

# Workplan report

Full report – 2018/19



Updated: 05/11/2018

## **Un-planned Activities**

Rail Fares Reform: consultation with RDG on fares and ticketing. Collaboration on the questionnaire, publicity, contacting stakeholders to urge them to make a submission; holding our own roundtable review session with passenger and consumer stakeholders; liaison with RDG.; presenting at RDG seminar. Now awaiting drafts of the consultation analysis and outline recommendations

May 2018 rail timetable 'crisis': monitoring, site visits, media, submissions to Glaister reviews and to House of Commons Transport Committee Inquiry; appearing at Transcom Inquiry (Anthony); extensive use of transport panel for research; bespoke research on the Lakes Line; maintaining regular website updates; continuous liaison with industry, DfT and TFN; successful lobbying for compensation deal (including implementation of Delay Repay 15 on Northern). Submission to 'Blake/Johnson' review into the timetable crisis across the north of England pending.

Rail Review: announcement in September - likely to divert existing resources. Initial meeting held with the Chair of the review and session with officers scheduled for 2 November.

**Workplan report – 2018/19**

The measures detailed in this plan monitor the performance of Transport Focus in delivering its main Workplan objectives. The RAG status of each indicator is populated by the owner, and an option from the drop down list should be selected.



Objective	Success measures	Programme reporting	Owner	RAG
<b>KEY OBJECTIVES</b>				
KO1 Ensure Highways England makes substantial improvement in the accuracy of information about scheduled roadworks. At present road haulage companies and drivers in particular are not given enough or sufficient warning of roadworks to be able to plan deliveries effectively. As a result costs rise, drivers are more stressed and unnecessary pollution is caused.		<p><b>Progress so far</b></p> <p>As a result of pressure from Transport Focus Highways England has</p> <p>a. established how well it is doing in achieving accuracy by 1300 on any given day about which of its roads will be closed that evening and</p> <p>b. started focusing on how it will improve from the poor level of accuracy that was discovered.</p> <p>Perhaps as a result of the performance of each Region now being transparent within Highways England, accuracy has improved significantly in recent months. However the improvement is only in the company's internal knowledge - this has not yet been translated into better public-facing information.</p> <p><b>Upcoming work</b></p> <p>We continue to meet Mel Clarke (Highways England's customer director in the operations directorate) regularly to keep up the pressure. We are also in discussions - through the Route Investment Strategy 2 process - about suitable metrics to monitor information quality in Road Period 2 (2020-25).</p> <p><b>Potential barriers to success</b></p> <p>Resolving this problem involves culture change (really caring that the information is correct) and systems improvements (the public-facing information is effectively hung off the back of a database primarily required for a different purpose). Both will take time to achieve.</p>	GD	Some concerns
KO2 Ensure bus passengers are at the heart of: <ul style="list-style-type: none"> <li>- current franchising</li> <li>- new franchising</li> <li>- partnership arrangements between local authorities and bus companies.</li> </ul>	Gaining representative roles and /or use of Transport Focus insight and policy work to develop new partnership/franchise/alliance boards.	<p><b>Progress so far</b></p> <p>Maintaining senior representative role on Bus Alliances in Liverpool City Region and West Midlands Combined Authority. In addition we have active contribution to bus partnership in West Yorkshire Combined Authority and its "Bus 18" partnership role and ongoing role in shaping Cornwall's emerging bus strategy</p> <p>In June 2018 we successfully negotiated roles in helping Cambridgeshire and Peterborough Combined Authority and the West of England Combined Authority develop their bus partnership arrangements.</p> <p>Submissions to DfT consultations on 'accessible information' and 'open data'</p> <p>Written submission to House of Commons Transport Committee Inquiry on the 'Bus Market in England' and appearing in person (Linda McCord) to give evidence.</p> <p><b>Upcoming work</b></p> <p>in July 2018 we wrote to all Transport Authorities in England (outside of London) to ask how they are developing new powers at their disposal for partnership arrangements from the 2017 Bus Services Act. Around 20% of authorities have responded with several asking for more detailed discussions with us. Meeting authorities throughout autumn 2018 and plan to write up examples of good practice and any barriers to maintaining or developing local bus networks.</p> <p><b>Potential barriers to success</b></p> <p>Available resources to progress discussions across many more areas.</p> <p>Lack of appetite across authority areas to develop partnership plans.</p>	DS	On Track

KO3	<p>Ensure trust in the rail industry is boosted by:</p> <ul style="list-style-type: none"> <li>- the improved compliance with requirement to have timetables settled at least 12 weeks in advance</li> <li>- the use of the 'right time' measure of train performance</li> <li>- using the more modern fairer Consumer Price Index in the setting of regulated fares.</li> </ul>		<p>Progress so far</p> <p>Fares: reform consultation launched with RDG; roundtable with stakeholders in September; good coverage for CPI issue as part of the July RPI announcement and issue raised with ministers; ongoing review of 'flow' descriptions to make them more meaningful to passengers.</p> <p>T-12: carried out and published analysis of T-6 compliance; public board meeting with Network Rail and RDG to discuss performance. Included in input into Glaister Inquiry, ORR T-12 inquiry and Transport Select Committee inquiry and accompanying media coverage.</p> <p>Compensation: research report into awareness of Delay Repay compensation published; successfully pushed for additional compensation for season ticket and non season ticket holders on Thameslink, Great Northern, Northern and TPR following the timetable 'crisis' in May; additional Transport User Panel research published into awareness of this additional compensation on Northern</p> <p>Upcoming work</p> <p>Publish NRPS trust 'scores' and analysis (last 3 waves) - this has been delayed by the unplanned activity on the fares reform and the timetable crisis.</p> <p>Additional T-12 monitoring for 'Christmas' underway</p> <p>Input requested by Transport for the North into the "Blake/Johnson" review into the timetable crisis across the north of England. Response required by end of September.</p> <p>Potential barriers to success</p> <p>Industry resources: allocation of staff resource to the December 2018 timetable potentially reduces staff time for T-12.</p>	MH/GD/DS	Some concerns
<b>DEVELOPING USER SATISFACTION</b>					
A01	Journey reliability and disruption	<ul style="list-style-type: none"> <li>- Monitor, analyse and help improve daily performance through our four tracker surveys</li> <li>- We will work with transport providers where performance is weak to help drive change</li> <li>- Planned improvements works require careful consideration of use engagement, knowledge and communication before, during and after the works. We will continue to work with the transport industry on specific projects</li> <li>- Unplanned disruption is a key driver of dissatisfaction. We will strive to improve the handling of such disruption with a particular focus on communication plus welfare during long road tailbacks</li> </ul>	<p>Progress so far</p> <p>Planned disruption: Derby research: Waves 3 published Aug; discussions held re possible work at Euston and Kings Cross Snow' report published July (information provided to passengers)</p> <p>Transport User Panel work on awareness of additional compensation scheme across the north published late August. Results used by DfT, TfN, TPE and Northern to shape ongoing communication with passengers about the scheme</p> <p>NRPS 'deep-dive' meetings with Southern and Gat Exp</p> <p>Transport User Panel used in late August to gather views from people travelling over the August Bank Holiday weekend.</p> <p>Unplanned</p> <p>May timetable crisis on GTR and Northern: huge effort to identify issues and impact on users; comms and publicity; public meeting in Manchester; specific insight on Lakes line and via panel in general; successful in pushing for compensation for part time commuters as well as push for season ticket holders ; specific work with GTR on amending wording on websites</p> <p>Upcoming work</p> <p>Potential barriers to success</p>	MH/GD/DS	On Track
A02	Complaints, compensation and redress	<ul style="list-style-type: none"> <li>- We aim to achieve 70% passenger satisfaction with the way we handled a complaint</li> </ul>	<p>Progress so far</p> <p>As at 8 October 2018, we have opened 4009 new appeals and closed 3589.</p> <p>Upcoming work</p> <p>Working closely with TOCs to reduce case volumes by conducting bulk case reviews, both via telephone and face-to-face. Continuing to report on issues relating to top three TOCs to ORR and DfT monthly.</p> <p>Potential barriers to success</p> <p>High case volumes generated by TOCs on back of poor May timetable performance still affecting overall numbers.</p> <p>Ability for TOCs to manage complaints volumes alongside additional and complex compensation arrangements and TOC preparedness for introduction of Rail Passenger Ombudsman Scheme</p>	DS	Some concerns

A03	Accessibility	<ul style="list-style-type: none"> <li>- We will use our survey work to identify issues and priorities for improvement for transport users with disabilities</li> <li>- Produce cross mode reports on the disabled transport user experience identifying priorities for improvement</li> <li>- Continue to host our Accessibility Forum where user experiences can be discussed and understood as well as spreading good practice</li> </ul>	<p>Progress so far</p> <p>Held Accessibility Forum in May and October. October session focussed on rail franchising and involved good discussion with 'bidding groups' and forum members Responded to ORR's consultation on assisted travel and changes to individual DPPP documents.</p> <p>Attended: DfT Roundtable on Inclusive Transport; member of ORR Assisted Travel Advisory Group; member of Network Rail and RSSB working groups on accessibility</p> <p>Presented results of research on motorists with a disability to Motability conference (June)</p> <p>Upcoming work</p> <p>Preparing disabled road users research for publication</p> <p>Potential barriers to success</p>	MH/GD	On Track
A04	Boosting the user voice in longer term decision making	<ul style="list-style-type: none"> <li>- We will explore opportunities arising from the Bus Services Act.</li> <li>- We will actively engage with new and emerging devolved bodies in England to ensure transport users are based at the heart of their work</li> <li>- Start to develop regional multi modal user satisfaction reports</li> <li>- We will continue to provide passenger input during rail franchise replacements</li> <li>- Represent passengers on the emerging Network Rail Route Supervisory Boards</li> <li>- Extend the representation of passengers on local authority and bus company alliances and any new franchising or partnership arrangements</li> </ul>	<p>Progress so far</p> <p>Rail franchising: completed bid review reports for southeastern, Wales and Border, West Coast Partnership and East Midlands Trains franchises; Cross Country (published research, presented at consultation stakeholder events and responded to DfT's consultation document).</p> <p>Attendance at Route Supervisory Boards</p> <p>Upcoming work</p> <p>Network Rail setting up latest Route Supervisory Board. - North of England Board meeting for first time in October 2018.</p> <p>Potential barriers to success</p> <p>DfT have put the Cross Country franchise on hold pending the announcement of the Rail Review</p>	ALL	On Track

