



What is Passenger Focus?

Passenger Focus is the independent consumer watchdog for Britain's rail passengers and bus, coach and tram passengers in England outside of London. Our mission is to get the best deal for passengers.

With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground. We use our knowledge to influence decisions on behalf of passengers and we work with the industry, passenger groups and central and local government to secure journey improvements.

Call us now on 0300 123 2350

Web www.passengerfocus.org.uk

**Making a
difference**
for rail, bus,
coach and tram
passengers



What is Passenger Focus doing for me?

We're here to put the interests of rail, bus, coach and tram passengers first.

Campaigning for improvements

- we gather research and information, like the National Passenger Survey, where over 54,000 rail passengers give us their views about their journeys, so we understand the issues that matter to you
- we seek the views and experiences of bus and coach passengers across England to influence journey improvements
- we focus on a number of key issues:
 - fares and tickets
 - quality and level of services
 - investment.

Resolving complaints with rail companies

- if you make a complaint and you are unhappy with the response we can take up your issue with the rail company involved.

Contact us

If you want to know more about the work we are doing on your behalf to ensure you get a better deal when travelling by rail, bus, coach or tram, contact us:

Phone 0300 123 2350

Web www.passengerfocus.org.uk

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Passenger Focus

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Passenger Focus is the operating name
of the Passengers Council