

Board Meeting Paper	
Nov 12 BM 8.0	
Report for	Decision <input type="checkbox"/> Information <input checked="" type="checkbox"/>
Restricted or confidential Information?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If confidential, protective marking ¹	
Date of Meeting	14 November 2012
Agenda Item	8.0
Report Title	Review of national issues, priorities and objectives – Q2 (July-September) 2012-13
Sponsor	Mike Hewitson
Author(s)	Mike Hewitson



1. Work plan 2011-12 – Progress and forward look

This report is for the second quarter of 2012-13 (July – September)

Key Themes

Bus, Coach and Tram

a) Punctuality (Mike Bartram)

The project steering group met on 3 July 2012. An update was also given to Norman Baker as part of the Bus Partnership Forum. Project is in the data gathering stage.

Looking ahead to Q3: next meeting of the project steering group to be held on 30 October, interim report expected Christmas 2012.

b) Accountability – bus cuts

The ‘consultation toolkit’ was published in September 2012. A launch event was held which attracted good attendance and the toolkit was well received.

Looking ahead to Q3: Circulate the report and monitor feedback.

c) Bus service disruption (Guy Dangerfield)

Specifying research to understand the impact of delays and cancellations on bus passengers and explore what would help them in these circumstances. Exploratory meetings have been held with various bus industry managers to establish what, if any, research exists in this area already, gather views about key areas to probe in the research etc.

Looking ahead to Q3: research to commence.

¹ ie RESTRICTED plus COMMERCIAL / POLICY / STAFF / PERSONAL PROTECT

Rail

a) Accountability / Transparency (Sharon Hedges)

Responded to ORR consultation on transparency and linked transparency into franchise aspiration documents and HLOS/Control period consultations.

In addition Guy Dangerfield is leading a project with ORR and NREs to provide insight into how passengers want 'right time' information presented. Research has been specified and commissioned.

Looking ahead to Q3: initial findings from research in mid October.

b) Disruption (Guy Dangerfield)

This theme encompasses both unplanned and planned disruption.

Unplanned

We have moved from the active 'selling' of research messages to more of a chasing up progress role. We have also incorporated the research and policy lines into our franchise submissions and highlighted in our meetings with the bidders for franchises.

Looking ahead to Q3: Maintain pressure on the industry to implement our proposals/recommendations – a letter will be sent to all TOCs asking for a progress report. Produce contingency plans in case of major disruption due to bad weather – this to build on previous research and to assess whether the industry has 'got better'.

Planned

Published engineering work research in September 2012. Fed results into franchise responses and meetings with bidders. All other work continues: finalising the process to involve Passenger Focus earlier in discussions about the passenger impact of particular engineering tasks; discussions about a new regulatory measure of disruption; and highlighting incidences of incorrect timetable information in the public domain.

Looking ahead to Q3: 'selling' the results of our engineering work research to train companies and Network Rail. Continue discussions with ORR about metrics for measuring disruption as part of the Control Period / Periodic Review process.

c) Fares, ticketing and value for money (Jocelyn Pearson)

Continued to raise our aspirations with bidders as part of the franchise process and to push ATOC for updates on its programme of improvements. We have also had to react to the Government's decision to reduce the planned fare increases in January 2013 from RPI+3% to RPI+1%.

We have also met with TOCs, penalty appeals bodies, ATOC, DfT and ORR to push our arguments set out in our Ticket to Ride publication.

Looking ahead to Q3: await ATOCs first draft on the ticketless travel code of practice; deal with the usual media interest in the January 2013 fares round.

d) *Regulatory and Consumer Protection*

Our “Ticket to Ride” report was published in May. Since then we have met with train companies, ‘appeal’ bodies, ORR, DFT and ATOC to discuss the results and the next steps.

Looking ahead to Q3: we await the first draft of ATOCs ‘code of practice’.

Influencing National Issues

a) *2014-19: High Level Output Statement/Periodic Review 2013/ Control Period 5.*

Responded to ORR’s consultation on ‘Network Rail’s Output Framework’ – incorporating a written response and a presentation to an industry seminar.

b) *Franchising (Sharon Hedges)*

Please refer to separate report attached (**Nov 12 BM 8.1**).

2. National passenger issues – additional information

Responded to DfT Consultation on decentralisation and South Yorkshire PTE’s consultation on the Sheffield Bus Partnership

Looking ahead to Q3: respond to NEXUS consultation on the draft bus strategy for the Tyne and Wear area; input to Govt review of franchising policy; accessibility forum meeting with BPS and NPS analysis from those with disabilities.

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Date of Meeting	14 November 2012
Agenda Item	8.1
Report Title	Rail franchising work - Q2 (July-September) 2012-13
Sponsor	Anthony Smith
Author(s)	Mike Hewitson and Jon Clay



1. Summary
<p>At the October Board meeting members asked for a joint-team update on franchising and our activities. Please see below:</p> <p>Research</p> <ul style="list-style-type: none"> • Summaries of our research published for Thameslink Southern and Great Northern (TSGN), South Eastern and Greater Western franchises. • Northern/ TPE research commissioned and initial results fed back to stakeholders. Report being drafted. • Futures research – research collated and draft report produced. <p>Publications</p> <ul style="list-style-type: none"> • Response to DfT consultation on the East Coast Franchise. • Response to DfT consultation on Thameslink Southern and Great Northern franchise. • Response to DfT consultation on the South Eastern franchise. <p>Meeting Bidders</p> <ul style="list-style-type: none"> • Sessions with: <ul style="list-style-type: none"> ○ Stagecoach (Greater Western and TSGN) ○ Go Ahead (TSGN and south eastern) ○ Arriva (Greater Western) ○ First (Essex Thameside and West Coast) ○ Abellio (Essex Thameside) <p>Franchise Sponsorship</p> <ul style="list-style-type: none"> • Meetings with DfT to discuss Greater Anglia franchise and our input. • Meetings with DfT to discuss the use of NPS within franchises. Developed proposals for methodology for enhanced NPS assessments within Essex Thameside, Greater Western and ‘Thameslink Southern & Greater Northern’ franchise contracts. • Meeting with Transport Scotland to discuss aspirations for the Scotrail franchise.

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Stakeholder engagement

- Meetings with Transport for Greater Manchester and Centro to discuss rail decentralisation/devolution.
- Meeting with Campaign for Better Transport.
- Presenting our research/aspirations at DfT stakeholder sessions for the Southeastern and East Coast franchises.
- Supported DfT in organising consultation events for the East Coast franchise in Edinburgh, Newcastle, London and Leeds. They were well attended by user groups.

Media

- Reacting to the Government's decision to award the west coast franchise to First and the subsequent decision to suspend the franchising programme.