



# Making a difference for all passengers

December 2009

**M**ore than 120,000 passengers told Passenger Focus what they think of their services over the past year which has been used to benchmark the industry's performance and delivery. Passenger Focus has also published 12 research reports this financial year which have led to significant changes within the industry.

*Anthony Smith, chief executive, Passenger Focus said: "As the independent passenger watchdog, Passenger Focus's job is to make a difference. Passenger Focus bases its work on what passengers tell us about current services and their priorities for improvement. That research, including the National Passenger Survey, helps drive change for consumers. Our rail priorities will be fares and ticketing, and information during disruption – two key issues rail passengers tell us they want action on."*



## Some of Passenger Focus's wins over the last year include:

- Persuading the Government to limit fare rises on regulated tickets to put an end to double-digit fare rises on 'protected' fares in January 2010
- Stopping South West Trains' proposals to reduce ticket office opening hours
- Seeking the views of more than 84,000 rail passengers about their train journeys. Problem areas within train companies and Network Rail are put right through the results of the National Passenger Survey. A priority this year has been dealing with delays
- Seeking the views of more than 35,000 bus passengers about their bus journeys. This pilot research is helping Passenger Focus prepare

for its new remit of representing bus and coach passengers

- Asking passengers about the new generation of inter-city and Scottish trains and feeding this into the design process to help ensure interior layouts are closely moulded around passenger needs
- Testing the rail industry's Advance Passenger Reservation Service (APRS) used by passengers needing assistance. The findings from this research have driven improvements to the system
- Asking rail passengers about improvements on East Coast and c2c services. These results will be fed into the franchise re-letting process and we will persuade the Government to include many of these priorities in the new franchise

- Helping over 3400 rail passengers with unresolved complaints
- Conducting in-depth research into rail passenger views on value for money and comparative fare levels in continental Europe. Lobbying for changes to ticketing; some improvements are now being built into the new Southern franchise
- Probing passengers about how they would like to be assisted during construction work at King's Cross
- Lobbying for the rail industry to reduce the number of rail replacement buses used during engineering work and securing a pledge from the industry to do this
- Asking rail passengers about their priorities for improvement and feeding this into industry timetable planning processes for Kent, Sussex, East Midlands and Great Western routes
- Holding 20 meetings where passengers can meet and question senior rail industry representatives over performance and planning.

Colin Foxall, Passenger Focus chairman, said: "While exploring how Passenger Focus can evolve to be best prepared for our work in getting a better deal for bus and coach passengers, we continue to lobby for an improved service on Britain's railway."

"Fares, ticketing, timekeeping and getting a seat continue to be key passenger concerns and we will work on these over the next year, helping passengers get an affordable, comfortable journey and value for money."



We have strived for improved services for Scottish and Welsh rail passengers this year. Their views form an integral part of the National Passenger Survey and have dedicated managers and board members working on their behalf.

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**Anthony Smith, chief executive, Passenger Focus**