

Rail Recovery

- how to realise

the potential

- 👉 Format is Q&A, not presentations!
- 👉 Chaired by Christian Wolmar, Railfuture President

👉 Webinar: 11:30 to 13:00, Wednesday 12 January 2022

railfuture
www.railfuture.org.uk



Steve White
Managing
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Suzanne Donnelly
Commercial
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Stewart Palmer
Vice President
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Ian Brown CBE
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Webinar Agenda

- 11:30 – 11:55 Webinar chair and panellists' opening remarks
- 11:55 – 12:55 Questions & Answers
- 12:55 – 13:00 Webinar chair's concluding remarks
- Questions were curated and were taken from:
 - Those that were popular in the pre-webinar survey
 - Those that were upvoted via the online Q&A functionality.
 - We ensured that a broad range of content were covered
 - All questions submitted are available on the website
 - An attempt will be made to provide answers in the week after the webinar

Attendee profile



- I work in the Rail Industry
- I work on Rail matters for other reasons (eg the Government)
- I'm a member of a Rail User Group
- I'm a Railfuture member
- None of the above

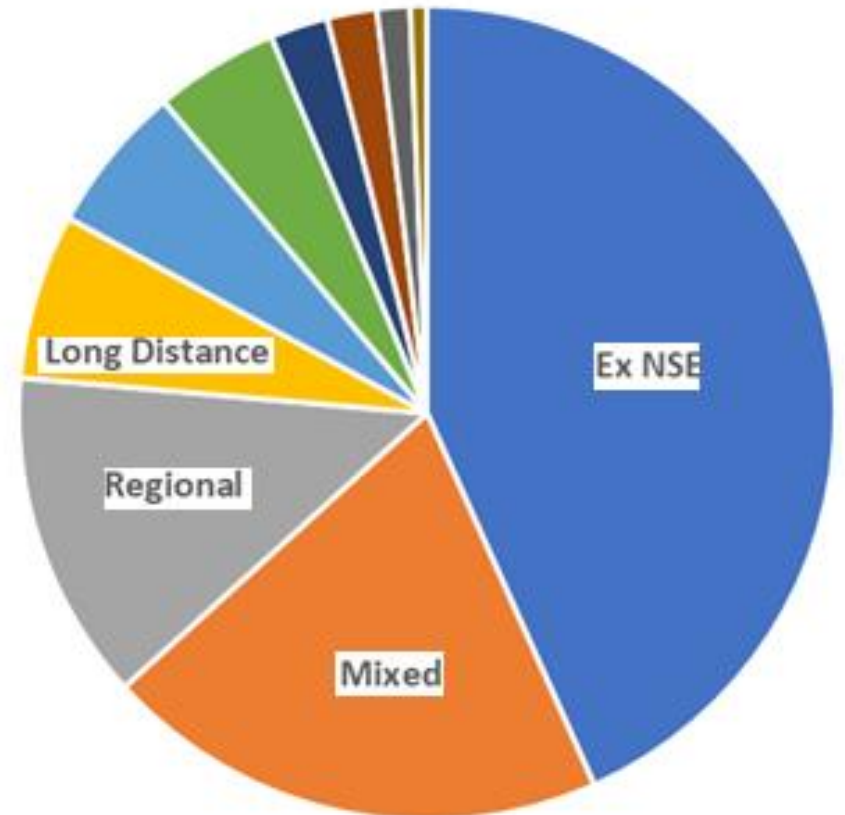
Reasons for travel



- A mix of reasons
- Outings & Holidays
- To get to places (that aren't work)
- Work (including commuting)
- Other

Type of TOC

Mixed = Long Distance & more



- Ex NSE
- Mixed
- Regional
- Long Distance
- Other
- Scotland
- TfL
- Wales
- Metro
- Open Access

Rewards & incentives

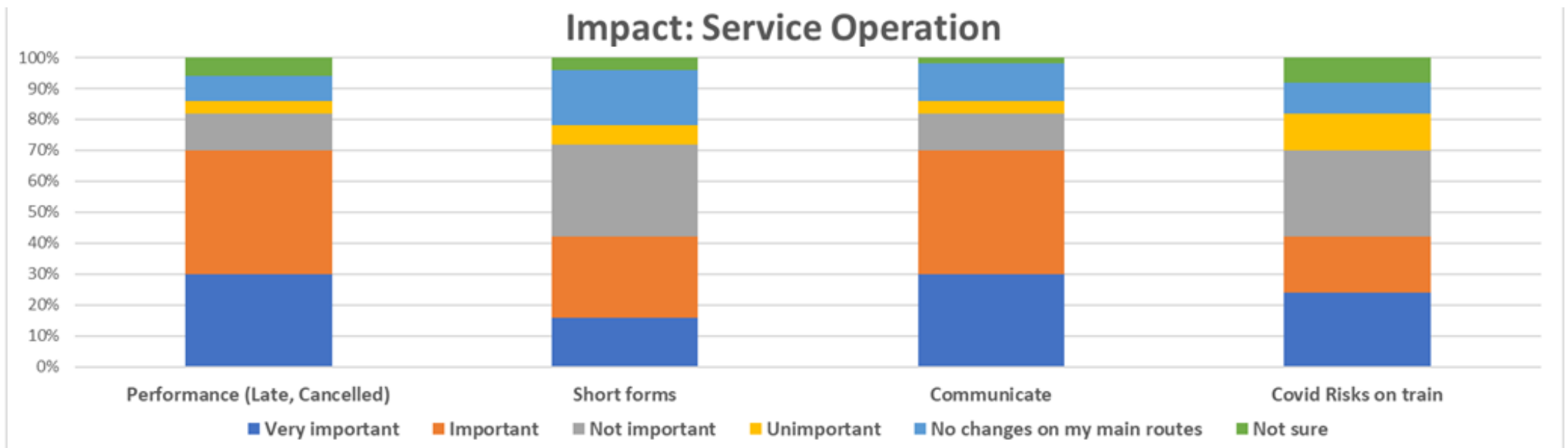
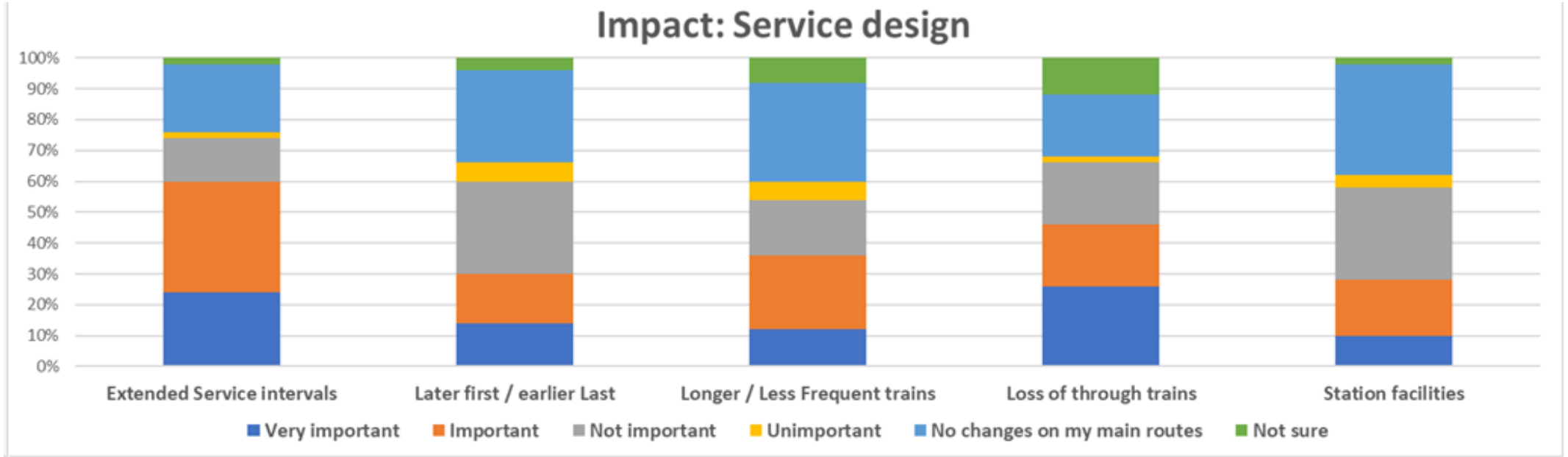
- The reward mechanism is broken, rail will never recover until train operators (TOCs) are incentivised to grow their business.
- Whatever your views about privatisation, the fact is the TOCs provided significantly more trains and doubled the number of users in about 20 years.
- We now have a regime where the operators (except passenger open access and freight, of course) are paid regardless of whether they collect fares or offer a service that attracts customers. The incentives to improve the bottom line are minimal.

So What Has Gone Wrong?

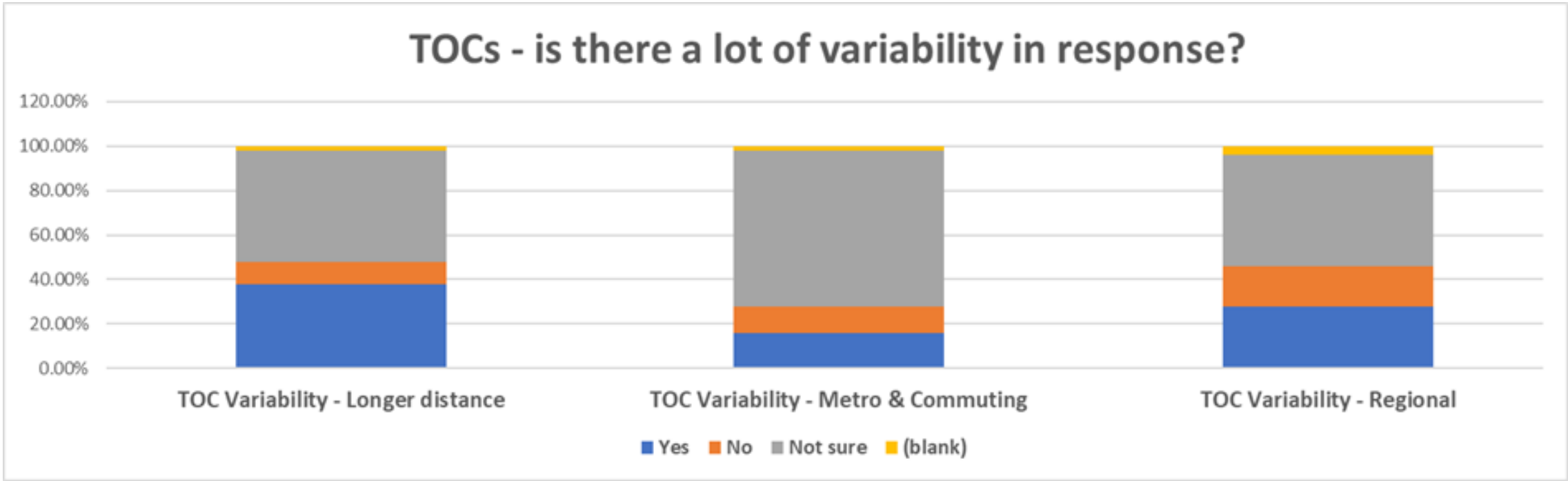
- The Department for Transport (DfT) and the Treasury do not understand the railway cost model.
- Micro-management of inputs and outputs. There seems to be an obsession with cost reduction instead of bottom line optimisation.
- The product offering is simply not attractive to many in a post covid world. People have choices, particularly in the world of work.
- There is a failure to see the new world as an opportunity, rather than a problem, if the Monday to Friday peak never comes back this could result in a much greener and more cost effective railway.

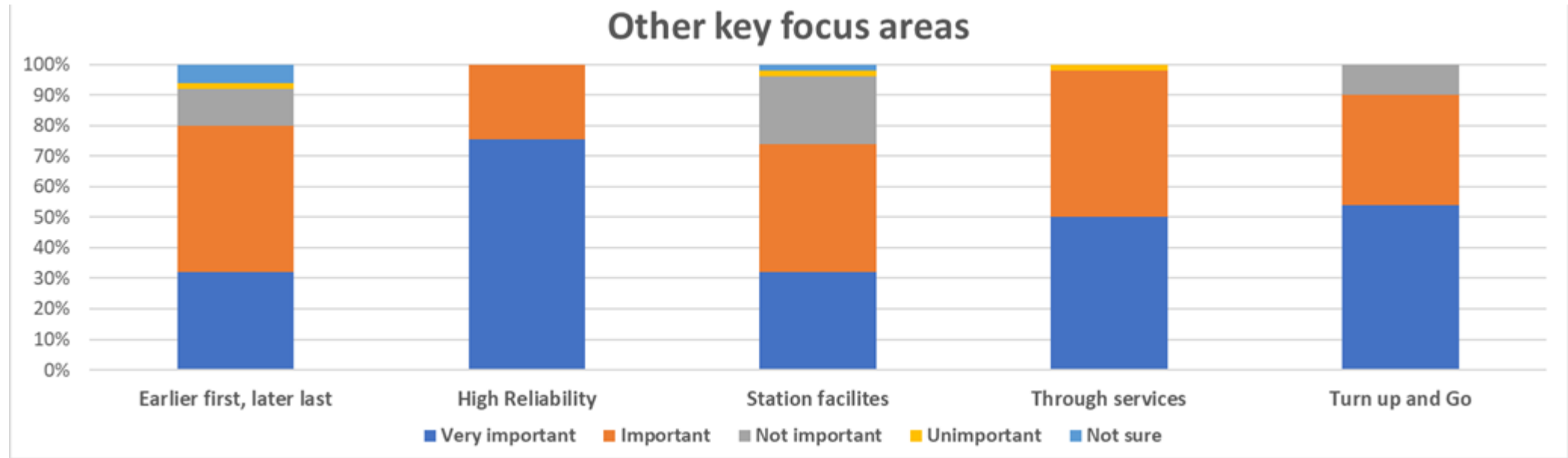
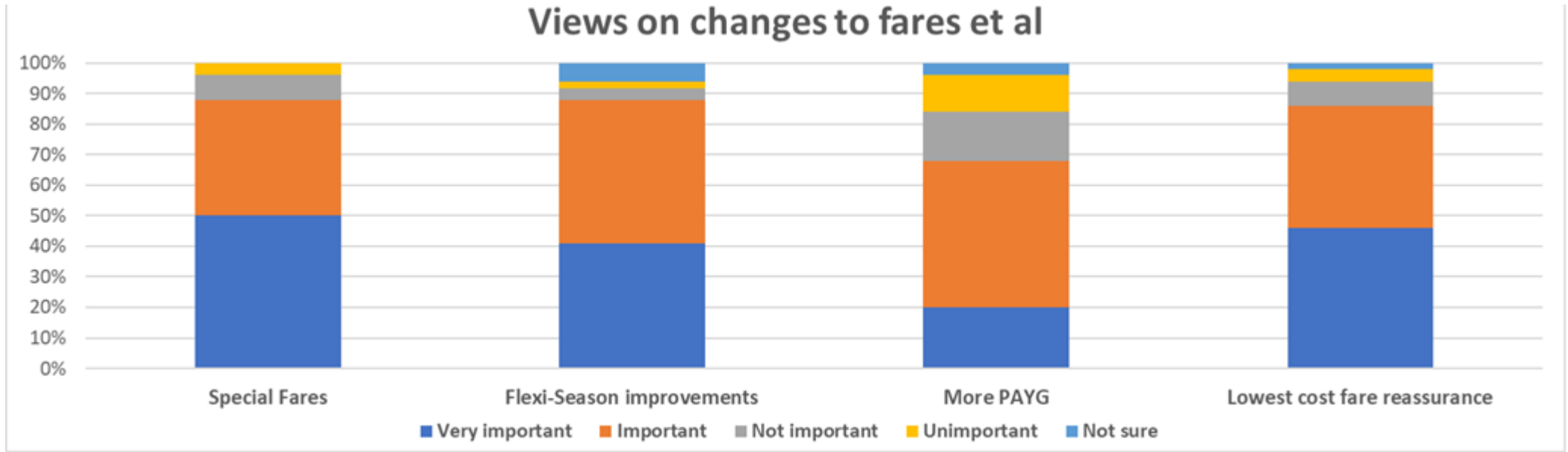
What Do We Do About It?

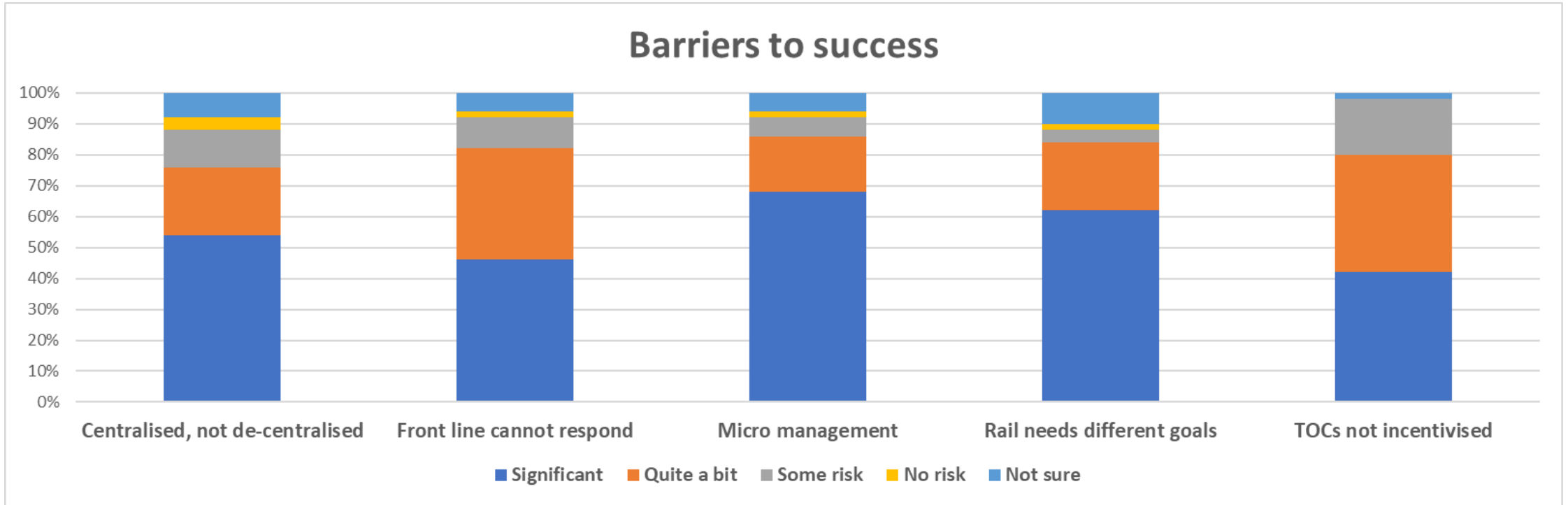
- This cannot wait for Great British Railways (GBR) to be created, I am not even sure if GBR will address this issue anyway.
- We need to devolve bottom line responsibility to as low a level as possible. This must include not just TOC revenue and costs but also Network Rail revenue and costs. The present situation is producing bizarre anti customer consequences.
- We need true accountability for railway managers (including sacking those who don't perform) and get the DfT out of day to day decision making on Britain's railways.
- If you always do what you've always done.....



TOCs - is there a lot of variability in response?







At the start of the webinar, all attendees were asked when they last used a train – 228 responded

- 66 – More than a month ago
- 92 – Within the last month (but more than a week ago)
- 68 – Within the last 7 days
- 2 – Today

Speakers (L-R: Stewart Palmer, Ian Brown CBE, Steve White and Suzanne Donnelly) and Christian Wolmar



Railfuture Webinar

- Thanks to everyone who attended – they will receive an email with a post webinar survey – please complete (it will remain open until 28 January for YouTube watchers)
 - Or direct to <https://www.railfuture.org.uk/feedback>
- We are also likely to send out a follow up survey to collect (revised ~ or not) opinions on rail topics, based on webinar questions and responses
- If you are not a Railfuture member, please consider joining
 - Pay online: <https://www.railfuture.org.uk/join>

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railfuture
campaigning for a bigger, better railway



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Watch the 90-minute  **YouTube** video at <https://youtu.be/ui-rZ2hM1ds>
Visit www.railfuture.org.uk/conferences for questions asked during webinar (answers added afterwards) and details of future events

Held on Wednesday 12 January 2022 from 11:30 to 13:00