

From: Stephen Abbott, TravelWatch East Midlands
To: Abigail Grenfell, ORR
Sent: Wed 22/06/2011 09:48
Subject: Amending licences to give passengers information

Dear Abigail

I hope you will accept the following brief late response from TravelWatch East Midlands - I misread the deadline as 29 June!

We agree that there is a lack of clear accountability in the current framework and agree that licences are the best place to set out aligned accountabilities.

We also support the split of responsibilities proposed.

We wish to see timetable information improved generally, not just at times of disruption.

We believe that there should be stronger sanctions to force Network Rail to produce a coherent national timetable, following their gross failure to do so in December 2010 and May 2011.

We also believe that train operating companies (TOCs), in derivative timetables detailing their own services, should be required to include any services of other operators which cover the same routes or sections of those routes so that passengers always see the complete picture.

Yours sincerely

Stephen Abbott

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