

SUMMARY OF PROCEEDINGS

Rail Delivery Group Industry Day – Tuesday 3 February 2015

Event Chair: Tony Grew, Political Journalist

Opening remarks: Martin Griffiths, Chair, Rail Delivery Group

Martin thanked everyone for attending the industry day and noted that the timing ahead of a general election meant that the industry was at a crossroads. A long term 20 year strategy needed to be the focus for the industry and the days' proceedings.

While acknowledging the success of rail in Britain, particularly the growth in both the passenger and freight sectors, Martin highlighted that there were several challenges that still needed to be tackled. These include performance, balancing growth with investment and the efficiency agendas and providing better information to passengers.

Martin emphasised that the industry is committed to delivering for its customers and its determination to do better. He remarked that the RDG has its role to play – working in partnership with government and devolved administrations to ensure that rail continues to support the economy and Britain, and to meet customer demand.

Overview: Michael Roberts, Director General, Rail Delivery Group

Michael gave a brief overview of the origins of the Rail Delivery Group and its vision. He also discussed the unique collective partnership that has been effective over the past couple of years - individual companies and organisations coming together, working with government and stakeholders to coordinate solutions for the industry.

Michael discussed the structure of the RDG's work streams and he outlined the 2014/15 outputs for the RDG.

He acknowledged that the RDG is a relatively young organisation with much more to do to tackle the issues facing the industry.

There was then a Q&A session, facilitated by Tony Grew which covered industry skills.

Address: Baroness Kramer, Minister of State for Transport.

Baroness Kramer acknowledged the period of unparalleled transformation that has been seen in the railway.

She was keen to emphasise that the industry has more to do, particularly in making the railway more accessible for disabled passengers. She remarked that all works on the railway should be done with disabled passengers in mind.

Baroness Kramer concluded by stating that by putting the passenger at the heart of the railway will enable the network to flourish and ensure higher economic growth for the country.

The Q&A session that followed gave the Baroness an opportunity to offer more detail around her earlier comments regarding disabled passengers, her thoughts on any future rail policy from the Liberal Democrats and on the balance of funding for the railway.

Planning to meet the needs of customers and Britain: Paul Plummer, Group Strategy Director Network Rail

Paul outlined the current RDG and industry structures in place within the long term planning process and the important role that the industry has to play in planning the future railway. He stressed how important it is that the industry continues to work together to understand current demand and markets as well as the opportunities to create further demand in the future.

Paul discussed how this is done through Market Studies, Route Studies and by examining technical opportunities.

Paul also touched on the potential outcomes and benefits of the Digital Railway scheme.

In the Q&A session Paul went into more detail about how the industry will work with the supply chain to deliver the Digital Railway and the timescales involved.

Panel discussion: Getting the right regulatory environment

Panellists:

Anna Walker, Chair, Office of Rail Regulation

Peter Maybury, Chair, Freightliner

Paul Plummer, Group Strategy Director, Network Rail

Dominic Booth, Managing Director (UK), Abellio Group

Each of the panellists gave brief introductory remarks, offering their perspective on “getting the right regulatory environment”. Tony Grew then facilitated a discussion which covered a number of regulatory issues including:

- the need to look at infrastructure as a whole rather than road and rail separately;
- the benefits of certainty in the regulatory regime;
- the best ways to secure competition for the sector;
- price structuring;
- incentives; and
- devolution

Developing a world class supply chain: Terence Watson, Rail Supply Group

Terence highlighted that Britain has the fifth largest railway in the world, yet the supply chain does not export the volumes that would be expected from a railway of that size. Terence indicated that a decade of technological growth is ahead and the Rail Supply Group’s vision document which was launched at the end of January sets out how Britain can strengthen its supply chain. The aim is that by 2025 export volumes will have more than doubled.

Terence then outlined the structures of the RSG and reinforced that the RSG needed the support of the whole industry to deliver.

Attendees then took part in an electronic voting session which covered

Industry growth
The balance of funding for the railway between taxpayers and passengers
Priorities for the supply chain
Charging and incentives

Address: Lilian Greenwood, Shadow Rail Minister

Lillian Greenwood highlighted that it is an exciting time for the industry and reiterated Labour's commitment to setting up a guiding mind for the railway to ensure that fragmentation of the industry does not hold it back.

She talked about labour's commitment to improve the industry for passengers and initiatives such as HS2 and improving accessibility for all to the railway had an important role to play into achieving that.

The Shadow Rail Minister recognised the role of the RDG in bringing together FOCs, TOCs and Network Rail, however she was keen to see the supply chain at the top table and the passenger voice strengthened within the industry.

In a Q&A session facilitated by Tony Grew Lilian Greenwood responded to questions regarding:

- fares;
- the East Coast rail franchise; and
- industry efficiency

Tony Grew then introduced the workshop sessions

David Brown, Go-Ahead Group, led a workshop on **Improving the customer experience**. This workshop focussed on the work of the Transparency and Information & ticketing work streams, and the industry's plan to improve the customer experience through ticketing initiatives and better provision of information.

Chris Burchell, Arriva plc and Chair, National Task Force led a workshop on **Enhancing performance**. This session gave an overview of current performance against the industry's targets, the causes of delays and poor performance and how the industry is working together through the National Task Force to meet its targets.

Tim O'Toole, First Group led a workshop on **Delivering efficiencies**. This focussed on the work of the Asset, Programme and Supply Chain Management (APSCM) and its publication – "Running a Better Railway"

** Each of the workshop leads then fed back to the whole conference on the issues covered in the workshops.**

Attendees then took part in an electronic voting session which covered

- Improving performance
- Fares and ticketing and its role in improving the customer experience
 - The objectives of the APSCM work stream
 - How the industry can build trust

Address: Patrick McLoughlin, Secretary of State for Transport

The Secretary of State welcomed the achievements of the rail industry in partnership with the Government since 2010. He reiterated the Conservative's commitment to rail and emphasised the importance of the industry working together as it does, through the RDG to do better and deliver more. He also encouraged the industry to continue to communicate more effectively with passengers.

He acknowledged that the 13 work streams of the RDG demonstrate that the industry was focussing on the right areas.

In a Q&A session facilitated by Tony Grew the Secretary of State responded to questions regarding:

- ticketing;
- industry recruitment;
- the success of rail freight; and
- potential outcomes for rail following the election.

Panel discussion: Building trust

Panellists

Mike Hewitson, Head of Passenger Issues, Passenger Focus

Richard Westcott, Transport Correspondent, BBC

Alistair Gordon, CEO, Keolis UK Ltd

Each of the panellists gave brief introductory remarks, offering their perspective on how the rail industry can build trust with passengers. Tony Grew then facilitated a discussion which covered areas such as:

- the impact of Christmas disruption on passenger trust;
- how train companies and Network Rail communicate disruption;
- how to communicate the positive long term benefit of planned disruption to passengers;
and
- the importance of human interaction during disruption.

Summing up: Martin Griffith, Chair, Rail Delivery Group

Martin concluded proceedings by recapping the day and reiterating the industry's successes but also its commitment to do better.

He thanked attendees for coming and contributing to discussions.