

From: Stuart Hicks  
To: Abigail Grenfell, ORR  
Sent: Mon 04/04/2011 08:13  
Subject: Amending licences to give passengers the information they need to plan and make journeys - a consultation

Abigail

A few comments on your consultation:

- Q1 I agree that there is lack of accountability that has often lead to a lack of information for customers at times when there are problems in particular,
- Q2 yes, it seems sensible to alter licenses but I leave it to your judgement what is the best way to implement your regulatory intentions to ensure that consumers receive the right outcomes,
- Q3 the split of responsibilities appears sensible,
- Q4 information needs to be disseminated not only to train operators and thence to their staff and customers (via their websites, call centres as well as on stations), but also to the press, radio, TV s etc as well as to NRE,
- Q5 I have no comments on licence drafting (see A2),
- Q6 Network Rail and train operators?? Not clear what else you are seeking here,
- Q7 the impact of these proposals should be to improve outcomes for consumers when they suffer from poor weather, unplanned delays (e.g. due to suicides, wires down, broken rails, and police caused delays) including better information about possible alternative routes (including ticket availabilities), better CIS at stations (which have tendency to clog up with delayed trains), as well as - I would suggest- better information about planned black day timetables (so that customers can better see what stations might be served, and when and which might not be) - e.g. by their publication on the web regularly, and
- Q8 additional information about how the proposals might work in practise should include a survey in a year or so's time to see whether customers think that information in the event of delays has improved.

Not sure it comes in above but I think that I should mention that for those of us with the GBRT, the previous NR timetable supplement seems to have disappeared. It would be good if it publication on line could be reinstated please.??

Regards

Stuart Hicks