

Abigail Grenfell
Manager, Licensing and Network Regulation
Office of Rail Regulation
One Kemble Street
London WC2R 4AN

14th June 2011

Dear Abigail

Please consider the points below in response to the Passenger Information consultation. My response relates to the Network licensee's obligation to provide access to information for enquiry services, as outlined in suggested paragraph 2.9.

It is in passengers' interest for there to exist a choice of passenger information service, delivered over their channel of choice. These channels include the traditional telephone enquiry facilities, online web-based services, and newer channels such as mobile smartphone applications, social media feeds and text messages, all of which are increasingly accessible by passengers during their journeys and can play a key role in keeping passengers informed during unplanned disruption.

There should be an obligation on the Network licensee to collaborate proactively with current and potential providers of enquiry services – such providers will range from the traditional established providers such as The Number UK Ltd (operators of 118118 and 118.com) to small application developers and publishers, which is where much of the innovation in smartphone applications is found. A forum should be established for consultation and collaboration with these providers to establish the suitability of APIs and data formats published by the industry in order to stimulate innovation in this area and provide innovative services for passengers.

Ideally, such information should be available to service providers free of charge. If charging is necessary, the level of charges should be regulated to preserve free access to non-commercial and small businesses, and for larger commercial providers, limited to cost recovery. The industry should not seek to make profits from providing passenger information via willing intermediaries.

I hope you find these comments useful.

Yours sincerely

Peter Bowyer