

# Our plans for the next three years

We are the voice of  
Britain's transport user.

We protect the interests and champion the needs of all transport users today.



## We are the voice of Britain's transport user.

We ensure they're at the centre of tomorrow's policy decisions and that future investment in the transport network is focused on their needs and experiences.

We listen to the public and find out their experience of using, or trying to use, Great Britain's railways and England's buses, coaches, trams and motorways and major 'A' roads.

We bring together transport providers and share these views so problems can be fixed but if they are more challenging to resolve, publish an improvement plan.

Our analysis, drawn from data and insight across the industry, puts the voice of the transport user at the heart of decision making – in Westminster, Cardiff, Holyrood and with the Mayors of our great city regions.

## Our four commitments

Our commitments to transport users are to work with the people who run the country's transport network to:



### Improve transport in ways that matters most to users

This means improving satisfaction in the end-to-end experience for people who travel by bus, train and road.



### Make transport safe and accessible for everyone who uses it

Investigating and improving the experience of personal security on bus and train and making travelling by public transport and road far more accessible.



### Minimise the impact of disruption

When bus and rail passengers are disrupted or drivers encounter significant delays of any kind, every step is taken to ensure disruption is kept to a minimum.



### Make sure all transport users are listened to

Understanding the barriers to travel, particularly in underrepresented groups such as disabled people or those who are digitally excluded.

## Our plan

Our four commitments signal how we have changed as an organisation. They reflect the views of our people, transport users and stakeholders who we've spoken to in recent months, and are driven by a new team, led by an experienced Board.

It covers three years to allow time for changes to take effect and will be reviewed regularly so it continues to reflect user priorities.

## What we do will be different

The core of our future activity will be a relentless focus on making an impact for all transport users. No new initiative will start unless there is a clear benefit to the transport user. As always, we will raise awareness of the many challenges they face getting around but we will now focus more on what will make a difference and give realistic, targeted calls to action for transport providers to adopt.

We will strengthen our relationships with the Department for Transport, regulators and the wider industry in a more structured and disciplined way, meaning we have the best routes into these bodies to escalate and quickly resolve issues on behalf of transport users.

No longer solely reliant on our own commissioned research, we will make greater use of other sources of data and insight, to provide a truly comprehensive picture of the common challenges transport users face every day. Some challenges will be large scale and structural that require investment and powers, while others will be small, could be fixed easily and lead to improved customer satisfaction.

We want to make the end-to-end journey significantly better, particularly for disabled people: from your front door to where you want to get to. We will adopt a multi-modal approach throughout our activity for example, looking at how easy it is to complain at every stage of your journey if you have received poor service.

Devolution has led to different priorities and approaches to transport delivery in Wales, Scotland and the English regions. We will use the opportunities created by this to share insight and learning.

We will lead a constructive dialogue with the rail industry that analyses its performance on a number of measures that train passengers care about the most, producing a dashboard which points at good performance and not so good.

## Our new approach is already in action

We are already changing how we work. Some projects will take time to develop, while others should produce results more quickly.

The freight and haulage industries are a critical part of the UK's infrastructure and their success fuels this country's economy. However, drivers' needs are not always heard. We're working with the industry to highlight the improvements needed to roadside facilities to support them while they're on the road.

Guided by our own Your Bus Journey survey, we are supporting local areas looking to introduce bus franchising, and the delivery of Bus Service Improvement Plans, by sharing the experiences of users where it has already been introduced.

Working with the Office of Rail and Road (ORR) we will publish research which will set out what needs to be done to prevent the experiences of passengers left stranded on trains, such as last December, where 4,000 passengers were stuck for four hours at Ladbroke Grove.

## We want to make the end-to-end journey significantly better.

## Our four commitments will drive what we do:

### 1 Improving transport in ways that matters most to users

- Improving road user satisfaction
- Improving bus passenger satisfaction and patronage
- Improving rail passenger satisfaction
- Ensuring future investment in transport is user focussed
- Better motorway services for all users
- Improving revenue protection experience for users
- Identifying bus industry best practice on core passenger priority to deliver journey time improvements
- Identifying bus passenger experience of industry open data provision of journey time information
- Understanding more about paying to use roads

### 2 Making transport safe and accessible for all users

- Improving the experience of charging electric vehicles
- Improving the accessibility experience of rail users
- Understanding and improving the experience of personal security on bus and rail (working with London TravelWatch)

### 3 Improving the way service providers minimise the impact of disruption on service users

- Improving the road user experience when affected by roadworks
- Improving the rail user experience when affected by disruption

### 4 Making sure all user voices are listened to

- Making things better for lorry drivers and the freight sector
- Improving riders, walkers and wheelers' access to / use of National Highways' roads
- Improving user access to and experience of complaint handling (working with London TravelWatch)
- Designing the bus shelter of tomorrow
- Future transport challenges (jointly with London TravelWatch)
- Making sure users are represented in the delivery of all transport services
- Improving services for overlooked groups



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**@TransportFocus**

Transport Focus is the operating name of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of: ▪ rail passengers in Great Britain ▪ bus, coach and tram users across England outside London ▪ all users of England's motorways and major 'A' roads (the Strategic Road Network). We work to make a difference for all transport users.

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