



BRITAIN'S FUTURE  
**BRITAIN'S RAILWAY**

**Rail Delivery Group**



# A BRIGHTER FUTURE

Britain's railway led the world into the industrial age and so helped define us as a nation. A decade away from the bicentenary of the first locomotive hauled passenger service, today's industry sets out its commitment to deliver a better railway and continue the restoration of the nation's pride in its network.

Trust is key. Massive strides have been made in the quality and safety of train services, and Network Rail and train operators are working together more effectively to run and improve the railway. But there is more to do.

We must build even greater levels of trust among the British public and all who use the railway. Passengers and freight customers need greater confidence that trains will arrive on time and that they are receiving the best value for money. They need to trust that they are getting the most accurate information, especially when things go wrong, and that work on the railway is being planned well and to minimise disruption.

People, whether they use the railway or not, also expect our industry to be innovative and forward looking, playing its part in supporting the nation.

In the five years to 2019, £38 billion will be invested to deliver more and better journeys. Operators will be running thousands of new trains and new services by 2020. And we are planning to speed up the introduction of new technology on the railway over the coming years. Alongside HS2, this will revolutionise rail services across the country.

To overcome the challenges we face we must work ever closer together as an industry, with UK, Welsh and Scottish Governments, local authorities and other stakeholders. Our aim is to deliver better services, journeys and value for money.

Here are our plans to make that happen.

**Martin Griffiths and Mark Carne**  
Chairman and Deputy Chairman, Rail Delivery Group

## Rail - a force for good

Rail is good for Britain, underpinning jobs, driving economic growth, connecting friends and family, and delivering cleaner and safer travel. More than four million train journeys a day are taken by people to work, study, or visit friends and family. The freight sector is helping to keep the lights on and fill supermarket shelves. Throughout the economic downturn, this vital service continued to grow.

### THE IMPACT OF RAIL



Rail brings **2.5 million people** a day into Britain's biggest cities and towns



The railway now generates wealth for UK plc valued at **£9 billion a year**



Takes up to **7.6 million** lorry journeys off the road each year



Reduces congestion, saving an estimated **£12 billion a year** in travel time



Rail enhances the productive potential of the UK economy by up to **£10.2 billion a year**

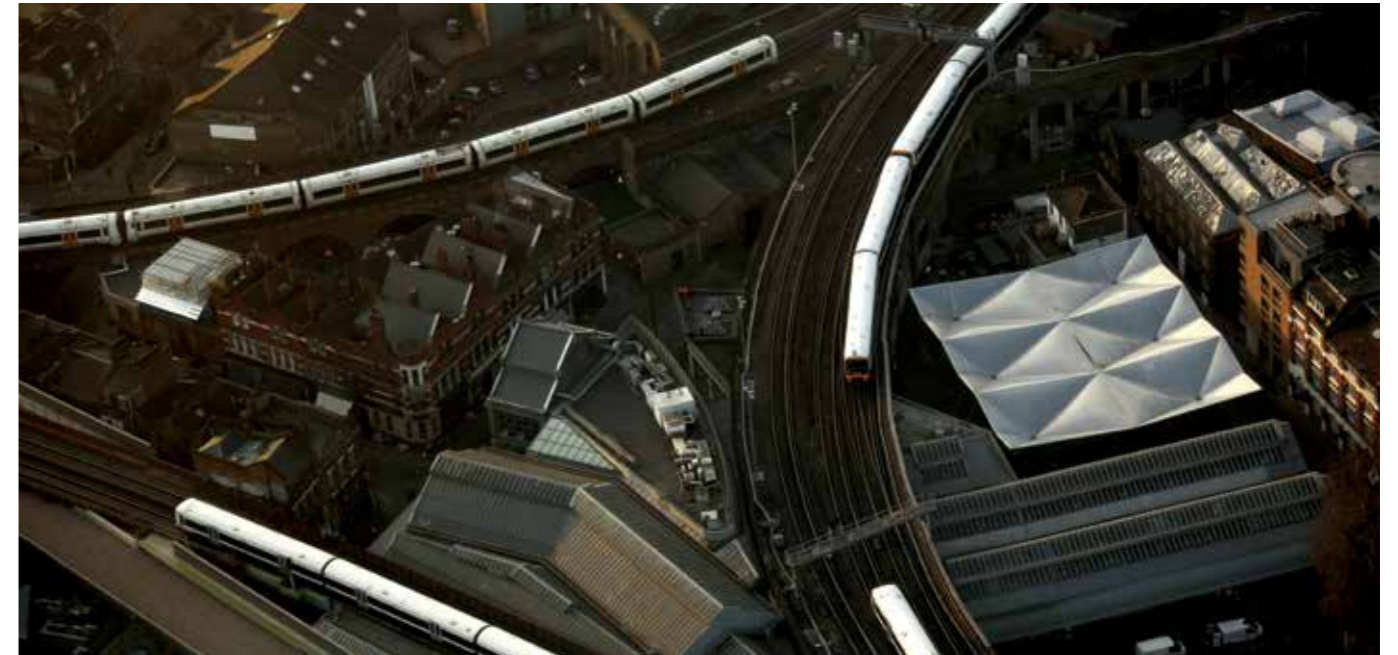


**£3.9 billion a year** in tax is generated by the sector, almost the same amount the Government invests each year to help run and improve train services

The railway is a key employer in its own right and, along with the rail supply chain, employs 212,000 people. In the five years to 2019, the sector will train over 700 apprentices and 500 graduates so that we have the highly skilled workforce we need to build and operate the railway of tomorrow.

The railway, a partnership between the public and private sectors, has long been a crucial part of national life. But that role is becoming even more important because what was a declining industry throughout much of the last century, is now carrying passengers and goods in numbers unseen for decades.

All parts of the industry are committed to working even better together to improve passenger and freight services and to increase efficiency. The following pages explain how we intend to do this and detail some of the specific improvements passengers can expect to see in their area.



**“A once-in-a-generation expansion of the rail network at home, combined with buoyant overseas markets, presents a huge opportunity for growth in the companies that supply the railway. The Rail Supply Group will help to drive the technological and innovative change that improves value for money and delivers a world class railway.”**

- **Terence Watson**, Managing Director, Alstom Transport and Co-chair, Rail Supply Group

**“Our railways are integral to the UK's economic and social fabric, getting passengers and goods from A to B, day in, day out. The £38bn investment plan is starting to pay off and the wheels are moving in the right direction on our network. With businesses expecting further improvements to come, the future is looking bright for rail.”**

- **Katya Hall**, Deputy Director-General, CBI

## Europe's leading railway

Britain is now leading the way on rail in Europe. Our railway's revival has seen passenger numbers more than double in the last two decades to a record 1.6 billion a year, along with more than 100 million tonnes of freight carried annually. Around four out of five passengers are satisfied with their most recent journey.

**28%** **The number of train services running has risen by 28% since the late 1990s**

More than seven million trains run annually



**Billions of pounds invested in thousands of new carriages**



**Passenger journeys have doubled since the 1990s**



**1.3 billion satisfied passengers per year**

up from 700 million in 1999



**Freight is up 80% and operators have invested £2 billion since the 1990s**

in new locomotives, wagons, and other equipment

Network Rail's efficiency drive has cut the cost of running the network by almost 40 per cent while continuing to make the railway safer. We have the highest passenger satisfaction and the safest railway for passengers of any major network in the European Union. Passenger rail has been growing faster in Britain than in Germany, France or the Netherlands, and we have a dynamic freight sector.

At the heart of this success lies a diverse range of commercial passenger and freight operators running services on a single national network, working in partnership with Government and industry suppliers.

Operators have used commercial acumen and innovation to increase the market for rail. The resulting growth in revenue has played a crucial role in enabling successive Governments to invest record sums through Network Rail in maintaining and improving the railway.

Other European countries have invested heavily in their railways but do not have such a vibrant rail market, helping to explain faster passenger growth in Britain.



### We are delivering:



**3,000 new carriages**

and 170,000 extra seats a day into big cities by 2019



**Space for more and bigger freight trains**

by upgrading the key Felixstowe to Nuneaton route



**New or improved WiFi**

on hundreds of carriages and at scores of stations in the years ahead



**Improvements to stations across the country**

including Manchester Victoria, Glasgow Queen Street, London Bridge, Cardiff Central and Birmingham New Street



**850 miles of electrified train route**

bringing faster, more reliable and greener journeys for millions of passengers by 2019

## A better railway

To sustain and expand this vital public service, we are building on these significant achievements to deliver a better railway now and in the years to come.

There are challenges that the rail industry and Government must work through together. How do we sustain investment? What proportion of costs should be paid for by passengers and freight customers rather than taxpayers? How do we keep meeting rising demand while running a network mainly built by the Victorians?

To play our part, we are working ever closer together as an industry; nationally through the Rail Delivery Group, bringing together Network Rail, freight and passenger operators; and locally by implementing alliances.

### Cost of rail infrastructure

Per passenger train mile

2003-04



£11.90

2013-14







£6.60



This collaboration is helping us to act more strategically, plan long-term and find solutions to cross-industry challenges.

The result will be:




### Better services

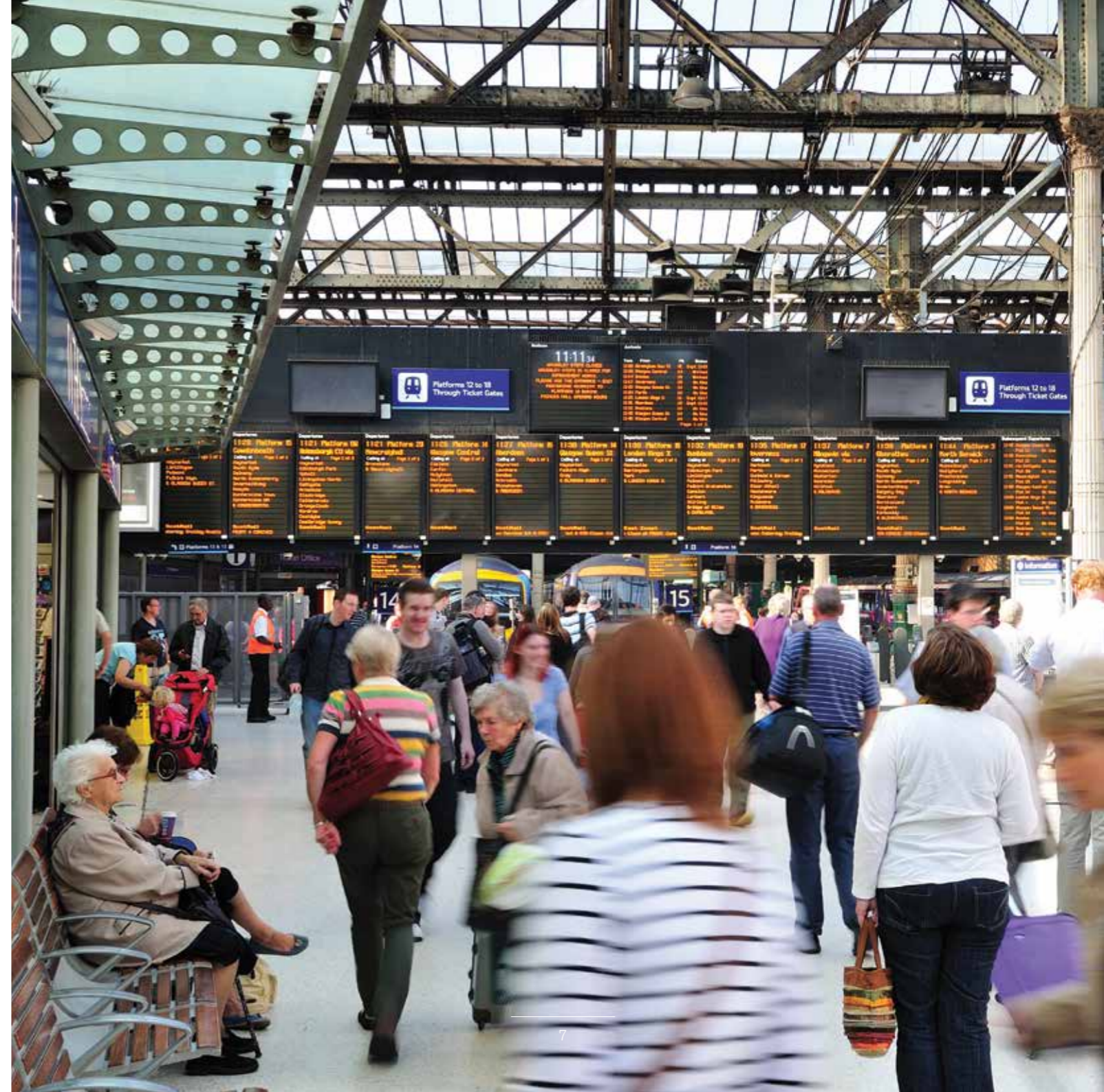
-  **More services**
-  **Better punctuality**
-  **A safer, greener railway**
-  **Moving more goods by rail**

### Better journeys

-  **Simpler to use, easier to understand**
-  **Improving stations & trains**

### Better value

-  **Good value fares, more investment**
-  **More from every pound spent**
-  **Encouraging train travel**



## More services

### Our challenge

Our railway is used more intensively than almost any other in Europe.

**28%** While the size of the network has hardly changed over two decades, services have risen by 28%

Sixty-two per cent more passengers took the train in Britain in the 13 years to 2011, while in Germany the figure was 20 per cent and 33 per cent in France.


Passenger numbers have grown almost twice as quickly as the economy since the introduction almost 20 years ago of competition to run services. We carry more than 115 million tonnes of freight a year worth £30 billion.


Yet in 30 years time, we expect to carry double the number of passengers. With some parts of the network already extremely busy, it will become even harder to support future growth and maintain improvements in punctuality and service without building new lines or trains.


### Our commitment

Work planned between now and 2019 will deliver more seats, faster trains and more reliable journeys for millions of passengers.

Major projects include:

 **£1 billion North of England Programme** delivering new, faster and more frequent services for millions of passengers travelling between major northern cities

 **Plans for more train services** including from: Cambridge to Brighton, and Bradford, Edinburgh, Harrogate, Leeds, Lincoln, Newcastle, Shipleigh and York to London

 **£15 billion Crossrail railway** bringing 1.5 million more people within 45 minutes of central London

 **A £7 billion modernisation of the Great Western railway** delivering faster, greener, more reliable journeys for passengers travelling to Wales and the South West

 **170,000 more rush-hour seats** into London – a 20% increase, and 32% more into other major cities by 2019

Thousands of smaller, less visible schemes will also help maintain tracks, signals and tunnels, vital to keeping passengers safe and making journeys more reliable.

### Our vision – a digital revolution

Technology is set to revolutionise the railway, letting us carry more people and goods, more reliably and even more safely. The industry set out the potential benefits of new technology in the Rail Technical Strategy and is drafting plans now to build a fully digital railway within 15 years. In this booklet, boxes like the one below highlight how technology and innovation could deliver a step change in the service rail passengers receive and enable us to run a more efficient network.



#### RAIL'S DIGITAL FUTURE

- On-board signals reduce distance between trains, creating space potentially to run up to 40 per cent more services
- Train companies could run extra carriages or trains
- Number and speed of trains can be adjusted to meet demand hour by hour
- Sensors detect how many people are waiting for a given train

### HS2 – a more prosperous economy

Similarly, the High Speed 2 railway will transform travel for passengers and freight customers. The UK's urban population is forecast to grow by 14 million by 2050 and HS2 will be key to providing the extra trains and faster journeys that rail users on the busy East and West Coast Main Lines will demand in the years ahead.



**Two-thirds of all passengers travelling between major cities will benefit directly from HS2**

The benefits of HS2 will be felt across the country as it frees up space on existing lines for more commuter and freight trains. We are also supporting Government to improve connections and cut journey times between Manchester, Leeds and Sheffield, and to develop proposals for HS3.

“Britain’s economy is unbalanced. While London is over-heating, the North is under-developed and the country as a whole pays a price. HS2 can help change that by adding extra commuter capacity for London, so easing the pressure on housing, and acting as a catalyst for growth in the North through better connectivity. The result should and can be a more productive UK delivering a more prosperous economy for all!”

- Sir David Higgins, Chairman, HS2

# Better punctuality

## Our promise to passengers

The timetable is our promise to passengers and freight customers, so it is vital that we make good on our commitment. Too often we do not.

Making trains run on time requires thousands of people and pieces of equipment to work as planned all day, every day.

It depends on making the right decisions – sometimes days, weeks, months and even years ahead. It needs close and constant attention to detail. That's our challenge.



**Almost 9 out of 10 passenger trains arrive on schedule**

Punctuality improved consistently for a decade as we reduced the number of incidents on the line.



**1.4 billion journeys are completed punctually each year**

600 million more than 15 years ago

But in some places, performance has deteriorated in recent years. Disruption spreads further and wider because of more people travelling, severe weather and increasingly busy timetables. We know every single passenger and freight customer relies on us to reach their destination on time, and we will work tirelessly to improve punctuality.

## Getting through in bad weather



**£52 million invested in protecting vulnerable train lines**

£15 million on improving reliability of trains during extreme weather



**Staff positioned at strategic locations**

to provide better information to passengers and ensure that services can run when it is safe



**Information systems upgraded**

to provide better real-time information to passengers



**Winter fleet**

includes 14 snow ploughs, 10 ice treatment trains, two snow blowers, 25 mini snow ploughs, hot air blowers, steam jets and inflatable barriers to guard against floods



## Our commitment – more punctual trains

We plan to make 92.5 per cent of trains arrive as planned by 2019 – equivalent to 110,000 more punctual journeys every day. We will do this, in part, by improving punctuality on poor performing routes to make it closer to that of the best.

Network Rail and operators are working closer together to deliver 22 local plans to address problems such as bottlenecks on the tracks.

Big investments like Crossrail, Thameslink, the £1 billion North of England Programme and improvements to the Edinburgh to Glasgow railway will let us run more trains, more punctually by increasing space on the busiest parts of the network.



**Learning lessons from previous winters, a £200 million investment programme is underway**

to make services more resilient to snow, ice, wind and rain

## Long-term – working together for passengers

There is no immediate or universal solution to improve punctuality but operators and Network Rail will continue to work closely together to make more trains run on time by focussing on three key areas:



### Timetables

Making sure they can be delivered consistently by taking account of the recent growth in services and passengers



### Infrastructure

Improving the reliability of tracks, signalling and trains



### Train operations

We plan to introduce a new control system to get trains and crew back in position more quickly following disruption

# A safer, greener railway

## Europe's safest network

Safety on the railway has been transformed since a series of fatal events at the turn of the century. Sustained investment and targeted improvements mean that ours is now the safest major railway in Europe for passengers.

The passenger and workforce fatality rate on our network is almost 16 times lower than in France and 11 times lower than in Germany, and we continue to drive up safety standards.

Keeping the public safe at level crossings is a priority.

We have closed 800 crossings and improved 1,000 more in the past five years. Five hundred more level crossings are earmarked for closure under a £100 million improvement programme.

Ever-increasing passengers and rail freight bring important environmental gains, cutting road traffic, carbon emissions and pollution.



**Travelling by train prevents up to 950 serious injuries or fatalities on roads a year**



## Lower emissions, an even safer railway

We plan to cut emissions by 37 per cent by 2019. More trains will be equipped with a system which makes it easier for drivers to conserve energy and more will generate electricity when they brake. Gains will come as the number of people travelling on each train rises and the railway continues to tap into cleaner power sources.



**Longer freight trains will carry 30% more freight**

and help to cut emissions by 11% per tonne

## Looking to the future - technology and sustainability

The industry will continue to attract more passengers and invest in technology to make train travel even greener and safer. For example, lighter trains and digital control systems which reduce the need for trains to brake and accelerate will further cut fuel consumption.

Working with rolling stock companies, we are trialling an innovative battery powered train, raising the prospect of running greener electric trains on non electrified lines.

We will keep rail staff even safer by overhauling track maintenance to reduce the need for staff to be near tracks. Inspection trains that use high speed photography, lasers and sensors will measure the geometry and performance of rails instead. This fleet can inspect 1,000 miles of track a day, helping move from reactive repairs to a system designed to predict and prevent disruption, making the railway safer and more efficient to run.



**500 level crossings closed** and 500 more will be made safer in the next five years



**7.4 million tonnes less carbon a year because of rail**



### RAIL'S DIGITAL FUTURE

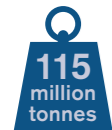
- Digital signals in the train cab to replace lineside signals
- 10 per cent reduction in delays
- 80 per cent reduction in trains passing red signals
- Risk of human error reduced



# Moving more goods by rail

## Keeping the lights on

Rail freight is booming after a 70 per cent increase since the mid 1990s.



**115 million tonnes of freight carried in the last year worth £30 billion** including half of all fuel to fire power stations as well as construction materials, groceries, clothes and electronics



**The sector delivers £1.6 billion worth of economic benefits to UK plc a year**



**The outlook is for more growth**  
We expect demand for freight to grow by at least 30 per cent over the next decade



**This is equivalent to 240 extra freight trains every day**



**Demand could grow by as much as 140 per cent in the next 30 years**

## Faster, more modern rail freight

To facilitate this resurgence, freight operators and customers are planning investments worth hundreds of millions of pounds over the next five years at ports, terminals and in more wagons. Freight operators are investing in projects like a new hub at Barking. Linking into the HS1 line, the facility will ease the import and export of up to 150,000 vehicles a year.

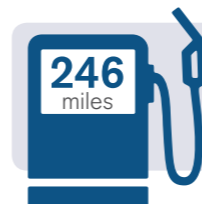
We plan to build a new electric spine for the country. This will electrify gaps in the existing railway to link the South Coast ports to the industrial heartlands of the East Midlands and South Yorkshire. Large shipping containers will be carried at up to 75mph with improved reliability and less pollution.

**“We currently run five trains a day. However, we want to do more and transport our fresh and frozen goods by rail as well. To do this we require an extremely reliable service that runs seven days a week to ensure the safety of our perishable goods.”**  
- **John A Clark**, UK Fresh and Frozen Food Director, Tesco



## More and greener goods transported

Sustained growth in rail freight is good for business, good for Britain and good for the environment. Each additional freight train takes up to 76 lorries off the road, cutting emissions, accidents and congestion on motorways.



**A gallon of fuel carries a tonne of goods 246 miles by rail** compared with 88 miles by road

## Delivering for businesses

A stable environment for rail freight will provide operators with the confidence they need to invest in future growth, delivering the services that benefit businesses. We are working with Government and HS2 to ensure that new paths opened up by the high speed railway are shared between passengers and freight in the best way.

**Freight takes 7.6 million lorries off the road annually**



# Simpler to use, easier to understand

Passengers rightly expect the railway to keep up with the technological changes they see in other areas of their daily lives. We are harnessing the benefits of new technology to change how people buy tickets and get information about their journey to make train travel easier, but progress needs to be faster.

Already, some passengers can buy e-tickets on their smart-phones, print tickets at home, or travel using smart cards and contactless bank cards. This makes it easier to travel, helps customers find the best fare and reduces the cost of running the railway.

We lead the way in Europe in terms of the data we make available to the public. We provide app developers with real-time train information, making it easier for passengers to plan their journeys.

 **Over 12 million apps downloaded** giving passengers live train information

Better information, like dedicated web pages showing the layout of each station, are helping people with additional mobility needs to access stations and trains.

## Our promise – smarter tickets for the information age

We are redesigning the classic orange tickets to make it clearer where and when they are valid. Smart cards being introduced on all main commuter routes to London mean train companies can work with Government to trial fares such as discounts for part-time commuters. We are piloting tickets on mobile phones which allow passengers to travel across operators. Ticket machines are being redesigned to make them clearer and easier to use.

We are making better information available to passengers – rolling out changes to the information on screens at stations so that passengers get the same information wherever they look for it, whether online, on their smart phone or at the station.

## The future – an end to paper tickets

We trail other sectors when it comes to how we sell tickets. But we are working with Government to address historic problems, developing a road map to phase out paper tickets and transform how people buy their fare.



### Smartcard technology will benefit 700,000 passengers each day

to be introduced in the South East



### We are developing plans for smart ticketing

alongside Government to make travel across the North of England easier



### More long-distance passengers will use e-tickets

while leisure passengers increasingly print their tickets at home



### We want to remove the need for physical tickets altogether

Instead, an 'entitlement to travel' would be held in the 'cloud' and accessed using personal identification such as a smart phone.

## Better information for passengers

We are planning a series of improvements from this year to make better information available to passengers during periods of unexpected disruption.

We are also making 10 key pieces of information more easily available to passengers on issues they have told us matter to them. For example punctuality, planned disruption and future improvements.



### RAIL'S DIGITAL FUTURE

- **Technology will consign the orange paper ticket to history. Passengers will use contactless technology on mobile phones, bank cards and barcodes instead**
- **This will help operators and Government tailor ticket types to better suit passengers' needs. It will give people greater confidence that they are getting the best possible deal for their journey**

## Improving stations & trains

We are rebuilding, renovating and improving stations across Britain. Over 400 smaller stations have benefited from a £150 million improvement programme in the last five years, with better waiting areas and improved passenger information systems. We are modernising major hubs such as London King's Cross and Birmingham New Street, sparking economic regeneration.



### Over half the train fleet replaced in the past 20 years

the remainder have been refurbished, providing more seats, better toilets and greater comfort

Passengers are right to want even better trains and more space, which is why we are investing in thousands of new carriages for commuters and long-distance passengers.

We are making stations and trains more accessible to people who need extra help by installing more lifts and redesigning old platforms.

A dedicated service is available to assist passengers who need extra help to plan their journeys, book tickets, change platforms, board trains and find their seats.

We recognise that rail is only one element of a journey, with passengers completing their travel to or from stations using other transport. Onward journeys are getting easier as we invest in better connections with other types of transport.

We have built thousands more secure cycle spaces. 'PlusBus' tickets which allow unlimited bus or tram travel in 290 towns across the country are becoming more popular.



### 1 million PlusBus sales in 2014

up from 500,000 in 2009



### 75,000 cycle parking spaces

by 2016, up from 30,000 in 2009

"Life for disabled people has been transformed in recent years and the changes made in access to rail services mirror this transformation. Stations are more accessible, trains have better facilities and the quality of assistance continues to improve. This is down in large part to the rail industry's hard work. All those involved need to be congratulated on the efforts made to date whilst continuing to deliver a more accessible railway in the future."

- Phil Friend, Chair, Disability Rights UK

## Tomorrow's trains

We are redesigning trains to suit the particular needs of the passengers who use them.



### 3,000 new carriages

being introduced by 2019



### More Standard class seats being made available

by reducing First Class seats on some long-distance trains



### 50% for 50% more passengers

on the East Coast Main Line and Thameslink, Southern and Greater Northern routes



### 95% of carriages will be accessible to passengers with disabilities by 2020

through operators working with rolling stock companies, up from around 56% today

As demand continues to grow, we will keep investing in the most modern, efficient and comfortable rolling stock to improve further the experience for passengers.

## Stations for the years ahead

Hundreds of smaller stations will benefit from a £100 million, five year scheme to improve toilets, booking offices, information systems and lifts. Train companies are improving WiFi services – with free access available at over 100 stations in the South East. We will increase the number of cycle parking spaces available at stations by a further 25 per cent and make 200 stations around the country more accessible.

More frontline staff are being given handheld devices to access the latest information, better help passengers during times of disruption and improve the service we offer to passengers. As technology simplifies tickets and improves information flows, station staff will become even more focussed on helping passengers.



### RAIL'S DIGITAL FUTURE

- Passengers' smart phones, which know where they are going, receive data to keep travellers informed and reassured, especially during disruption
- Directions from the station, bus stops and bus numbers, walking times are all passed to passengers as they disembark

## Good value fares, more investment

Passengers rightly expect good value for money when they travel by train, both in terms of the price they pay and the quality of service they receive. The rail industry can help to deliver this by running the railway more efficiently, and by retaining and attracting more passengers and freight customers. This is because the extra money created means Government has greater flexibility to decide how much it wants to invest in improving services and at what level it wishes to set regulated fares.

We're already running the railway more efficiently and attracting more passengers. Here we set out our plans to do even more.

### A platform to build from

Government support, the same in real terms as it was in 1994, is being spent by Network Rail to build a bigger, better railway.

**x2** We are running over a quarter more trains and carrying twice as many passengers

**↑** Freight operators are carrying 88% more freight per train

**40%** Decrease in the cost of running the rail infrastructure in the past decade, saving £5.2 billion

**↑** Operators are employing over 11,000 extra staff to meet passenger demand; the ratio of passenger journeys to train company employees is up by 39% since the late 1990s

**↓** Government support is 29% lower per passenger journey down from £3.30 in the late 1990s to £2.35 in 2012-2013

## More money from every pound spent

### Our commitment – modern practices, more efficient

The industry is collaborating more closely than ever to plan and carry out engineering work. New ways of working will deliver a step change in how we plan maintenance and improvements, helping to deliver both lower operating costs and the potential to run more services for passengers.

**Up to £1 billion savings, benefits and reduced disruption** from Network Rail and operators working together more closely to plan and carry out engineering work

Giant factory trains will lay 70 per cent of new tracks. Trains lift up the old rails and lay new tracks at a rate of up to 1km a night, saving time and cutting disruption to passengers. Other factory trains replace the ballast stones under the rails and install electric power lines.

**Network Rail's cost of running the railway will fall a further 20% by 2019, saving £3.3 billion**

### The future – a better railway delivered together

We will continue to work closer together to target disruption caused by maintenance and improvement works, and learn the lessons when things do not go to plan. Technology to monitor tracks more efficiently will become more widespread. Plans being developed to replace trackside signals with on-board systems will further reduce maintenance costs.

Even greater collaboration between all parts of the industry, including companies that supply goods and services to the railway, will ensure that the industry gets stronger, more efficient and even more focussed on delivering a better railway for Britain.



## Encouraging train travel

### Our aim – more passengers, more revenue for better services

Passenger numbers are growing at a faster rate than the economy and much more quickly than in other European countries. Thanks to passengers attracted, in part, by better, more frequent services and discounted fares, annual income from tickets has risen in 20 years from £3.9 billion a year in real terms to £8.2 billion.

Taking inflation into account, 94 per cent of the increase in fares income since the late 1990s is down to more passengers travelling. Just six per cent is from higher fares, though some passengers will have seen the price of their ticket rise by more.

The amount of money paid back to Government by train companies has increased fivefold to almost £2 billion a year, while average profit margins are around 3 per cent, or £250 million altogether in 2012-13.

Money generated by the industry now virtually covers the day-to-day running costs of the railway, letting Government focus on investing taxpayers' money in improving tracks and stations.

 **We sell over a million cheaper Advance fares each week**

Train companies are attracting passengers by offering a wider choice of deals such as Off-Peak fares, airline-style discounting, and value for money packages for specific groups through offers and Railcards.



**Discounted tickets now account for almost half of all fares income** up from just over a third a decade ago

**170%**

**Journeys taken on Railcards have risen by up to 170% in a decade**



**Fivefold rise in money returned to Government for reinvesting in rail** in the last fifteen years to £2 billion

### Why Season tickets have increased

Between 2004 and 2013 regulated fares rose by an average of inflation plus one per cent, in line with a formula adopted by successive Governments. This aimed to switch a greater proportion of rail costs from taxpayers to passengers.

For example, from 2011-2013 the proportion of rail income coming from passengers increased from 55.6 per cent to 59.2 per cent. For 2014 and 2015, Government decided to set the average increase in regulated fares in line with inflation.

### Investing in the future

We are investing heavily in stations, tracks and trains to meet increased demand. We will continue to attract more passengers with the better services and better journeys outlined in the previous pages but also through innovative offers like the Two Together Railcard and other discounted fares.

#### COUPLING UP

**34% OFF**

**Two Together Railcard launched in 2014**

giving two named adults a third off leisure fares



**188,000 sold so far**

and over two million journeys taken using the Two Together railcard



**Passengers saved £12.6 million by travelling together**



**Passenger numbers are set to double in the next 30 years**

Between 2015 and 2020, passenger operators will compete for franchises which cover over 60 per cent of the market, bringing the promise of further improvements to attract passengers. Details of existing commitments to improve services for passengers in their area are included at the centre of this booklet.

Passenger satisfaction is also key to attracting more people to travel by train. It is already higher here than in other European countries on a number of counts including punctuality, frequency of services and the provision of information during disruption.



**We aim to improve satisfaction among our customers to 90%**

### A virtuous cycle

The combination of a more efficient railway carrying more passengers helps to create a virtuous circle. For every pound spent on fares, 97p goes on track, trains, staff and other costs. More passengers mean more money to invest in a better railway.

# Conclusion

As a more globally competitive world changes how the nation works and lives, the railway plays an increasingly important role in Britain. Here, we have set out our plan to make services, journeys and value for money on the railway even better – for passengers, freight customers and the country.

Delivering the railway Britain needs depends on Government, stakeholders and the rail industry making the right choices, and working effectively together. We are committed to enhancing that relationship, one that has served this country well.

Later this year, we will publish in greater detail the industry's vision for the railway over the next 30 years, as part of the continuous process for planning the railway. This will explain how it supports the growth of UK plc and the levels of service that it could deliver. Within this long-term context, we will set out the high level choices for funders of the railway. This will inform the next five year funding cycle for rail and describe the work the industry is doing to develop the detail of these choices.



## **More information**

For more information, please go to  
[www.raildeliverygroup.com](http://www.raildeliverygroup.com)