

Rail Delivery Group

Michael Roberts
RDG Director General

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IRO Midlands Event

Brief history of RDG

- **Established in 2011**
 - origins in McNulty RVfM report
 - voluntary then formalised
- **Brings together industry leaders**
 - CEOs of TOC/FOC owning groups & Network Rail
- **Past activities**
 - ISBP, Brown franchising review, efficiency options
- **New executive function from October 2013**
 - ex-ATOC policy & comms teams + NR & other secondments

Core RDG membership



Martin Griffiths	Stagecoach (Chair)	Peter Maybury	Freightliner
Mark Carne	Network Rail (Dep Chair)	Tim O'Toole	First
Dominic Booth	Abellio	Paul Plummer	Network Rail
David Brown	GoAhead	Doug Stretch	Serco
Dean Finch	National Express	Doug Sutherland	DOR
Alistair Gordon	Keolis	Alain Thauvette	DB Schenker
David Martin	Arriva		



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Our vision

To make Europe's best railway even better

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Britain leads the way on rail in Europe

- **Highest passenger satisfaction & best safety record of any major European railway**
- **Rail has grown faster in GB than eg Germany or France in last 15 years**
- **EU's most improved railway (European Commission)**
- **Key GB difference = diversity of operators on single network**
- **Winning combination of private sector innovation + Government policy**

Making Europe's best railway even better

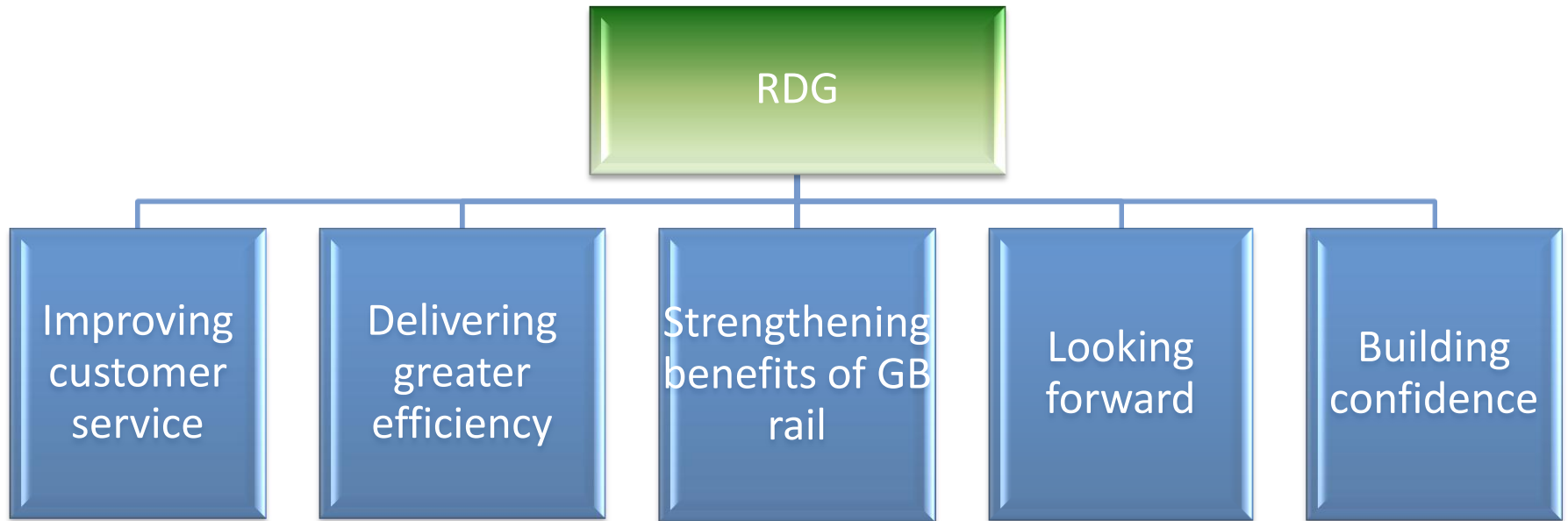
- **Our ambition:**

- better services at highest levels of safety
- personalised experience - simpler to use & understand
- more cost-efficient → balance fares, quality & investment

- **Our strategy:**

- co-ordinate solutions to cross industry challenges
- work with government, regulators and supply chain

Our immediate priorities



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Improving customer service

- **Reliability** – now (National Task Force) & longer term (National Operating Strategy)
- **Capacity** – eg integrating HS2 with existing operations
- **Ticketing** – making things easier for customers
- **Stations** – define responsibilities better to improve experience for all users
- **Safety** – continuously improve passenger, public and workforce safety



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Delivering greater efficiency

- **Maintenance & improvement works** – changing the way operators & NR plan/manage possessions
- **Major investments** – improve scoping/planning by NR & operators
- **Rolling stock** – identify options for Government to reduce costs



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Strengthening benefits of GB rail

- **Regulation** – work with ORR to improve structure of regulation (esp access charges & incentives)
- **Franchising** – work with Government to adopt lessons from Brown review
- **Freight** – make case for more goods to go by rail and propose supporting policies



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Looking forward

- **Technology** – fostering development of technologies needed to deliver our vision
- **Workforce** – promoting policies needed to develop skills, culture, productivity



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Building confidence

- **Information** – improve quality so customers can make more informed decisions
- **Transparency** – increase this so customers/stakeholders can better understand GB rail
- **Investment** – make the case for continued investment in rail and enhancements to it

WE'RE EUROPE'S SAFEST RAILWAY

BUT WE WANT TO KEEP MAKING IT SAFER

10%

8%

151

1ST BRITAIN

3RD FRANCE

6TH ITALY

11TH GERMANY

SOURCE: EUROPEAN COMMISSION RAIL COMPARISON STUDY, MARCH 2013

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Summary

- **Young & evolving organisation in mature & evolving industry**
- **Making Europe's best railway even better**
 - co-ordinated solutions to cross-industry challenges
 - working with Government, regulator, supply chain
- **Five priority themes**
 - spanning B2C, B2B & B2G issues
 - activity about both content & representation
- **Programme integral to CP5 success but also beyond**