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RAIL DELIVERY GROUP-REPRESENTING NETWORK RAIL AND THE RAIL OPERATORS

# A brighter future for Britain's railway

Railways play a vital role in getting passengers and freight from A to B

The Rail Delivery Group has published details of its commitment to deliver better services, journeys and value on Britain's railway.

As we all know, rail plays a vital role in getting people from A to B. It keeps the nation's economy competitive and has seen significant success over the last 15 years.

After two decades of growth in people and goods travelling by train, our nation leads the way on rail in Europe. Passengers rate Britain's railway more highly than do their counterparts in other European countries on a number of counts including punctuality, frequency of services and the provision of information to passengers. The amount of freight carried by rail has grown 80 per cent.

But there is much more to do.

Too often, we are not keeping our promise to passengers on punctuality. We trail other sectors in how we sell tickets. And passengers are rightly expecting the railway to keep up with the technological changes they see in other areas of their daily lives.

The RDG's new booklet, 'Britain's Future, Britain's Railway' sets out how the industry will deliver a better railway for passengers, freight customers and the country.



## Rail – a force for good By Martin Griffiths and Mark Carne

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 further improvements are needed.

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.

You can read about our plans to make that happen in this supplement.

### 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

## Rail industry redesigns ticket to help make travelling "simpler, easier and clearer"

Train tickets are being given their first major facelift for decades to make them simpler, easier and clearer for passengers to use.

The traditional orange rail ticket has been around since the early 1980s. Commonly referred to either as a "mag-stripe" or credit card style ticket, the basic design has remained virtually unchanged with millions printed every year.

The redesign was prompted by calls from passengers to make the information on tickets clearer and to better explain, or remove, jargon.

The industry has worked with passenger



groups to redesign and streamline the information and to make the details passengers find most useful more prominent



on the face of the ticket. Passengers buying an Advance single and opting to collect it from an upgraded ticket

machine, for example, will now get one orange ticket which combines their main ticket and seat reservation coupon rather than the two bits of card currently issued.

The updated design has already been rolled out across Northern Rail and East Midlands Trains' ticket machines and will eventually be available across the network.

Redesigning the orange ticket to make it more customer-friendly is just one part of the industry's plan to make buying tickets and getting journey information easier and simpler and to help continue to attract people to travel by train.

# Making rail even better

Collaboration is helping the rail industry to be more strategic, says the RDG in BRITAIN'S FUTURE BRITAIN'S RAILWAY

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.

This collaboration is helping us to act more strategically, plan long-term and find solutions to cross-industry challenges. Below we set out our priorities.



## BETTER SERVICES

### More services

WHILE the size of the network has hardly changed, services have risen by 28 per cent and passenger numbers have more than doubled in the last two decades. Annual freight tonnage, worth £30 billion, has risen to 115 million tonnes. In the next 30 years, with the UK's population due to grow by 14

million, we expect to carry double the number of passengers. But without new lines or trains, it will become even harder to support future growth and maintain improvements in punctuality and service. Two-thirds of all passengers between major cities will benefit directly from HS2.

### Better punctuality

WE plan by 2019 that 92.5 per cent of trains will arrive as planned – equivalent to 110,000 more punctual journeys every day. Already, almost nine out of 10 passenger trains arrive on schedule, and 1.4 billion journeys a year are completed punctually – 600 million more than 15 years ago. Network Rail and operators are

working together to deliver 22 local plans addressing problems such as bottlenecks on the tracks. Big investments like Crossrail, Thameslink, the £1 billion North of England Programme and Edinburgh-Glasgow improvements will enable more punctual trains by increasing space on the busiest parts of the network.

### A safer greener railway

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.

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

emissions and pollution. 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. Longer trains will carry 30 per cent more freight and cut emissions by 11 per cent per tonne.



### Moving more goods by rail

RAIL freight is booming after a 70 per cent increase since the mid 1990s, taking 7.6 million lorries off the road annually. 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, which will all be good for the environment. A gallon of fuel carries a tonne of goods 246 miles by rail compared with 88 miles by road. Freight operators are also investing in projects like a Barking hub and HS1 to remove 150,000 cross-Channel HGVs a year.

## BETTER JOURNEYS



### Simpler to use easier to understand

WHILE 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, progress needs to be faster. We trail other sectors when it comes to how we sell tickets, but technological developments will consign the orange paper ticket to history. Passengers will use contactless technology on mobile phones, bank cards and barcodes instead.

Smartcard technology will benefit 700,000 passengers each day in the South East and 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. We are also planning further improvements to make better information available to passengers during periods of unexpected disruption.

### Improving stations & trains

WE are rebuilding, renovating and improving stations across Britain. As well as modernising major hubs, such as Birmingham New Street, King's Cross and Reading, over 400 smaller stations have benefited from £150 million improvements in the last five years, with better waiting areas and improved passenger information systems. Hundreds of smaller stations will benefit from a £100 million, five year scheme to improve toilets, booking offices, information systems and lifts, and improve WiFi. We are also

investing in 3,000 new carriages, to be introduced by 2019, for commuters and long-distance passengers - including 50 per cent more space for passengers on the East Coast Main Line and the Thameslink, Southern and Greater Northern routes. By 2020, 95 per cent of carriages will be accessible to passengers with disabilities - up from around 56 per cent today - and more Standard seats are being made available by reducing First Class accommodation on some long distance trains.

## 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
- 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

## BETTER VALUE

### Good value fares & more investment

PASSENGERS expect good value for money, both in terms of the price they pay and the quality of service they receive. The rail industry can help by running the railway more efficiently, and by retaining and attracting more passengers and freight customers. 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.

### More money from every pound spent

THE industry is collaborating more closely than ever to plan and carry out improvement and maintenance work. 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, and giant factory trains will lay 70 per cent of new tracks. Network Rail's cost of running the railway will fall a further 20 per cent by 2019, saving £3.3 billion.



### Encouraging train travel

Train companies are attracting passengers by offering a wider choice of deals, with discounted tickets accounting for almost half of all fares income - up from just over a third a decade ago. 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. Taking inflation into account, 94 per cent of the increase in fares income since the late 1990s is down to more passengers travelling.

## HOW WE ARE IMPROVING THE RAILWAY IN YOUR AREA

Work is taking place to maintain and improve the railway in and around your area. Money to pay for this comes from a variety of sources including UK, Welsh and Scottish Governments, local authorities, passenger income, Network Rail and the private sector. As well as the significant improvements detailed below, we are investing billions of pounds in smaller, less visible schemes to maintain the railway.

### EAST OF ENGLAND

The completion of refurbishments at Bishop's Stortford, Chelmsford and Cambridge stations will deliver improvements such as better cycle facilities, clearer information screens, new ticket halls and upgraded toilets.

- A new station in the north of Cambridge serving the city's growing science park
- More services to serve the growing market between Cambridge and Stansted airport
- Capacity doubled on Great Northern services from Cambridge to London by 2018
- Improved WiFi on services between Peterborough and Stansted
- 1,600 extra seats on weekdays between London and the region's major cities by converting some First Class carriages

### c2c TRAINS

Passengers on c2c trains serving the Essex coast will see:

- Smartcards introduced across the route
- Automatic compensation for registered customers who are delayed
- Increased capacity at peak hour into Fenchurch Street
- Improved Stations
- Free WiFi on trains and at stations

### ABELLIO GREATER ANGLIA

Abellio Greater Anglia is improving hundreds of carriages running in the region including power points, better lighting, upgraded toilets, new carpets and seat covers.

### LONDON & THE SOUTH EAST

- 120,000 extra seats into London during the morning peak by 2019 – a 20% increase
- 50 per cent more capacity into London on the TSGN route from places such as Bedford, Peterborough and Sussex
- Crossrail will bring an extra 1.5 million people within a 45 minute commute of central London
- More seats between London and Kent. By 2018 there will be 1,000 extra high speed seats in the peak and 95,000 off-peak seats
- London Overground is extending trains and station platforms to meet growing demand and reduce crowding, while embarking on a series of station improvements
- A new East-West rail link between Bedford and Oxford, and Milton Keynes and Aylesbury will be built alongside Chiltern Railways' new Oxford to London line

### THAMESLINK, SOUTHERN AND GREAT NORTHERN

- New timetables for improved punctuality and new cross-London journeys
- Staff at the 100 busiest stations from first to last service
- Free WiFi at 104 stations
- 1,400 new carriages

### MIDLANDS

East Midlands Trains' passengers will benefit from the electrification of the Midland Main Line which will enable more trains to run more punctually between London and

Sheffield. Together with a fleet of new trains, passengers can look forward to faster, smoother, more comfortable journeys.

- Space for 3,900 extra seats into Birmingham during morning peak

### VIRGIN TRAINS

Virgin Trains will spend £20 million on:

- Improving stations along its route
- Providing 5,500 extra seats daily by converting 21 First Class carriages to Standard class seats

### LONDON MIDLAND

London Midland passengers will benefit from:

- New, bigger station at Bromsgrove
- All new stations at Coventry Stadium, Bermuda Park and Kenilworth

### BIRMINGHAM NEW STREET

The redevelopment of Birmingham New Street station will soon be completed, delivering:

- A more accessible station
- A concourse 3.5 times bigger than before
- Better pedestrian links to and through the station
- New entrances and a new public square

### SOUTH WEST

#### FIRST GREAT WESTERN

Passengers between London, Oxford, Bristol and Cardiff will benefit from:

- Faster, more frequent services with the electrification of the Main Line
- Upgrades to the Cornwall sleeper service as part of major £146 million improvement programme
- More seats and reliable journeys
- New intercity express trains
- Reduced likelihood of floods cutting off or limiting Main Line services by altering the profile of the River Exe at Cowley Bridge near Exeter
- £700 million MetroWest project will improve connectivity and deliver 3,200 more peak time seats through Bristol
- Two new platforms and a new entrance at Bristol Temple Meads

#### SOUTH WEST TRAINS

A £210 million project will provide:

- Space for 24,000 more passengers during peak time
- 150 new carriages on the South West Trains route
- Reopening the former International terminal at Waterloo allowing 20 trains per hour on the line to Reading by 2017

### THE NORTH

Investment of £1 billion will electrify key rail routes and upgrade stations and tracks across the North, providing space for 44 million more passengers a year, making journeys between major northern cities faster, quieter and more reliable.

- Journeys between Leeds and Manchester reduced by about 10 minutes
- Journeys from Liverpool and Manchester reduced by 10-15 minutes
- 7,000 extra seats into Liverpool during the morning peak
- 25,000 extra seats into Manchester during the morning peak

### THE NORTH EAST

- New intercity express trains will deliver faster, more reliable and more comfortable journeys
- As a result, overall capacity will increase by 50% on the East Coast line
- The country's first tram-train will be piloted, better connecting communities between Sheffield and Rotherham

### MERSEYRAIL & NORTHERN RAIL

- Merseyrail is refurbishing all of its underground stations including a £20 million investment in Liverpool Central
- The Bike&Go cycle hire scheme will be extended across Merseyrail and Northern Rail

### SCOTLAND

#### SCOTRAIL

- 23% more carriages across the network
- 80 new trains due to arrive from December 2017
- Free WiFi capability throughout all carriages
- Bike&Go scheme at 10 stations
- £1.6 million investment in more cycle parking spaces
- Improved cycle capacity on off peak trains
- New intercity fares with Standard class fares between any two Scottish cities starting at £5
- Journey times cut by 13 minutes between Edinburgh and London on the East Coast Main Line by the new Virgin Trains franchise

#### BORDERS RAILWAY

The Borders Railway will re-establish passenger railway services from Edinburgh through Midlothian to Tweedbank in the Scottish Borders for the first time in 40 years, including the creation of seven new stations.

### WALES

#### ARRIVA TRAINS WALES

The electrification of the Cardiff and Valley Lines will cut delays, provide more reliable journeys and the potential for hundreds of extra peak time seats for passengers.

- More frequent and faster journeys between North and South Wales by restoring the route between Wrexham and Chester
- Station upgrades will benefit passengers travelling through Cardiff Central, Cardiff Queen Street, Llandudno, Pontypridd, Rhyl, Ystrad Mynach and Aberystwyth
- Links between London and South Wales will be improved by electrification of the South Wales Main Line between the Severn Tunnel and Swansea, potentially making journeys faster and more frequent
- New and extra platforms at Cardiff, Pontypridd, Caerphilly and Barry will deliver increased capacity and more reliable journeys
- Better internet connectivity for all CrossCountry services travelling through Wales
- New intercity express trains will offer quicker and more reliable journeys on First Great Western services to and from Swansea

## RDG Industry Day

Senior stakeholders from across the industry joined Rail Delivery Group members at the RDG's Industry Day last month. The event was an opportunity for the RDG to share its work with the wider membership and with stakeholders, and also for those in attendance to feed into its future work programme.

RDG members were joined by the Transport Minister, Baroness Kramer and Secretary of State for Transport, Patrick McLoughlin MP along with Lilian Greenwood MP, the Shadow Rail Minister. The political speakers all acknowledged the recent successes of the railway but also emphasised the challenges the industry faces in the years to come, many of which the RDG is already working to meet.

Three such challenges were covered in interactive workshop sessions: 'delivering efficiencies' which was led by First Group CEO Tim O'Toole; 'improving the customer experience' led by Go-Ahead CEO David Brown, and 'enhancing performance', led by Chris Burchell, managing director of UK Rail for Arriva and also Chair of the cross-industry performance body, the National Task Force.

Other areas of discussion included issues around regulation, building trust in the rail industry, and developing a world class supply chain.



# Rail freight boosts economy by £1.6bn

Continuity and certainty for rail freight key to sustaining long term benefits

Rail freight now contributes an estimated £1.6 billion worth of benefits to the UK economy every year, latest research shows.

A new report published by the RDG underlines the key role freight plays in the country's growing economy, and calls for more certainty within the regulatory regime to ensure the sector can continue to prosper.

'Freight Britain' provides an update to 2013 research carried out by KPMG on behalf of the RDG. It estimated that freight delivers productivity gains for UK businesses and congestion and environmental benefits totalling over £1.5 billion per year. In the last 12 months, freight has continued to grow and these benefits are now estimated to be worth over £1.6 billion annually.

Each year the five major rail freight operators transport goods worth over £30 billion, including supermarket groceries, luxury cars for export and

half of the fuel used to generate electricity.

Since the mid-1990s, freight has transformed itself into a competitive and vibrant industry. Total volumes have increased by over 80 per cent from 13.5 billion net tonne km in 1995 to 24.4 billion net tonne km in 2013-14.

A key part of the supply chain, the transportation of bulk goods remains a key strength of rail freight, while the burgeoning consumer goods market has driven significant growth - 30 per cent since 2006/7 - in the container sector.

The growth in volumes has been made possible by significant investments made by freight operators as well as ports, terminals and other customers, Network Rail and government. This has allowed rail freight to increase productivity and efficiency and compete with other modes, particularly

road transport, because operators have been able to carry more cargo on heavier, longer trains. Train numbers have fallen by 30 per cent since 2003, yet freight tonnes lifted has increased by 30 per cent, resulting in an increase in tonnes per train of over 80 per cent.



Intense internal and external competition have resulted in savings being passed down to the freight customer. The resulting productivity benefits for UK plc are valued at over £1.1 billion

per year - helping to underpin UK economic growth.

Freight has a key part to play in meeting Governments' economic and environmental targets, particularly since investment in the network and new rolling stock has resulted in more efficient and longer trains. In comparison to road, rail offers significant environmental benefits including reducing CO2 emissions and air pollution.

Looking to the future, the sector stresses the importance of sustained investment if freight is to build on its success and continue to deliver for Britain. If investment continues, it is forecast that benefits to the UK economy could rise to nearly £2 billion a year by 2023. More certainty in the long-term charging and regulatory regimes will provide the stable operating environment which is vital for operators and other parties to commit to long-term funding.

■ To download a copy of 'Freight Britain' go to [www.raildeliverygroup.com/what-we-do/our-reports-presentation-speeches/](http://www.raildeliverygroup.com/what-we-do/our-reports-presentation-speeches/)

## Industry carries out review of how major possessions are arranged and managed



The rail industry is undertaking a review to establish the best time for carrying out major improvement projects.

The review follows disruption to services into and out of London on 27 and 28 December 2014, prompted primarily by overrunning works. It is being independently led by a team of senior and experienced industry figures, and overseen by the RDG.

It is looking at lessons learned from the Christmas disruption and earlier major work programmes including those completed outside public holidays. Historically the biggest projects have been undertaken during public holidays because significantly fewer people travel at those times.

Other areas being assessed are how the impact of major projects on passenger and freight services can be limited through contingency procedures and plans; the industry's

existing performance incentive structure; and best practice in other countries including Japan, Germany, Italy and Sweden.

The review's work is closely linked to that of the RDG's Asset, Programme and Supply Chain Management (APSCM) working group, which is looking at how changes to cross-industry planning for maintenance and improvement work can deliver the best value and minimal disruption.

Tim O'Toole, RDG lead on APSCM, said: "Major projects such as those completed over Christmas are crucial to the continued improvement and high safety levels of our railway."

"But thousands of passengers did not get the service they deserved in the days following Christmas. So it's right that the industry takes a good look at how it plans improvement works, and the best time to carry these out."

### ANY QUESTIONS?

If Railnews readers have any question to ask of the Rail Delivery Group – or wish to make any comments about what they have read in this supplement – let us know by emailing [media@raildeliverygroup.com](mailto:media@raildeliverygroup.com)