

## APTU: Our vision for the future

This document has been prepared in part because it is good for any organisation, voluntary or not, to take a look at the aspects of its activities that it thinks serves it well, and to be active in identifying how it should change as society evolves, technology allows etc. The Committee that has looked after APTU in the last 5 – 10 years has become too small; we have others who have volunteered, so we believe we have a good future. We are a member organisation and it is important to get members input on what we should – and should not – change.

**We are the local Group representing the interests of passengers travelling on Thameslink to/from stations between Harlington and West Hampstead inclusive on the Bedford - London - Brighton line. We are independent and our focus is on the day to day life of the commuter and occasional traveller – influencing plans, getting things fixed, getting better communications and better explanations when things go wrong.**

Continue	Change
<ol style="list-style-type: none"> <li>1. Be focussed on travellers. That is why we exist, we want them to have a reliable, comfortable journey. We actively engage with the TOC and other parts of the industry on issues that affect members</li> <li>2. Be independent: We will not be politically aligned, whilst we listen to, and work with the rail industry, politicians etc, we are not controlled by them.</li> <li>3. Be evidence based: Seek members views and make our case based on facts, not emotions</li> <li>4. Be a 'Critical friend': We will often candid, robust and quite possibly uncomfortable feedback, but we are also encouraging and supportive and do recognise the constraints within, and structure of, the industry. We will always listen and be fair.</li> <li>5. Be professional: Work on the basis those we work with are behaving professionally (until we are certain this is not the case). No personal attacks.</li> <li>6. Be targeted: Recognise which part of the industry makes the decision we want taking (or is doing things we don't like) and direct our concern or request to them (asking parts of the industry for support where sensible)</li> <li>7. Be realistic: Most of the time, take the industry structure and funding arrangements as a given. When opportunity arises, lobby for change. We will not confuse tactical change with strategic change.</li> <li>8. Be rational: Yes, we will always want things that benefit the passenger, but we acknowledge the barriers to delivery and the similar. We recognise that funding is limited and that some things are not cost effective and/or not deliverable.</li> <li>9. Be collaborative: Work with other RUGs (and similar organisations) as much as possible: Don't allow 'divide and rule' to apply to us.</li> <li>10. Be discrete: If we are told a secret, we keep it to ourselves (some 'secrets' will stop being secret when others release them in to the public domain).</li> </ol>	<ol style="list-style-type: none"> <li>1. Become much more visible to the average Thameslink traveller – and offer more communication channels.</li> <li>2. Communicate much more often in bite size chunks.</li> <li>3. Switch to a two tier structure:               <ol style="list-style-type: none"> <li>a. Members – who will pay a subscription and be entitled to attend the annual meeting. For now, still to be £3 per annum / £5 for joint as at present. They will also be first and foremost for personal support</li> <li>b. Supporters – Free, who we will broadly define as other recipients of our newsletter and social media accounts<sup>1</sup></li> </ol> </li> <li>4. Operate In a way that does not forget members who do not use social media - eg who prefer email updates (therefore we would not want Twitter or Facebook 'exclusives' [although they could well be first to hear]).</li> </ol>

<sup>1</sup> Excluding those in the industry & government ~ we know that there are people in the industry who want to know what we have to say, but should not be seen to be 'official' supporters. This includes those with TOC, Network Rail, DfT, and local government affiliations.