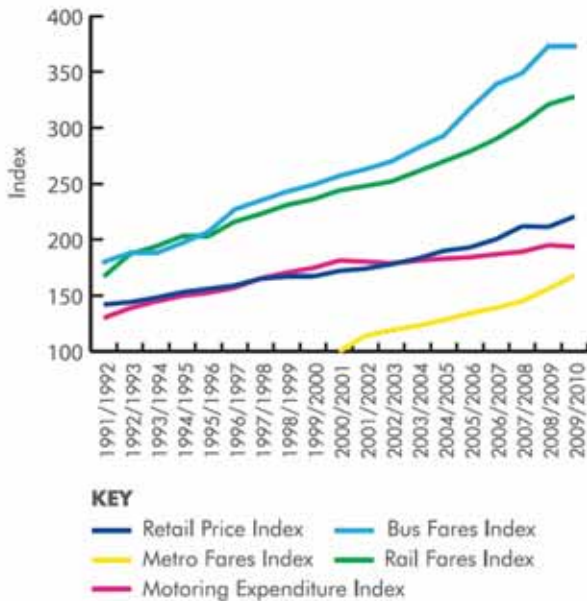


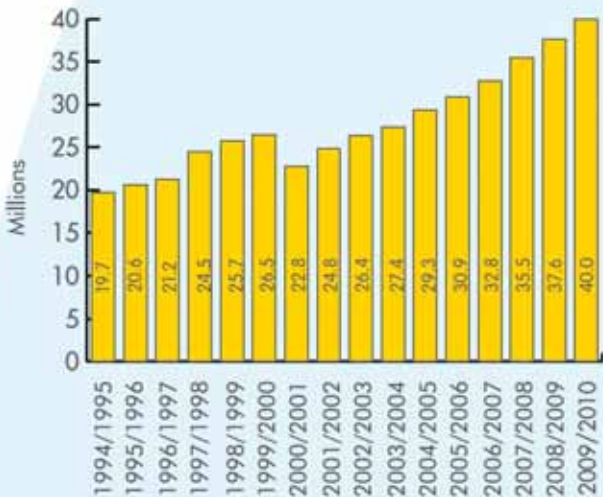
West Midlands

TRENDS IN MOTORING EXPENDITURE AND PUBLIC TRANSPORT FARES



**EVIDENCE NOT PROPAGANDA:** These figures from Centro show that, far from there being a war on motorists as Transport Secretary Philip Hammond claims, it is bus and rail passengers who have paid up while car drivers have been quietly protected by insidious Government intervention on their behalf.

RAIL PASSENGER JOURNEYS



Despite the propaganda, people are increasingly turning to rail, the environment-friendly and comfortable way to travel, as these figures from Centro make clear

- Travel by private car will emit on average 205 grams of CO<sub>2</sub> per passenger km, compared with only 111 by bus, 83 by light rail and 58 by rail
- Public transport users with access to a car but choose to use public transport for their journey are helping to reduce CO<sub>2</sub> emissions by approximately 175 thousand tonnes per year

# Winter of discontent

By Trevor Garrod

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Winter comes every year and it often brings snow. In December, this caused disruption of Eurostar services and the news media showed pictures of long queues of passengers extending out of St Pancras International and along the Euston Road, grateful for hot drinks being dispensed by the Salvation Army.

This was partly because trains were having to travel more slowly and so some workings were cancelled.

Representatives of the European Passengers' Federation have met Mr Richard Morris, Eurostar's new contingency director and received a progress report on the "winterisation" of their trains.

About half the fleet had been adapted by the end of 2010 and the rest of the work is due to be complete by March, so at least Eurostar should be better prepared for next winter. The process is taking time because only two trains can be taken out of service at a time.

The Railfuture international committee discussed this and other aspects of Eurostar's services over the past 12 months, including three incidents between February and July which also brought services to a halt and when customer care was found to be lacking.

A detailed letter was sent to Eurostar's chief executive on behalf of the committee by Ian

McDonald, seeking assurances that problems are being addressed. His letter added: "We remain strong supporters of Eurostar's services and I am sure I speak for most of our members that the service is generally excellent, and the staff most helpful and courteous, when trains are running well.

"However, when major problems occur, communications always seem to fail spectacularly, which always generates a hostile media reaction and undermines the loyalty of your customers."

**Members' opportunity**

If Eurostar is the first stage of your journey, perhaps onward to central or southern France or into Germany, you are invited to complete a questionnaire on the European Passengers' Federation website [www.epf.eu](http://www.epf.eu)

This survey of journeys is intended to gather both good and bad experiences, which can be analysed and presented regularly to the directors of RailTeam, the group of high speed train operators of which Eurostar is part.

You can also keep abreast of these and other international travel issues via the EPF Bulletin which appears twice a year on the above website.

You can subscribe to it via the website and receive it electronically or receive a paper copy from Trevor Garrod, 15 Clapham Road South, Lowestoft NR32 1RQ.

## Veteran volunteer honoured

Railfuture's returning officer Chris Precey has been honoured with an award for being a volunteer for 40 years.

Chris, who lives in Hinckley, Leicestershire, is a stalwart of both Railfuture and the Great Central Railway.

But it was for his 40 years with the British Horse Society that he was presented with the BHS Long Service Award.



Chris received his **YEARS OF SERVICE: Chris Precey** award in a ceremony at Saddlers Hall in the City of London. Chris joined the BHS in the 1960s after a meeting at Burley-on-the-Hill. He has since held a string of positions, including chairman, treasurer, bridleways officer and membership secretary. He has also run the BHS's county book stall.