



# Return to Rail

Railfuture webinar

“Attracting passengers back to rail”

Saturday 3 October 2020

This presentation can be viewed from  
[www.railfuture.org.uk/conferences](http://www.railfuture.org.uk/conferences)

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Network Rail



# A bit of background

- Joined the Network Services team in March 2020 with a vast experience of managing and leading teams in the transport industry.
- Held various senior roles including customer experience strategy, business transformation and people management.
- Engaged as a Non Executive Director and most recently as Chair of Edinburgh Trams and is currently CEO of West Lothian Chamber of Commerce.
- Holds an MBA and has studied International Business and Languages.
- Former director of Railfuture



# The Network Rail story



We get people and goods to where they need to be and support our country's prosperity.

We can improve the lives of millions of people every day. So we're changing.

We know what this means for us, our customers and our stakeholders and what good looks like.

On the side  
of passengers  
and freight  
users

Easy to engage  
with, efficient  
& dependable  
partner

Proud to work  
for Network  
Rail

Instinctive  
industry  
leader

We **empower** our people: to always be **safe, care** about the railway, its users and each other, and put **teamwork** at the heart of all that we do.

We will challenge ourselves, be accountable, collaborate and be customer driven as we work **to deliver a great service for all the users of the railway.**

Together, we're putting passengers first.



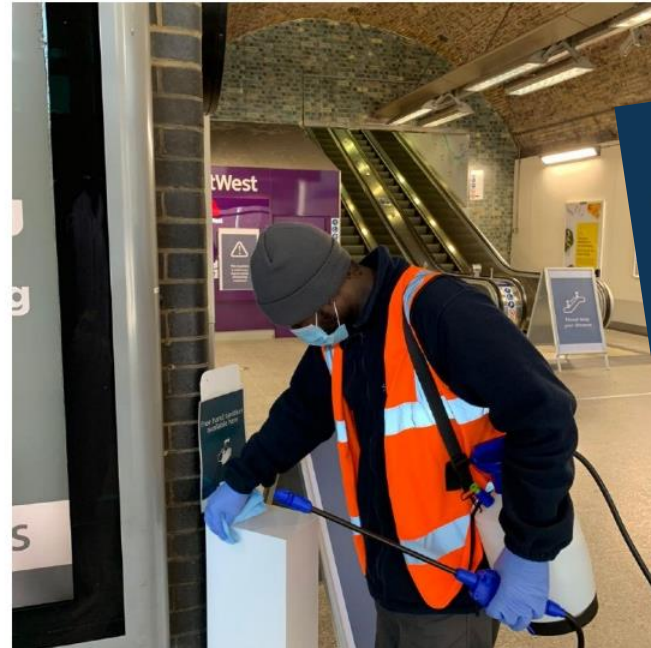
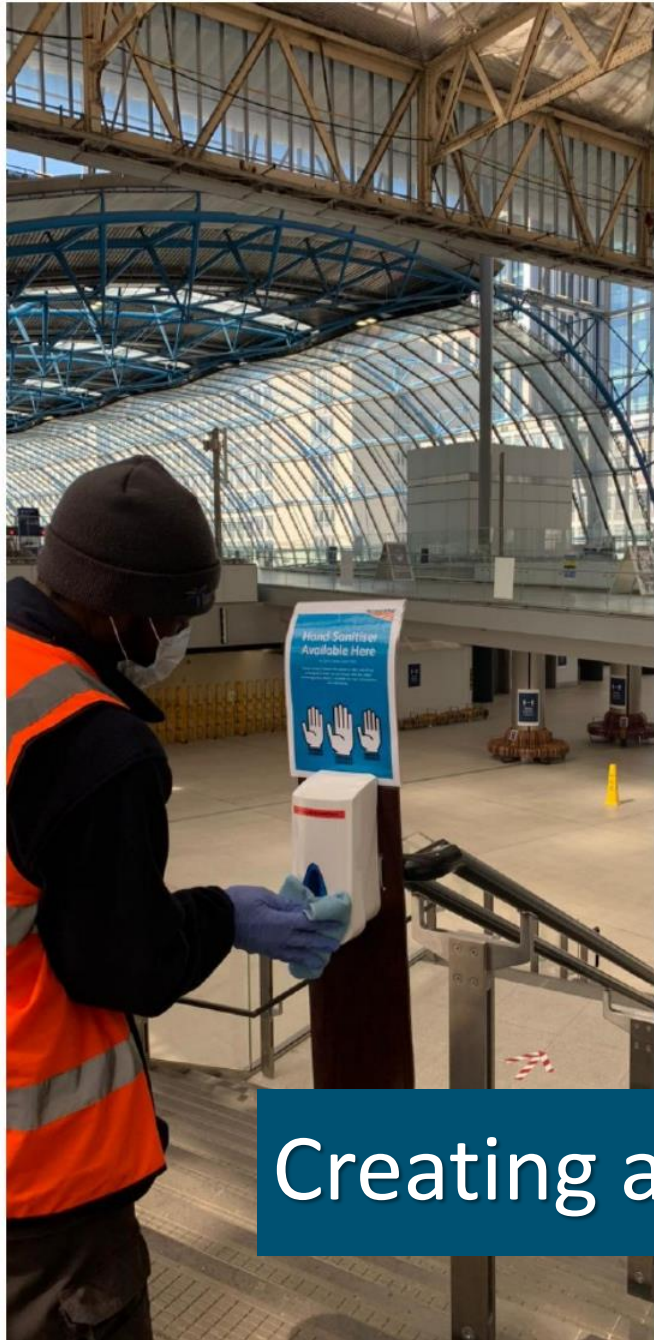


“Changing the way we work together will make the biggest difference. Our response to Covid embodies the putting passengers first mindset and just goes to show what we can achieve”

Andrew Haines, chief executive,  
Network Rail




Welcome back



**Travel with confidence**

-  Wash your hands
-  Wear a face covering
-  Travel at quieter times



**Please keep your distance**

**Creating a safe environment**



Working with industry to improve customer service and passenger information during disruption



Customer Assistance at our stations





# LOVE PASSENGER



A warm welcome



Listen to understand



Own it & make things happen





The future



**THANK YOU**

Any questions?

Contact me on:

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