



South Yorkshire Passenger
Transport Executive

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Abigail Grenfell
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21 June 2011

Dear Ms Grenfell



INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE



AMENDING LICENCES TO GIVE PASSENGERS THE INFORMATION THEY NEED TO PLAN AND MAKE JOURNEYS

Thank you for giving SYPTE the opportunity to comment on the above consultation document.

We acknowledge that there needs to be improvement on the provision of public transport information during times of disruption and welcome the opportunity to present our views, although are rather disappointed that no specific action seems to have been recommended for the mis selling of tickets when services are not running. We feel this would provide a focus for the operators even more on ensuring that correct information is provided.

To answer your specific questions:

1. Do you agree that there is a lack of clear accountability in the current framework for providing information to passengers?

We agree that there needs to be clear direction and responsibility for this information to be passed to passengers.

2. Do you agree that licences are the best place to set out aligned accountabilities for providing information?

Initially we considered that placing a condition as part of the franchise agreement would be helpful but feel that given the long timescale when franchises are being re let and the need for industry wide action now, the licensing proposal is the preferred option; however, should this not offer appropriate results then we would expect the franchise model to be reconsidered.

3. Do you agree the split of responsibilities described is sensible?

Generally, although it places considerable onus on Network Rail to feed information through quickly which is in itself beneficial.

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South Yorkshire Passenger Transport Executive is a member of the Travel South Yorkshire partnership, delivering the county's public transport network.

4. Are there any other changes in the way the industry handles information for passengers that would complement new licence obligations and help the industry deliver the needed improvements?

The key element is ensuring excellent communications, so that all parties are aware of the plans.

5. Do you have any suggestions to improve the proposed licence drafting?

The licence draft appears to be satisfactory.

6. Who do you think should be covered by these proposals?

We consider that a suitable mechanism for compensating passengers for non operation must be made and that tickets must not be sold where journeys are not operating. We acknowledge that the latter scenario is particularly relevant for walk up fares and also ask that work be carried out on ticket vending machines to ensure that tickets sold can only be used on journeys that are running.

7. What impact do you think these proposals would have?

It should help passengers to feel reassured and more confident about whether or not to travel but proof of its effectiveness will only be apparent after the first incidents of serious disruption have occurred.

8. What extra information about how these conditions would work in practice would be useful?

We would want to know what action the ORR would take in the event of failure which could be construed as a breach of licence (remedial plan, fine or even loss of licence) and whether there would be any performance indicators or targets. We will need to see how the system operates initially.

I thank you for giving SYPTTE the opportunity to comment and if you require further information please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink that reads "Roy Mitchell". The signature is written in a cursive style with a large 'R' and 'M'.

**ROY MITCHELL
PRINCIPAL PUBLIC TRANSPORT MANAGER**