



European Passengers Federation Annual Conference 2008

Anthony Smith

Chief Executive

Putting rail passengers first

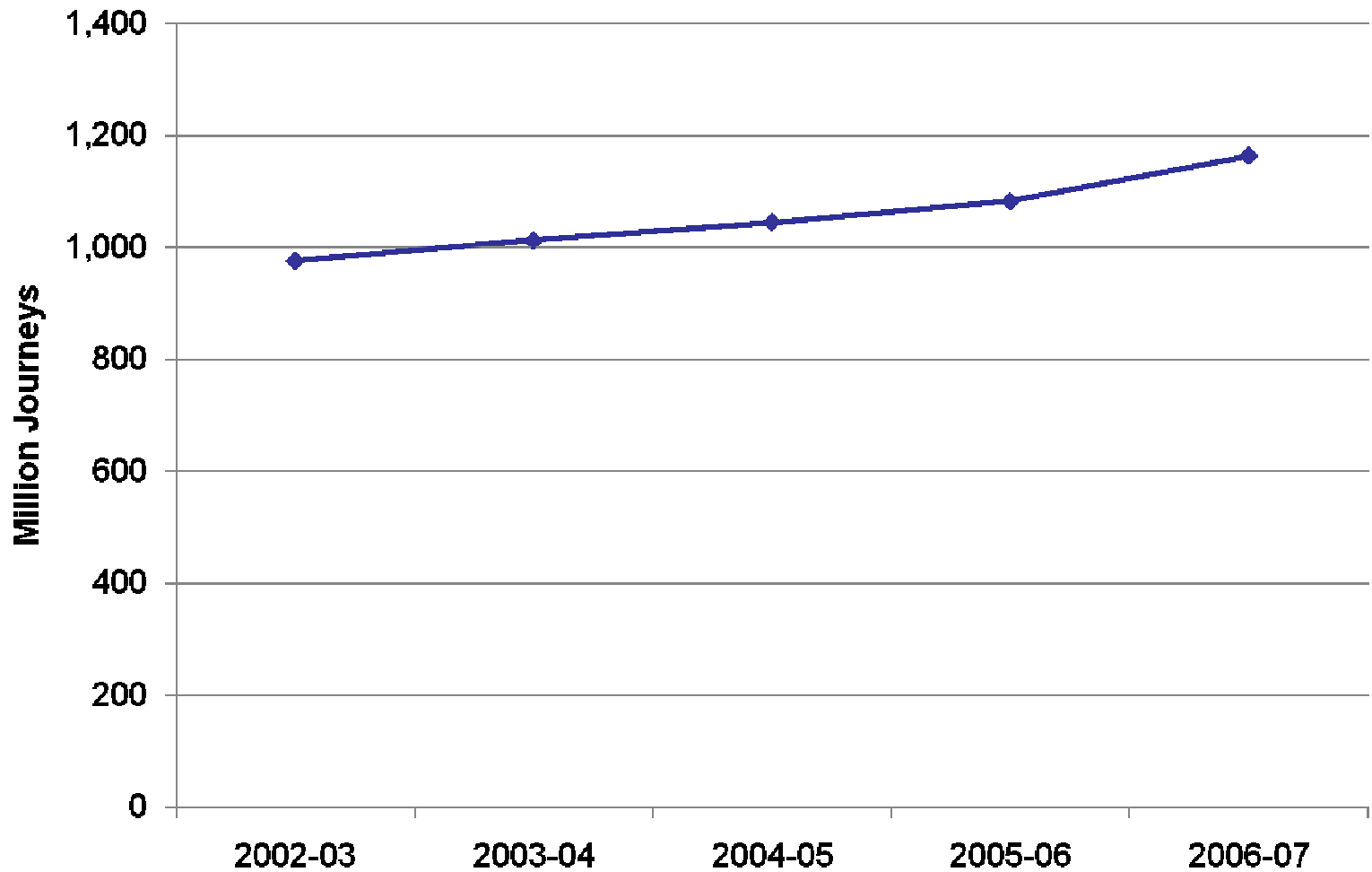


Who are Passenger Focus?

- independent consumer watchdog for Great Britain's rail passengers
- research based – National Passenger Survey
- passenger link manager
- government funded
- issues
 - fares/value for money
 - getting a seat

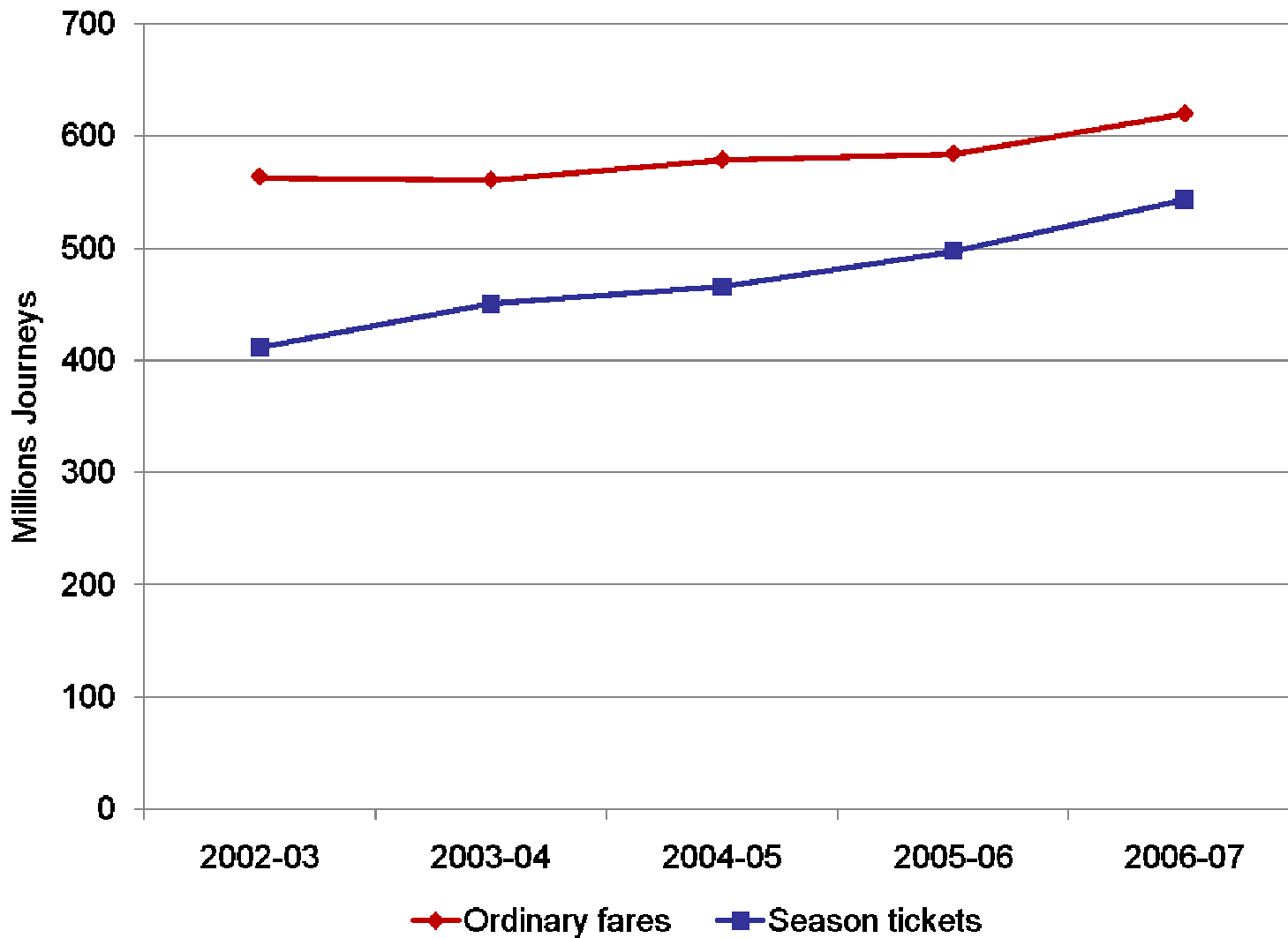


Passenger journeys in Great Britain March 2002 to July 2006



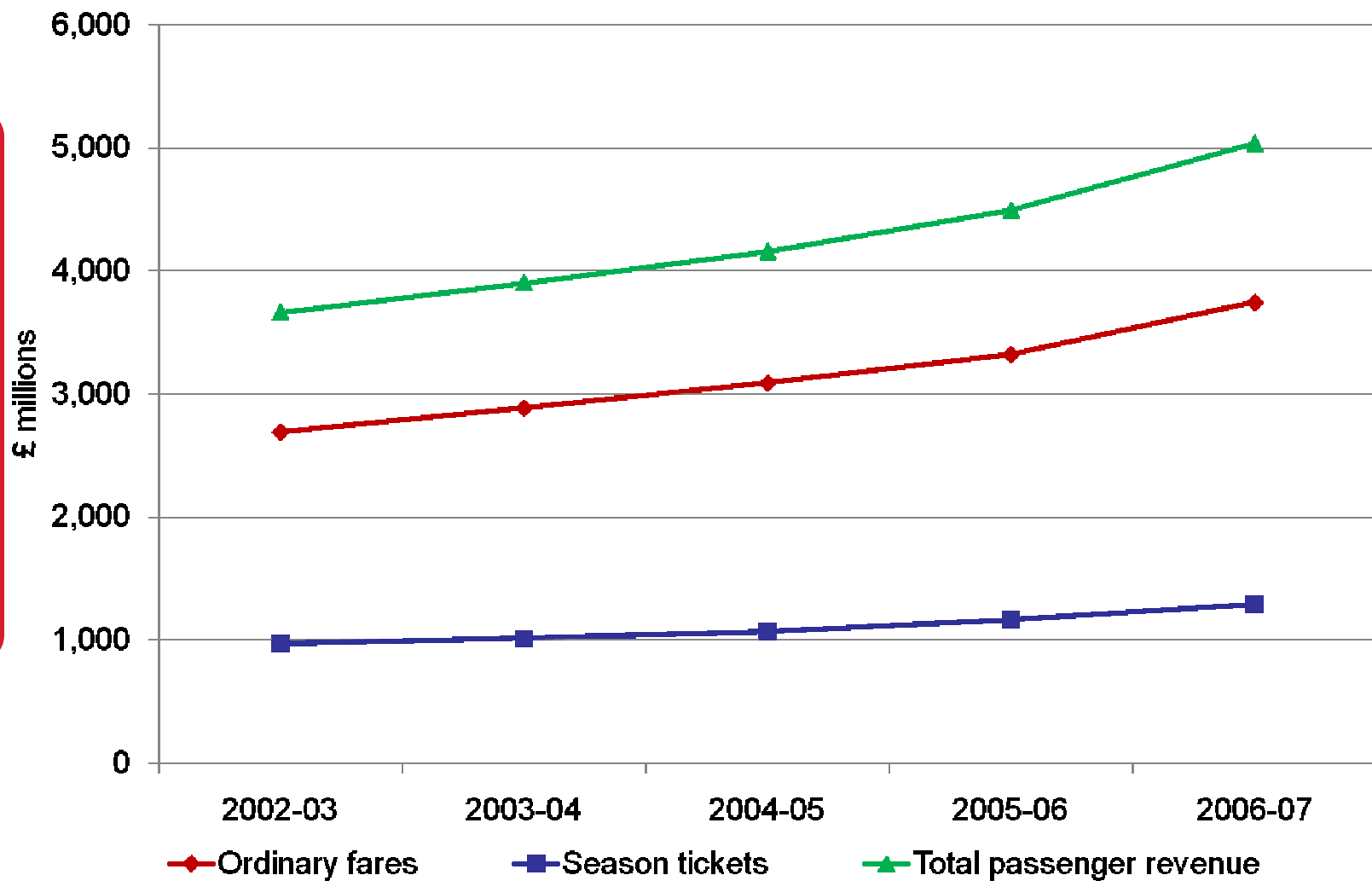
Source: Office of Rail Regulation National Rail Trends

Passenger journeys in Great Britain by ticket type March 2002 to July 2006



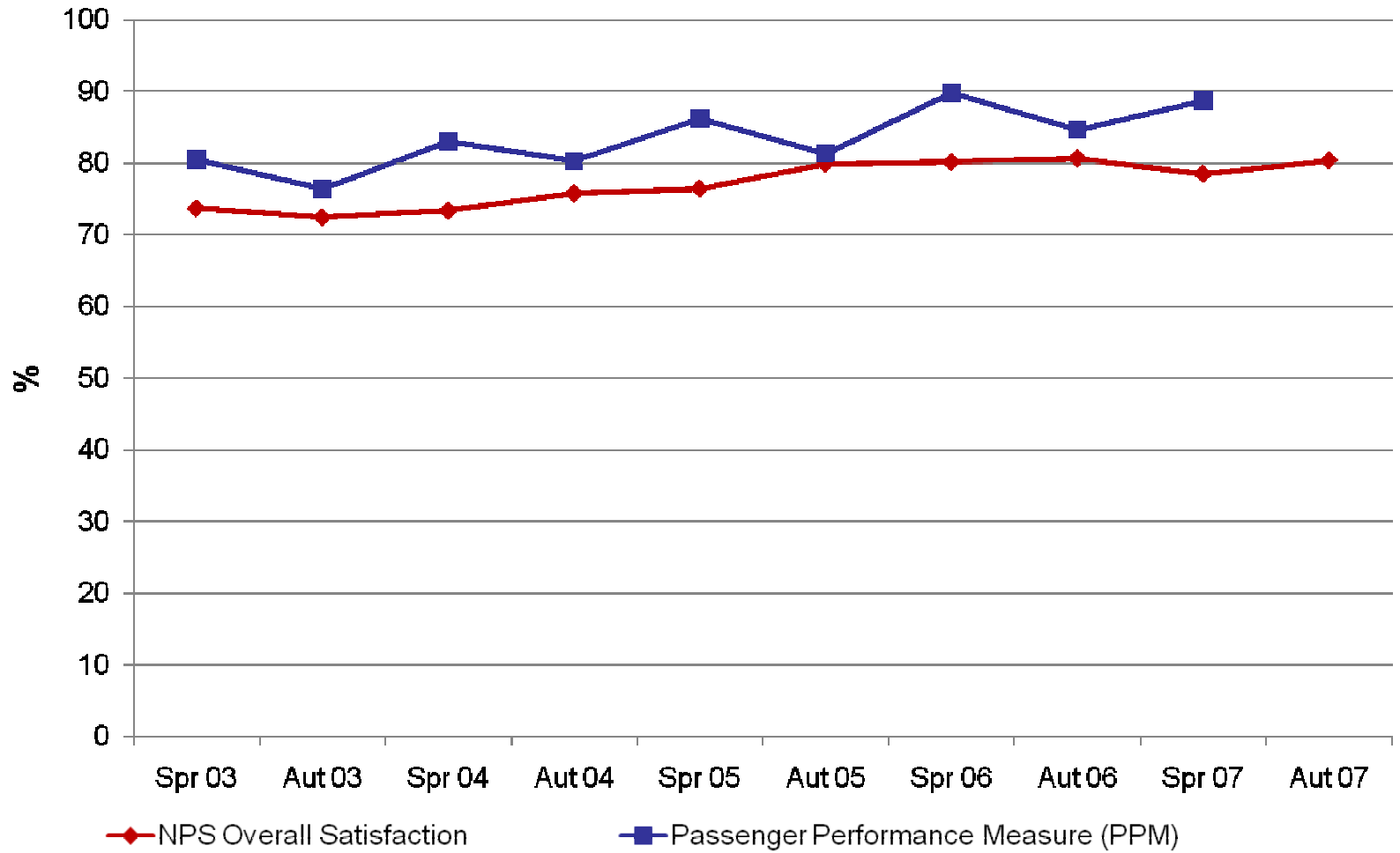
Source: Office of Rail Regulation National Rail Trends

Passenger revenue by ticket type Great Britain March 2002 to August 2007



Source: Office of Rail Regulation National Rail Trends

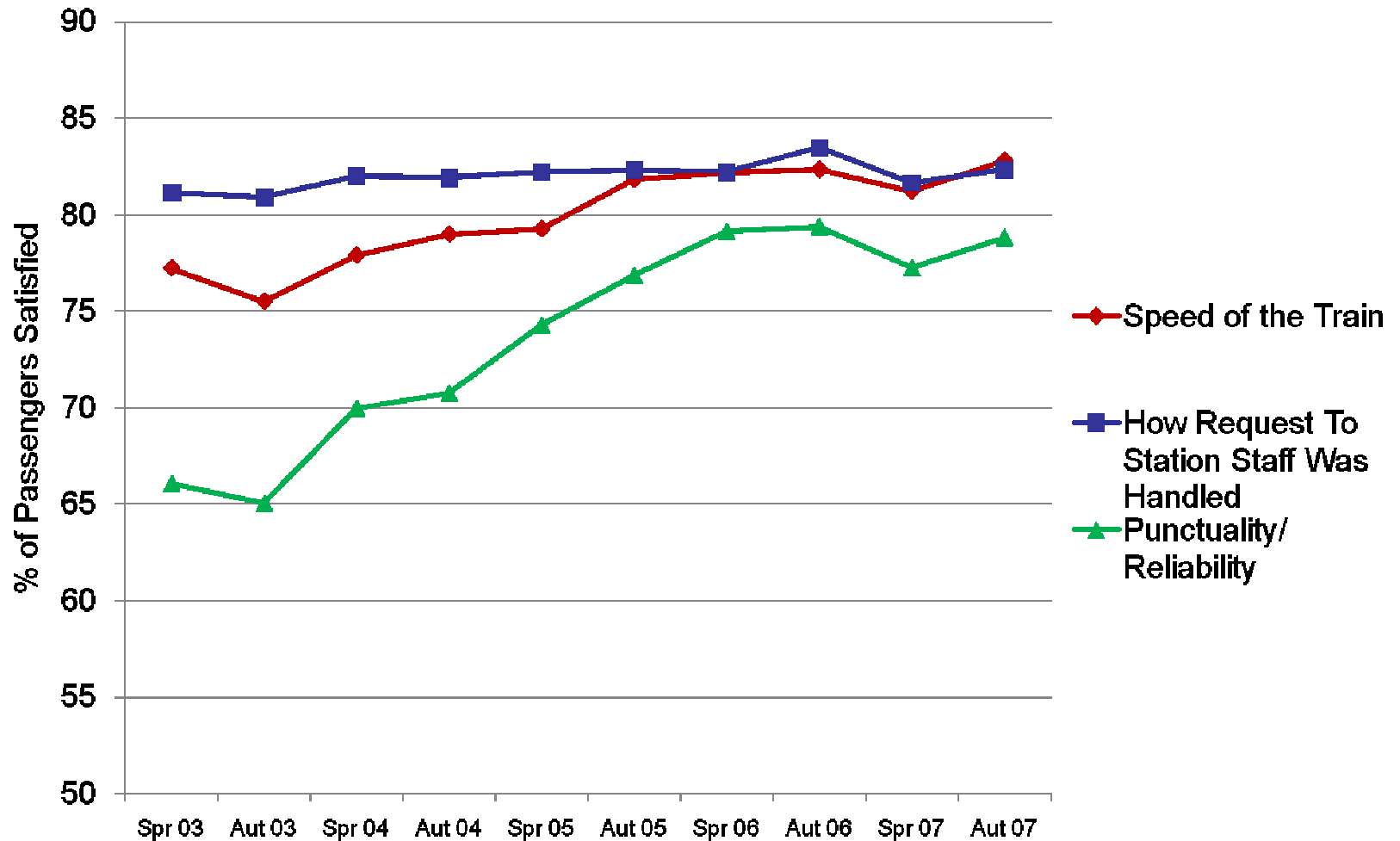
Overall passenger satisfaction and Passenger Performance Measure (PPM)



Source: Passenger Focus and Office of Rail Regulation National Rail Trends

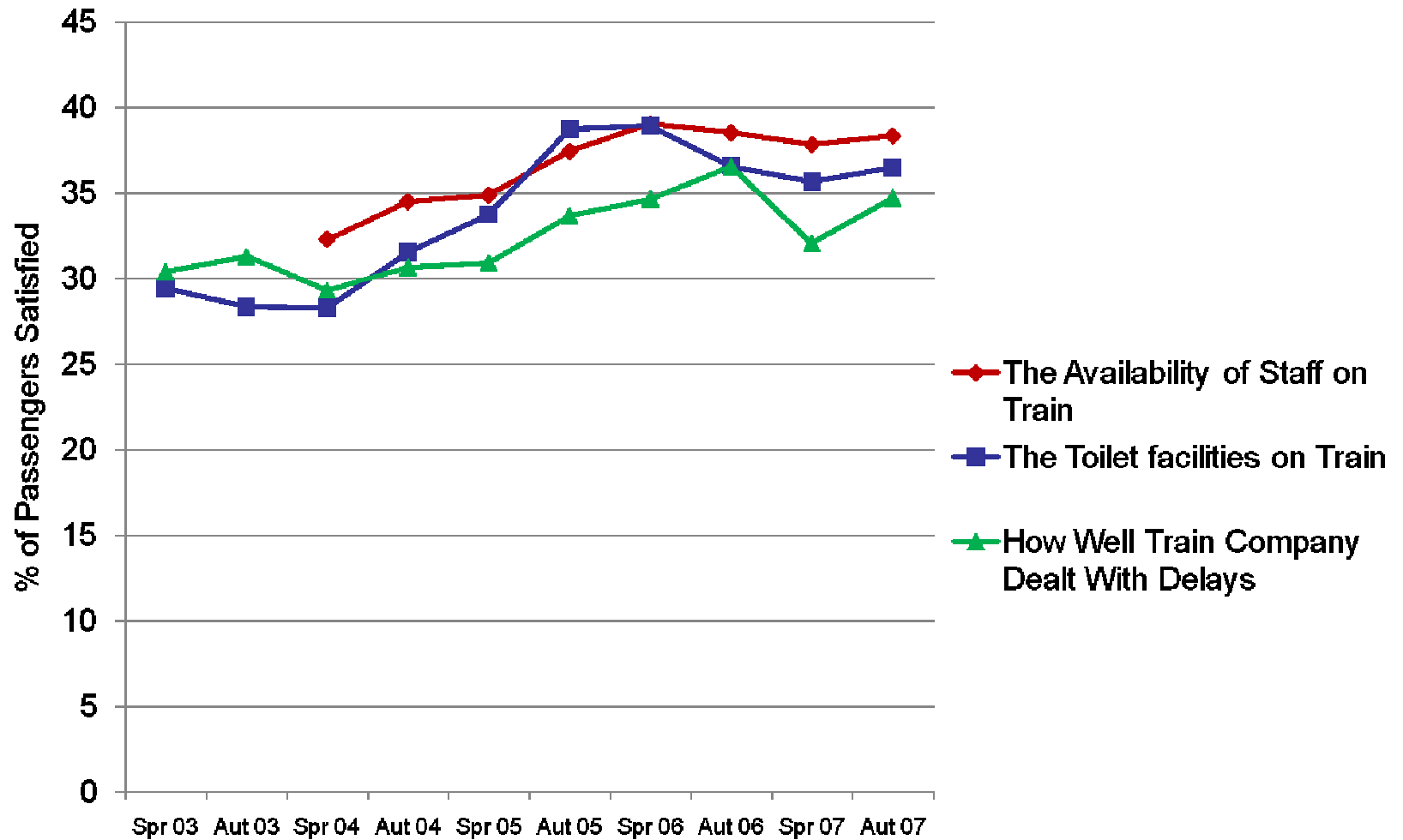
Note: PPM figures for periods between NPS waves not included

National Passenger Survey: Factors with highest percent of passengers satisfied



Source: National Passenger Survey

National Passenger Survey: Factors with lowest percent of passengers satisfied



Source: National Passenger Survey


Passengers' top 10 priorities



1. price of train tickets offer excellent value for money
2. sufficient train services at times I use the train
3. at least 19 out of 20 trains arrive on time
4. passengers are always able to get a seat on the train
5. company keeps passengers informed if train delays
6. maximum queue time no more than two minutes to purchase tickets
7. information on train times/platforms accurate and available
8. trains are consistently well maintained/in excellent condition
9. seating area on the train is very comfortable
10. passengers experience a high level of security on the train.

Source: **Rail Passengers' Priorities for Improvements research (2007)**

Other areas of Passenger Focus research



| | Publication Date/Expected |
|---|---------------------------|
| Ticketing Technology | February 2008 |
| Queuing Times | Late March 2008 |
| Employer's Requirements | April 2008 |
| Planned Service Disruption | April 2008? |
| Thameslink Rolling Stock | April 2008 |
| Ticket Vending Machines | May 2008 |
| Stakeholder Survey 2007 | May 2008 |
| Accessibility | June 2008 |
| Getting a Seat/Route Utilisation Strategies | Various |
| Stations | TBC |





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