

## **Terms of Reference for Passenger Group**

### **Composition**

|                                 |  |
|---------------------------------|--|
| Allison Cosgrove                | Chair                                    |
| Howard Thomas                   | Vice Chair                               |
| Don Peacock                     | Treasurer                                |
| Nick Lewis                      | Secretary                                |
| Chris Burton/<br>Chris Fribbins | Co-ordination of consultations           |
| Ann Hindley                     | Publicising Railfuture to outside groups |
| Graham Collett                  | Access Issues                            |

In addition:

Nick Lewis, Ann Hindley and Steve Wright - Co-ordination on the future of the Rolling Stock Panel

Chris Fribbins - carry out basic updates to the Passenger Group page on the website

|                    |                  |
|--------------------|------------------|
| Reports to:        | Railfuture Board |
| Quorum:            | 6 members        |
| Meeting frequency: | 3 times per year |

### **Objectives**

To aim 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 be seen as the voice of passengers so that they see us as “their voice”
- To campaign on Fares and Ticketing 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.