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19 December 2014

Michael Roberts
Chief Executive
ATOC
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Dear Michael,

1. In my 22 September letter I set out the position we had reached on PIDD and the next steps. The rail industry had clearly acknowledged that passenger information during times of disruption needs improvement and had committed to making changes. My letter welcomed the specific new measures, particularly the way these derived directly from the research on passengers' concerns.
2. The letter said these improvements need to be clearly set out in an action plan that can be monitored by the industry and ORR. The plan should be published to give passengers confidence in the commitments.
3. But the deadline for completing this plan has been missed. Although individual train operators continue to make improvements for passengers in some areas, there is no industry wide plan. We have exchanged emails on this and I want to summarise the ORR's position.
4. You say that RDG is reviewing the plan and will consider it at its meeting on 27 January. It is of course essential that ORR agrees the plan in terms of ensuring there is clarity on what is going to be delivered and what difference it will make, who is going to deliver it, and by when. So we need to receive the plan well before it goes to RDG and have the opportunity to comment.
5. This links to your statement that process and governance on PIDD is for the industry to determine. The industry needs to be in the lead and we have always stressed that. However, we need to agree the plan, we want to see it in the public domain, and we will of course monitor progress with delivery because – as we have made clear – this forms part of our assessment of licence compliance.
6. Accurate and timely information is vitally important to passengers, especially at this time of year. It is essential that the industry addresses this issue in an open and



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transparent manner to provide confidence that progress is being made and that sustained change will be delivered.

7. We have agreed to meet and we will set this up.

Yours sincerely

A handwritten signature in black ink, appearing to read "John Larkinson", is positioned below the text "Yours sincerely".

John Larkinson