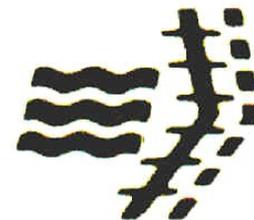


MARLOW - MAIDENHEAD PASSENGER ASSOCIATION

Newsletter Number 153

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Newsletter Editor Robert Latham
Email: newsletter@mmpa.org.uk

MMPA covers transport in Maidenhead - Marlow, High Wycombe and Twyford - Henley-on-Thames.

MMPA AGM

Members will be receiving copies of the AGM papers with this newsletter. For convenience the agenda is on the reverse.

MMPA Committee

If you are a member interested in volunteering in support of MMPA by serving on the committee, please get in touch. We are especially interested in finding someone interested in serving as General Secretary or Minutes Secretary but have other focus areas as well.

Please contact Chairman Susan Morrison at 01628 531755 or susanmorrison589@btinternet.com to register your interest or for more information.

Great Western Franchise

MMPA are compiling a list of items and issues that we consider should be addressed during the refranchising of the Greater Western operation during 2012. If you have items for inclusion please submit them to the Committee as soon as possible by email (info@mmpa.org.uk) or through the MMPA website.

Passenger Focus Group Survey and FGW

The PFG has issued its National Passenger Survey Report for Autumn 2011. It can be seen in its entirety at:

passengerfocus.org.uk/research/nps/content.asp?dsid=2913
Nationally the percentage of passengers satisfied with their journey overall was 84%. This is not significantly different compared to Autumn 2010 (when 84% of passengers were satisfied). 84% of passengers were also satisfied overall with their journey in Spring 2011. The proportion of passengers satisfied with value for money for the price of their ticket nationally was 46%. This was significantly down compared to Autumn 2010 when 49% of passengers were satisfied. Satisfaction with sufficient room for all the passengers to sit/stand was not significantly different with 68% satisfied (68% also in Autumn 2010). For First Great Western in particular the following figures stand out:

Provision of information during the journey	68.00%
Connections with other forms of transport from the station	72%
Facilities and services	54%
Facilities for car parking	57%
Availability of staff	50%
Attentiveness and helpfulness of staff	68%
Toilet facilities	44%
How well FGW deals with delays	45%

It is not possible to relate these figures in a meaningful way to passenger experience on the Branch due to the very small number of people interviewed:

Marlow 7, Bourne End 6, Cookham 9, Maidenhead 60
While in some matters the performance of FGW is similar to other TOCs in the South East there are areas where there is considerable room for improvement and these could be included in the issues that need to be considered in the process to refranchise the Greater Western TOC.

Revenue protection staff on the Branch

Anyone using a Branch train where they are not invited to purchase a ticket or their ticket is not checked is requested to inform the Association of the details of the service affected so we can continue to raise this with FGW. It is essential that the number of travellers is accounted for otherwise the FGW accountants may consider the Branch is not paying its way and take action to reduce the services in some way.

PLEASE TELL US.

Membership Matters

Membership subscriptions for 2012 are due on 1st April except for new members who joined after 1st January. I shall be very pleased to receive renewals at our AGM on Friday 23rd March. If you pay by cash please make sure you get a receipt from me; if you pay by cheque just hand it in with the renewal form.

There are no changes to the fees this year which are £4 for individuals, £5 for families and organisations, and £3 for concessions (OAPs and students in full time education). A renewal slip will be enclosed with this newsletter, or attached in the case of email deliveries. Cheques should be payable to "MMPA" and sent to MMPA Membership, 23 Switchback Road North, Maidenhead SL6 7UF. If you wish to pay by internet banking please use sort code 60-14-12 and account number 72748745, and use your surname and membership number as the reference. Data Protection Act - members' names and addresses, including email addresses if applicable, are held on a database and we will not pass them to third parties unless we are required to do so by law.

Richard Porter (ricp@mmpa.org.uk)

TRAVEL INFORMATION

BBC Radio 95.4, 104.1 fm and DAB.
Berkshire: (also phone 08459 - 311333)
National Rail 08457 - 484950 (24 hrs)
enquiries: or www.nationalrail.co.uk or text
First Great Western: 08457-000125 (0700-2200 daily)
Chiltern Railways: 08456 - 005165 (08.30 - 17.30)
Arriva Bus: 0844 8004411 (0900 - 1700 Mon - Fri)
First Berks Buses: 01753 524144
Carousel Buses: 01494 533436
Traveline: 0871 - 2002233 (0700 - 2200 daily) 10p/min on BT landline
RBWM helpline 01628 796666

Also see our web site www.mmpa.org.uk for links.

Contact MMPA

If you have any issues or comments regarding public transport in the area that you would like to raise please use the Contact Us links on the MMPA website www.mmpa.org.uk.