

A greater role for ORR regulating passenger franchisees in England & Wales

Reference: ORR/021/2011

Consultation response from Lord Bradshaw

8 February 2012

As Passenger Focus has developed a robust method of measuring performance of a number of facets of railway journey it is easy to see where there are failures from this evidence. As is mentioned Passenger Focus has no enforcement powers above those which spring from publicity. I believe that if the failures are not corrected Passenger Focus should refer the operator to the ORR for enforcement action, initially calling in the management and subsequently for more robust action. I see no merit in stopping the present work done by Passenger Focus and believe that all that is missing is effective enforcement.