



## **60 Seconds with Fiona Walshe**

***Hi Fiona, tell us a bit about your role and what you're working on?***

I head up the Policy Team that covers the passenger experience for rail. My role includes fares and ticketing policy, passenger rights and compensation, Community Rail, improving accessibility to and on the rail network for disabled passengers, and stations policy. My team also leads on Smart Ticketing policy – ensuring the policy is right for the 2018 target, and beyond.

***What are your key priorities for the next 3 months?***

On Smart Ticketing, it'll be ensuring the project has everything it needs from my team, and is supported by us to deliver Ministers' and industry ambitions.

***What do you feel will be the biggest challenge for you / your project in the next 3 months and how do you plan to work through this?***

Making sure that our joint ambitions for passengers and smart ticketing make use of emerging technology - and are flexible enough to do so. There's an amazing amount of innovation going on at the moment, and we work with partners in RDG and the industry to see what's emerging and how it might impact our policy and future franchise agreements.

***As a customer, what would be the one piece of innovation you'd like to see in the rail industry and why?***

More on wayfinding at stations – it's really helpful for all sections of the population, not just disabled passengers.

***Where will you be for Christmas this year?***

Hosting the family in London which is unlikely to be relaxing!