



North Pembrokeshire Transport Forum Fforwm Trafnidiaeth Gogledd Penfro

News Briefing – January 2011

Buses

Bus Users UK Cymru. Margaret Everson, Senior Officer for Wales, has sent the Forum a copy a BUUK Cymru's new local Wales Newsletter, a publication that aims to give more coverage to Welsh bus user matters. Bus Users UK members also receive a free copy of a colour monthly magazine, which covers UK news, features, articles and letters. BUUK membership for Individuals is £13 per annum (or £22 for 2 years); while for Senior Citizens, Full Time Students and Young people under 18 years of age it is just £8 per annum (or £14 for 2 years). To become a member apply to BUS USERS UK, PO Box 119, Shepperton, TW17 8UX or e-mail enquiries@bususers.org.

Passenger Focus

January news from the Passenger Focus website www.passengerfocus.org.uk/:

Passenger Advice Team (PAT). PAT has already secured almost £29,000 in additional compensation for passengers this financial year. Where a passenger and a train company cannot resolve a complaint, the watchdog's passenger advice team will mediate, where appropriate, in an effort to get a better outcome for the individual. While passengers were offered just £6,250 originally, after Passenger Focus stepped in and negotiated with the train company, it was able to get an extra £28,800 for passengers between April and August.

The passenger advice team meets with each train company on a regular basis in an effort to resolve passengers' issues, secure 'goodwill gestures' and feedback to customer service teams on how they can better respond to passenger complaints. Passenger Focus then asks passengers how satisfied they were with the service they received from the watchdog itself. During the first quarter of 2010-2011, 84% said they were happy with Passenger Focus's handling of their appeal.

National Passenger Survey (NPS). Passengers' experiences as measured in Passenger Focus's National Passenger Survey (NPS) are being used to help to monitor the success of the National Transport Plan in Wales, a five-year programme of projects and initiatives, including new train stations and services.

The twice-yearly NPS asks passengers how satisfied they are with 30 aspects of trains and stations. Ratings that will be used to assess progress on the National Transport Plan will include overall satisfaction with Arriva Trains Wales and passenger perceptions of safety and security on the train and at the station.

NPS Autumn 2010 Ratings for Arriva Trains Wales (ATW). Passengers continue to score Arriva Trains Wales' rail services highly with 87% satisfied with their overall journey, beating the Great Britain rating of 84%. ATW received better marks for passengers' top priorities, including value for money (64% compared with the GB score of 49%), punctuality (85% compared with 82%) and getting a seat (74% versus 68%).

However, in the latest survey passengers continue to express concern about the country's stations. For the first time, Passenger Focus has asked passengers how they rated overall satisfaction with their station and ATW received a 73% rating compared with the GB score of 76%. The gap between facilities and services was also higher, ATW scoring 42% compared with the GB rating of 51%.

Also, for the first time, Passenger Focus published route-based results in the NPS. When looking at the passenger experience by route, passengers travelling in North Wales are much more satisfied (90%) than those travelling in South Wales (83%) or on Valley routes (86%). Passengers travelling on cross-border services are also more satisfied, with 94% of passengers on Virgin Trains' London - North Wales route satisfied, 87% of CrossCountry's Nottingham – Cardiff route satisfied and 85% satisfaction on First Great Western services into Wales.

Simon Pickering, Passenger Focus manager in Wales, said: "*The overall scores for train companies reveal some big differences on the various routes they operate. Breaking the National Passenger Survey results down by routes marks a huge step forward in accountability and transparency. Taking a closer look at the results in this way means that government and industry can respond strategically to passenger issues. For example, passengers in the Valley have a bigger issue with value for money (60% satisfied) compared with those in the north and south of the country (both 67% satisfied).*"

Public Transport Users Committee (PTUC)

The Welsh Assembly Government has set up a Public Transport Users' Committee for Wales to advise the Minister for Economy and Transport on public transport issues across Wales. The Committee is very keen to hear the views of people across Wales, to gather information about the public transport provided in their areas and to hear their ideas about how public transport could be improved. The Committee's questionnaire is on its website at <http://wales.gov.uk/topics/transport/public/ptuc/?lang=en>; along with a separate questionnaire for young people aged 11 to 17 inclusive. The deadline for responses is Friday 18th February 2011.

As reported in our December News Briefing, Mrs Adele Baumgardt has been appointed Chairperson of the Public Transport Users' Committee. Interviews of potential Committee members will now be held, and Members will be appointed in March.

Advance Notice NPTF Annual General Meeting

Plans are already well underway for the Forum's 11th Annual General Meeting, to be held in Llwyngwair Manor Newport on Wednesday 16th March 2011.

The keynote presentation will be given by Traveline General Manager Graham Walter: "Traveline Cymru – Helping Partners to Deliver Public Transport Information".

The meeting, at 7.00pm for 7.30pm, will be open to the public.
Refreshments available on arrival.

The North Pembrokeshire Transport Forum is an independent voluntary group that works for the provision of an effective integrated transport system in the North Pembrokeshire area, promotes the benefits of public transport and works towards the greater use of public transport systems.

The Forum is a member of Bus Users UK Cymru, the Environmental Network for Pembrokeshire and the Pembrokeshire Rail Travellers Association.

The Forum's work is supported by:

Individual Members (£5 p.a.), Family Members (£8 p.a.) & Corporate Members (£12 p.a.)

(Corporate members include town and community councils, transport operators, and groups, organisations and associations with a transport interest)

For further information, contact the Secretary, 2 Hill Terrace, Fishguard SA65 9LU
Tel: (01348) 874217. E-mail: info@nptf.co.uk. Website: www.nptf.co.uk.