

## Board Meeting TOC Paper

### Jul 10 BM 12.2

Contains restricted or confidential information?	Yes <input type="checkbox"/>
	No <input checked="" type="checkbox"/>



If confidential, protective marking <sup>1</sup>	
Date of Meeting	14 July 2010
Agenda Item	12.2
Report Title	Eurostar
Sponsor	Ashwin Kumar
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## 1. Passenger Focus objectives Reasons for Objectives

To understand and improve how Eurostar responds to passengers needs during service disruption	Passengers experience very poor service from Eurostar during major service disruptions and this needs to be addressed by monitoring their re-active customer service.
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The winter disruption to Eurostar services had a catastrophic impact on passengers. The conditions in which passengers were de-trained in the Channel Tunnel were appalling; and there was near chaos at St Pancras International because of the lack of a plan to deal with the large numbers of passengers turning up for services which were not guaranteed to run.

The independent review shed a light on some of the failings with regards train maintenance. It was however not as focused on the hardship and impact on passengers or the importance of information during disruption. Passenger Focus therefore undertook our own review, meeting with senior representatives of Eurostar, Network Rail, Eurotunnel and The British Transport Police (Kent Police were reluctant to be involved).

Our general findings and observations were shared with the then Secretary of State for Transport, Lord Adonis.

## 2. Progress report

The winter disruption has provided a golden opportunity for Passenger Focus to influence how Eurostar manages passenger information during disruption. Eurostar tends to see itself as apart from the national railways. However the winter disruption as well as the volcanic ash incidents demonstrates that the operator is integral to our rail network even though they serve international destinations.

Apart from the meetings mentioned above, we have also met with Eurostar's new Head of Communications, Mary Walsh to share our work on information during disruption and get an

<sup>1</sup> ie RESTRICTED plus COMMERCIAL / POLICY / STAFF / PERSONAL PROTECT

update on the recommendations from the Garnett Report.

About 40% of the recommendations are now completed and the winter modifications will be complete by November 2010. However we were assured that any trains not modified by then will not be used in service. The new evacuation procedures mean that passengers will be evacuated using Krupps vehicles rather than suffer the indignity of travelling on Eurotunnel shuttle vehicles. Other changes include, ensuring passenger information posters can be printed off at St Pancras, better queuing systems with more staff; high level staff training and continuous risk assessment workshops. However we still retain concerned that the recommendations will be fully implemented unless we continue scrutinising progress

We will be following up our meeting with Mary Walsh with a meeting with Richard Morris in October. He has been brought in to deliver the Garnett report recommendations.

### **3. Other issues**

We are still working to persuade Eurostar of the merit of being part of a one-off NPS survey. We envisage that the potential entry of new competitors will make this more attractive to Eurostar.

### **4. Confidential issues (optional)**