

Bill Emery
chief executive
Telephone 020 7282 2006
Fax 020 7282 2043
E-mail bill.emery@orr.gsi.gov.uk

23 February 2011

Michael Roberts
Association of Train Operating Companies (ATOC)
3rd Floor
40 Bernard Street
London, WC1N 1BY

Dear Michael

Improvements to the Assisted Passenger Reservation System (APRS)

The recent Passenger Focus mystery shopping report into APRS shows some welcome improvement in the experiences of disabled passengers booking help, and some examples of very good practice around the network. Although over 70% of mystery shoppers were satisfied, the report also shows there is more the industry must do to consistently deliver the high quality information and assistance that passengers expect.

Some of the issues should be addressed by industry investment in a dedicated new computer system, which you are coordinating on behalf of operators. We understand this is being trialled throughout May with implementation later in the summer. We look forward to receiving reports on the success of the new system.

However, a new system is only part of the solution and we note that a staff education programme is being developed to improve the consistency of staff behaviour. We also note that you expect operators to better educate passengers about what help is available.

We expect operators – (and we include Network Rail as the operator of 18 key stations in this) - to play their full part in supporting this work and delivering improvements; work which should also help them to meet the commitments they have made in their disabled persons protection policies under their licences. We will be asking operators for an update on their particular circumstances and progress.

In the meantime, please can you let me know the key milestones to which you will be working on all these work-streams.



I am copying this letter to TOC managing directors, Mike Goggin at Network Rail, Janet Cooke at London TravelWatch, Anthony Smith and Jocelyn Pearson at Passenger Focus, Ann Bates at DPTAC, Paul Rodgers and Stuart Baker at the DfT and Frances Duffy at Transport Scotland. We will put a copy of this letter on our website.

Yours sincerely

A handwritten signature in black ink, which appears to read 'Bill Emery', is positioned below the 'Yours sincerely' text.

Bill Emery