



Making a difference for all passengers

March 2010

More 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 20 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
- Secured in the course of campaigning on South West Trains ticket office opening times, a Government guideline that when 12 or more tickets an hour are sold then a particular office will not be considered for closure
- Seeking the views of more than 84,000 rail passengers about their train journeys through the National Passenger Survey. Problem areas are identified with train companies and Network Rail are addressed through action plans. A priority this year has been dealing with delays but we have also secured significant wins with levels of personal security, information during disruption, station



facilities and staff training

- Seeking the views of more than 35,000 bus passengers about their bus journeys. This pilot research has helped Passenger Focus prepare for its new remit of representing bus, coach and tram passengers. The results have been fed back to bus companies and local authorities leading to many changes
- 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 and we will do further mystery shopping this year
- Asking rail passengers about improvements needed on East Coast, East Anglia and c2c services. These results will be fed into the franchise re-letting process and we will try to persuade 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 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 30 meetings where passengers can meet and question senior rail and bus industry representatives over performance and planning
- Our reports 'Passenger perceptions of Personal Security' and 'Anti Social Behaviour report: Rail passenger views' helped encourage British Transport Police to put staff visibility at the core of their business planning
- Secured, arising from our research, numerous local improvements to bus services including better bus stops, timetable information, websites and driver training.

Colin Foxall, Passenger Focus chairman, said: "While exploring how Passenger Focus can evolve to deliver on 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 value for money, comfortable services."



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.

“Our rail priorities will be fares and ticketing, and information during disruption – two key issues rail passengers tell us they want action on” Anthony Smith, chief executive, Passenger Focus