



**The Railway Forum**

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## ***Press Release***

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For immediate use

# **GETTING THE INFORMATION TO PASSENGERS: 'WE ARE MOVING FROM MASS TRANSIT TO INDIVIDUAL TRANSIT' SAYS FORUM**

The Railway Forum is pleased to note the continuing improvements being made to the quality of service provided by the National Rail Enquiries Service. Not only is it Britain's busiest telephone number – with 50 million calls a year – it is also providing unprecedented levels of service: 98% of callers say they would recommend the service to friends and family and 97% of calls receive accurate information. In parallel the National Rail Communication Centre is providing customer service agents with real-time information on network performance to remove uncertainty for passengers.

Advances in information technology – commonly referred to as Intelligent Transport Solutions (ITS) – are providing an ever-increasing range of possibilities for the railways. These developments will allow the industry to interface directly with passengers for every aspect of their journey, progressively transforming today's mass transit system into one more focussed on individual needs and requirements.

Adrian Lyons, Director General, The Railway Forum said: 'We warmly applaud the significant improvements that Chris Scoggins and his team at National Rail Enquiries have made. This is just the start of a process that will transform public transport in the years to come'.

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### **Notes to Editors:**

1. National Rail Enquiries is the telephone service, which provides information on train times and fares and is available 24 hours a day on 08457 48 49 50. The National Rail Enquiries web site, [www.nationalrail.co.uk](http://www.nationalrail.co.uk), also provides information on train times, real-time updates, promotions, station facilities, train operating companies and general information for train travellers. It receives 35 million visits per year.
2. Intelligent Transport Solutions (ITS) is a concept that will provide passengers with comprehensive information and on-line access to travel and other services in order to guide them through their journey. It will remove uncertainty, make travel easier and allow passengers to use travel time more productively. Overall it will transform mass transit into one that focuses on the individual's needs and requirements. ITS also encompasses train and infrastructure operation and management. The Railway Forum will issue an information sheet on this topic shortly.
3. The Railway Forum is an industry-wide body sponsored by the majority of the train operating companies, Network Rail, all three major rolling stock leasing companies, the Passenger Transport Executives, London Underground, most of the infrastructure maintenance companies and many manufacturing and other businesses serving the UK rail industry. In all we have over 50 members. Our key role is to act as a think tank, information exchange and point of contact for those committed to and interested in our industry.

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