

Amending licences to give passengers the information they need to plan and make journeys

- 1 As a group we endorse the proposals overall and the inclusion of the specific groups.
 - (a) Train Operators
 - (b) Network Rail
 - (c) Station Operators

Consultative Document

Para15 We are in total agreement with this statement

Para21 This is the only sensible way to raise standards, otherwise the age old excuse will operate, it is not my responsibility. Like many other industries a failure to self regulate effectively has become apparent.

Para24

Q1 We agree, but strongly advise that all parties must show responsibility, particularly on major stations. In addition the question of impartial marketing, perhaps should be addressed at this point

Para32 Should be strengthened particularly in relation to major stations

Paras33&34 Must be rigorously enforced.

Paras33 to 42

Applies to all 3 sectors

We would hope that the improvement targeted can be reached, subject to universal co-operation.

Paras43to45.

We believe that subject to our earlier comments, and the aims laid out by ORR, that this format will work.

It has been observed at late evening times that an unplanned cancellation is normally handled by on duty staff to the best of their ability. However there is always a marked lack of senior management, which is even more obvious when there is a so called planned

interruption of services, which reflects equally badly on the operator, Network Rail and the station operator.

Probably the biggest complaint from passengers on these occasions, is ill thought out and operation of bustitution services, especially on bus journeys of 70 miles and more. Examples can be given.