

Creating a simpler, better railway for everyone in Britain.



# Community Rail Network Conference

Tuesday 28<sup>th</sup> March 2023



# GBRTT: A simpler, better railway for everyone.



How we are creating a simpler, better railway for everyone

# An Introduction

**Julian Moosai**



**Sarah Jeffrey**



# Why do we need to restructure Britain's railways?

**Structural reform is desperately needed to solve today's challenges and make rail simpler and better for years to come**

## The status quo

Rail hasn't adapted to the seismic societal and economic changes we've witnessed since the 1990s – from advances in tech to shifts in the way we live and work.

Railways are subject to more direct state control than at any time in their history, with the huge hole in industry finances currently plugged by the taxpayer.

Capacity can't be fully used because nobody can convincingly influence across the whole timetable to optimise service patterns.

Improvements like fares and ticketing modernisation, as well as the Integrated Rail Plan take longer, underdeliver and potentially cost more.



## A simpler, better structure for Britain's railways

Great British Railways brings together track, train and talent to unlock the full potential of rail.

A new system where railways think and act like businesses at the most local level possible.

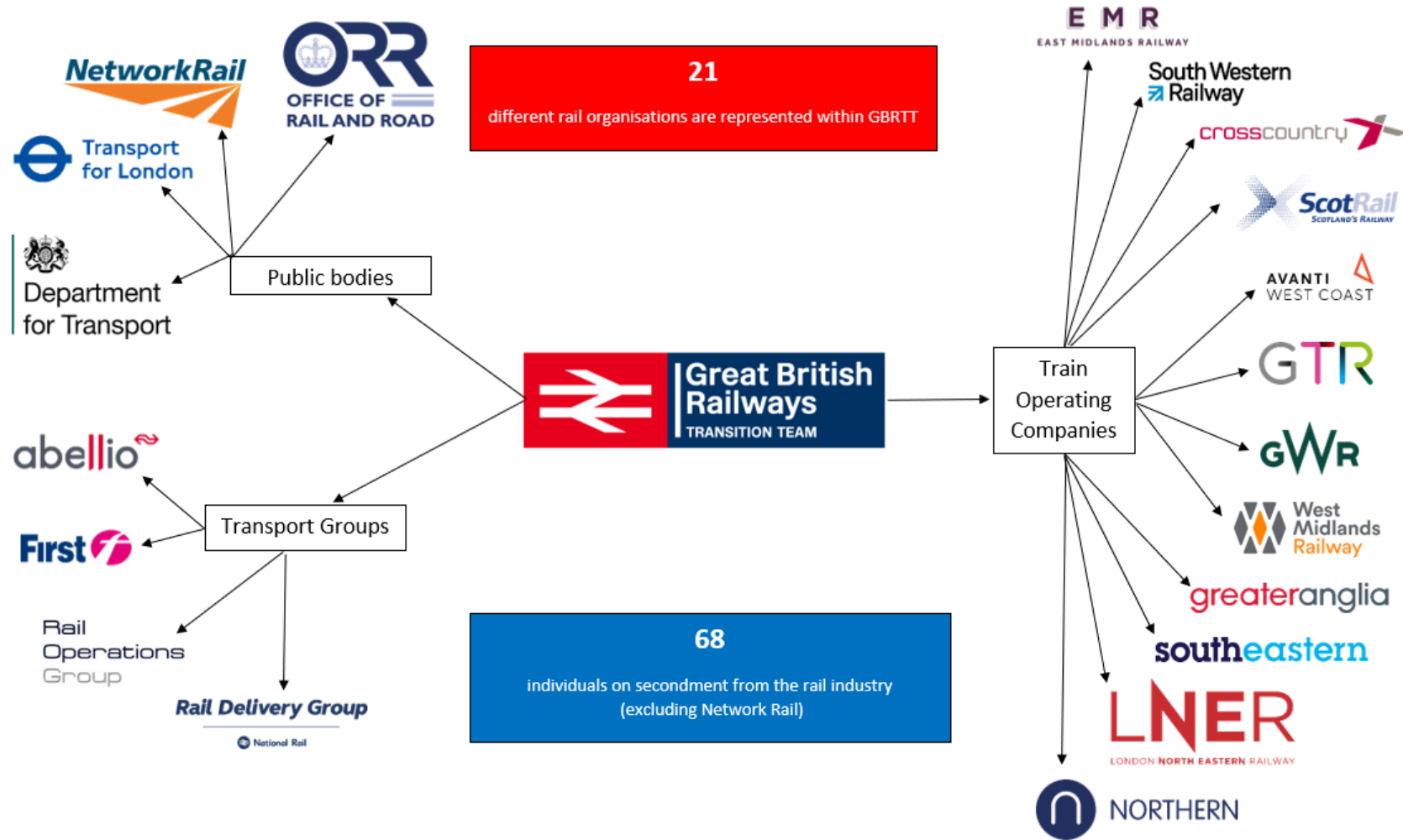
A fresh culture, based on collaboration across the public and private sectors – GBR will coordinate and enable, not control.

Clear and accountable leadership.

Responsive to local needs, with decisions made as close to the customer as possible.

More efficient and less siloed – joined up, whole system decisions.

# Our People



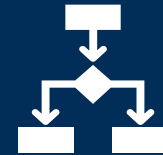
# Leading positive change to make a real difference, today



Customers see and feel improvements



An aligned industry with a clear direction



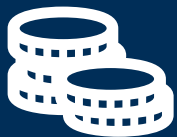
A simpler sector created



Customers choose rail in droves



A major shift in culture



A more cost-effective railway



Trusted to deliver reform

# Customers are at the heart of what we do

- Improving the customer experience and focusing on services that meet customers' needs.
- National Railway Accessibility Strategy (NRAS) –all-inclusive strategy that will cater to all; Industry Survey –and GRBTT Customer Community
- Building sustainability into everything we do and becoming a sector leader in environmental protection



# Where are we now?

## Support from SoS Mark Harper

- 7<sup>th</sup> February 2023
- Confirmed Mark Harper and the Prime Ministers' support for the next phase of rail reform and the creation of Great British Railways.
- Focus on three specific areas;
  - To put customers first
  - To realise the benefits of GBR
  - To help enhance the role of the private sector
- Delivering the Plan for Rail

## GBRTT

- Designing one guiding mind across all areas of the industry to allow for greater accountability
- GBRTT is creating the building blocks for GBR to deliver for customers
- Working with the DfT and wider industry to deliver benefits sooner:
  - Fares/Ticketing/Retailing
  - Sharing knowledge and experience – The Great British Rail sale
  - South Eastern Flexi Ticket trial
  - Customer Community – Panel of customers for insights and feedback



# Community



Insights



Vision



Concept



Implementation

Seek the views of key industry stakeholders and opinions of the public to guide our thinking and help shape our plans.

Work more closely with community rail groups, helping to maximise recovery from the pandemic and understand the opportunity for better connectivity in rural areas.

Update design standards for stations, bringing forward new ideas and making best practice standard. This will include setting out how to make stations more accessible, inclusive and integrated so people can access rail and other services more easily.

# GBRTT in support of Community Rail

*We'll work with the industry to deliver our plans for community railway*

- DfT developing new Passenger Services Contracts – simpler and clearer contracts to run rail services - GBRTT supporting
- GBR will be a highly devolved organisation, meaning decisions will be made locally and that communities and customers know who they can hold to account.
- Move towards an integrated railway to support delivery at a local level



# GBR's Role in Future

**Community rail partnerships will be empowered to strengthen rail's social and economic impact (Plan for Rail).**

- **“Only if we create a clear decision-making and leadership body for the railway – can we join up decisions to maximise efficiency and speed up improvements.**
- ***“We are working to make that happen and your support is really invaluable to helping”***

**Andrew Haines (Network Rail)**



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**Thank you**