

<b>Board Meeting Paper</b>	
<b>Nov 11 BM 6.1</b>	
Report for	Decision <input type="checkbox"/> Information <input checked="" type="checkbox"/>
Restricted or confidential Information?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If confidential, protective marking <sup>1</sup>	
Date of Meeting	9 November 2011
Agenda Item	6.1
Report Title	Service disruption caused by engineering work
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## 1. Background

In late 2009 the rail industry gave a commitment to the then Secretary of State for Transport Andrew Adonis that on particular routes it would transfer passengers to replacement buses only if there was no practical alternative (known as the “route categorisation principles”). Passenger Focus was to have a role in this, leading to our appointing a Passenger Link Manager, Infrastructure.

Within the new Passenger Focus structure, this work is undertaken by the Passenger Issues Team and is part of the “improving the management of service disruption” national theme, led by Guy Dangerfield. This paper gives an update on Passenger Focus’s work in this area, together with information about the industry’s progress in reducing the need for passengers to travel by bus while engineering is carried out.

## 2. Passenger Focus’s involvement

### The process

One of the barriers, historically, to Passenger Focus making a difference for passengers in this area is that by the time we become aware of a project, the way it is to be carried out is generally set in stone. Since assuming responsibility for this work at the end of Mark Leving’s contract, Guy Dangerfield has agreed a process with Network Rail that will ensure early warning of works expected to breach the route categorisation principles (details are set out in the attached letter from Network Rail to Anthony Smith). This will allow us to make representations to the industry if particular schemes appear to be unacceptably disruptive to passengers.

### Passenger Focus success so far

Probably the ‘stand out’ success of Passenger Focus’s involvement in this area so far, albeit of a it’s-less-bad-than-it-would-have-been nature, is our influence on the major resignalling and points renewal work at Nottingham in summer 2013. At the start of the process the intention was

<sup>1</sup> ie RESTRICTED plus COMMERCIAL / POLICY / STAFF / PERSONAL PROTECT

to close Nottingham station entirely for up to seven weeks. The final proposal will see the route out of the west end of the station closed for 37 days, but that at the east end only for 10 days. This means that passengers, on all but 10 days, will have a choice of travelling from Nottingham to London from East Midlands Parkway station (getting there either by bus or private car) or by train changing at Grantham.

### **The industry's progress in this area**

Network Rail produces a Possession Indicator Report each rail industry Period. In the most recent period the Possession Disruption Index – Passenger (PDI-P), which is the measure of success used by the Office of Rail Regulation to determine if the industry is meeting its targets, was 0.28 giving an MAA of 0.5. This is against a regulatory target by the end of Control Period 4 (31 March 2014) of 0.63 – 0.28 and 0.5 being better than 0.63! However, it should be noted that a considerable amount of Control Period 4 (CP4) capital investment is scheduled for 2012-2014 – so Network Rail is not likely to end CP4 anywhere near that far ahead of target.

### **3. Next steps**

Passenger Focus will:

- Participate in the process described in the attached letter and review it during 2012 to ensure it is fit for purpose
- Advocate that a number of routes are added to the list of those where the industry commits to closure only in exceptional circumstances, plugging key gaps in the original commitment
- Participate in industry-wide discussions about development of a better measure than the current PDI-P for use during Control Period 5. Our principle requirements being that it reflects the impact of engineering works on passengers and that it will drive different behaviours in the way maintenance, renewals and enhancements are planned.
- Undertake new passenger research to refresh our understanding of passengers' requirements during disruption caused by engineering works.