

Terms of Reference for Passenger Group

Composition

Allison Cosgrove	Chair
Nick Lewis	Secretary, Station facilities, Rolling Stock Panel
TBD	Passenger voice campaign
Steve Wright	Fares and Ticketing campaign
Andrew Dyson	Reliability campaign
Ann Hindley	Station facilities
Graham Collett	Accessibility issues
Dennis Fancett	European Passenger Group
Howard Thomas	Treasurer, Light Rail, Vice Chair
Chris Burton	Co-ordination of consultations
Chris Brace	Co-ordination of TOC Liaison
Chris Fribbins	Website

Reports to: Railfuture Board
Quorum: 6 members
Meeting frequency: 3 times per year. TOC Liaison officers to attend one meeting per year.

Objectives

To represent passengers on all issues which are of interest and concern to them.

Key areas of business

- To identify and define areas of policy in matters relevant to passengers
- To respond to consultations, ensuring contact with all bidders pre-franchise and liaising with TOCs through nominated representatives
- To campaign on 'the little things that matter' so that passengers see us as "their voice" and rail companies make all decisions in the interest of the passenger
- To campaign on Fares/Ticketing and Punctuality/Reliability with the aim of achieving improvements that are visible to the travelling public
- To continue to establish and develop links with European rail, in particular Eurostar as the first point of contact with passengers from the UK

Responsibilities

- To further Railfuture's vision, mission and strategic aims (given below)
- To set and review Group priorities on an annual basis for approval by the Board
- To make recommendations to the Board in respect of annual budget proposals
- To ensure effective and efficient use of the resources allocated by the Board
- To identify, monitor and review the risks associated with achieving Group objectives
- To ensure that communications by Group members both within Railfuture and externally are in accordance with Railfuture policy
- To identify, be aware of and respond as appropriate to relevant external developments that may affect the work of Railfuture

- To be proactive in identifying and evaluating new opportunities for the advancement and development of Railfuture
- To consider the marketing opportunities of Railfuture's policies
- To consider the international implications of Group policies
- To consider the impact actions taken in conducting its main responsibilities have on members
- To review annually the terms of reference of the Group and make recommendations to the Board for changes as required
- To produce an update report for consideration at each Board meeting

Railfuture's guiding principles

Our Vision:

An independent organisation whose views are respected by the rail industry, to which decision-makers come for advice and which rail users are proud to join

Our Mission:

To be the number one advocate for rail users and the rail industry

Our Vision for the railways:

- Deliver a better service to rail users
- Deliver a bigger rail system
- Transfer more freight from road to rail

Our Strategic Aims:

- Earn respect for Railfuture and its members by defining a realistic position on key issues
- Build our influence by identifying, engaging and supporting key stakeholders
- Deliver a bigger better railway by identifying and actively pursuing key campaigns
- Raise our profile by promoting our position on key issues and our campaigns consistently to stakeholders, members, potential members and the public via all channels
- Attract and retain a wider range of members and encourage them to be active.