

From: Anthony Smith [mailto:Anthony.SmithXXpassengerfocus.org.uk]
Sent: 02 May 2014 10:50
To: Peter Silverman
Subject: Litter on railway land PF:0004357

Dear Mr Silverman

Thank you for your e-mail yesterday. I was interested to learn about the existence of your organisations and its activities. You may have picked up on Wednesday that we are to be given new responsibilities to represent the views of users of the strategic road network. So, we may be having more to do with each other!

I will give you a quick answer to your questions but am happy to answer any further ones you may have:

1. Passenger Focus has a statutory duty to keep under review all matters affecting passengers. However, there is not a specific remit relating to litter issues. We are an evidence, research based organisation. Our research does touch on cleanliness issues – however, it is usually cleanliness of the interior of the train that causes more passenger comment. You can search our data on-line if you would like more information about this.
2. We deal with ‘appeal’ complaints from passengers. These are complaints where the passenger and train company/Network Rail have reached deadlock. We received few, if any, complaints about litter issues.
3. If we did receive any comments from passengers about litter in a particular location and that passenger cannot make any progress with Network Rail on the issue I imagine we would see if we would help using our contacts.
4. So, taking account of the above we do report via our research on cleanliness issues to the public and government.
5. Again, if needed we would liaise with various Government agencies but are not actively doing so at present.

Station and trackside appearance are, I think, very important to passenger perceptions of the railway. However, our research shows that other issues, such as value for money, punctuality, getting a seat and frequency are in the front of passengers minds. I suspect when all their basic needs are met they might turn to seeing and thinking more about litter issues.

I hope that is helpful.

Regards

Anthony

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