Glasgow Queen Street to Edinburgh route; and purchase of portable electronic 'posters' for use during disruption.

## National Rail Enquiries

Real time integrated messaging system.

Passenger benefit: Instantly that a TOC Control makes a change to the timetable that information will appear in all downstream systems, including NRES products and – once configured – station CIS, ontrain PIS and handheld devices used by station staff.

Description: New real time integrated messaging system, to replace Tyrell, that would ensure information sent by TOC Controls, including bulk short-notice timetable alterations as a result of an incident, would automatically and instantly update downstream systems including Journey Planner, Live Departure Boards, TrainTracker and TrainTracker Text. It would also have the capability to interface automatically and instantly with station CIS, ontrain PIS and staff handheld devices – initiatives NRE would work with TOCs to introduce.

## Freight

Contribution to construction of the Hilmorton loop (unconfirmed).