

Apologies for missing your deadline – brief answers below to your questions.

1. *Under what legislation or other legal framework your organisation is set up*
Passenger Focus is governed by the Railways Act 1993 as amended by the Transport Act 2000 and the Railways Act 2005. These cover our remit with rail passengers in Great Britain.

In 2010 our remit was extended to include Bus, Coach and Tram passengers (in England but outside of London). This was delivered through *The Passengers' Council (Non-Railway Functions) Order 2010*

Government is currently in the midst of giving us a role in representing road users interests on the strategic road network. This is being delivered through the Infrastructure Bill currently going through Parliament.

2. *Your organisation's principal legal duties with respect to transport safety (or which might be taken to include transport safety)*

We have no specific duties relating to safety, whether this be for rail, bus, coach or tram. The various strands of legislation give us much broader, more all-encompassing duties.

For example, for rail our duty it is to investigate any matter which relates to the provision of railway passenger services, or to the provision of station services – this extends to users or potential users. For bus coach and tram it is to investigate/keep under review road passenger transport services and facilities.

The proposed remit for road is similar with it being to 'carry out activities to protect and promote the interests of users of highways for which a strategic highways company is the highway authority'.

3. *Your organisation's principal legal powers in respect of transport safety (or which might be taken to include transport safety)*

We, again, have no specific legal powers in respect of safety. Our broader powers extend to the right to investigate issues, to request information and to make recommendations.

4. *Please outline any transport safety targets or similar performance metrics that your organisation either sets for itself or has set for it by others. Please specify who the others are, if applicable*

We do not set safety targets for rail, bus, coach or tram operators. Our research looking into passenger satisfaction for rail and bus passengers does include questions on personal security and we use these in our dealings with the respective industries but they do not form part of formal safety metrics. When talking to passengers about safety it is interesting to see that personal safety (in the context of anti social behaviour, assault etc) is a much more top of mind issue than safety in the sense of crashes/accidents.

5. *If your powers and/or duties include investigation, please provide indicative costs of such work, for different types (e.g. near miss, injury, fatal) and scales of investigation, where applicable*

We do not have specific investigatory powers/duties when it comes to accidents, injuries etc. We have, in the past however, been invited to attend coroner inquiries following rail crashes as 'interested persons'. This is, however, on request and is the gift of the Coroner rather than any right.

Regards

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The independent passenger watchdog