

# The future of the rail network:

## From running “a giant trainset” to becoming “a customer service business”

Prior to publishing the details of a new strategy for rail, UK Transport Secretary Rt Hon Chris Grayling MP has announced his vision of a sustainable railway “in all senses of the word”.

In line with previous comments regarding the continued need to deliver efficiency savings, incentivise greater collaboration across the industry and requiring future operators to have a broader skillset than pure rail companies to meet the increasing complexity of rail franchising, Grayling’s reforms go beyond the Shaw Report recommendations to change the structure of Network Rail, taking forward proposals set out in the 2011 McNulty Review.

Driven by the need to adapt and change the UK railways to cope with growth, beyond current investment in additional capacity and rolling stock while, as has become the DfT’s new mantra “putting the passenger at the heart of things”, Grayling’s reform plan entails five elements:

### People & skills

Plans will be set out in the coming weeks to give employees a greater financial stake in the future success of the railway, based on how well it looks after passengers.

### Smart ticketing

The DfT has been mandated to make rapid progress on smart ticketing considering mobile phone, contactless and smart card payments for short journeys and barcode technology no longer on

### Investment

Innovative infrastructure funding proposals will be considered, including community infrastructure levies and Network Rail asset sales.

### East West Rail

A new SPV (East West Rail), chaired by Rob Brighthouse will design, construct and operate the new Cambridge-Oxford link and incentivise housing & business development.

### Track & Train Integration

From 2018, new franchises will include integrated operating teams between train services and infrastructure.

Desire for greater partnership bids to broaden skills for franchises

Franchising review to ensure service quality and performance rank higher than financial objectives