



## **60 Seconds with Richard Cantwell**

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

I am the Deputy Director for the Department for Transport's In Franchise Change team. Which involves picking up the significant changes that are required to multiple franchise agreements during their life, and creating teams to handle those changes. Examples would be policy changes such as fares increase capping and delay compensation improvements, and initiatives such as the Smart Ticketing on National Rail programme. I also manage the rail IT department.

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

My main priority at the moment is the Smart Ticketing on National Rail programme which takes up 80% of my time. We have a number of objectives to achieve over the coming months on how to deliver the full programme scope. Our key aim now is to agree with the TOCs on a way forward and to get this contractualised through Deeds of Amendment to each franchise agreement.

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

Our biggest challenges will be a) to develop a smart ticketing solution that will deliver the Secretary of State's vision whilst being affordable and providing the best value for money and b) to gain agreement from the TOCs for a delivery schedule that will see implementations taking place over the next 12 to 18 months.

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

Given my current programme, I'd like to see a smart ticketing future where customers benefit from the convenience and potentially better value for money that smart ticketing offers, and where TOCs use the insight they gain from smart ticket information to respond to what their customers want. On the wider rail infrastructure front, I think that the plans to accelerate the digital modernisation of the national rail network are also very exciting and urgently required to deliver space for more trains.

### ***What are you most looking forward to this summer and why?***

Workwise, getting the DOAs signed and the delivery of smart ticketing moving forward. At home, completing the building of our smart garden shed.