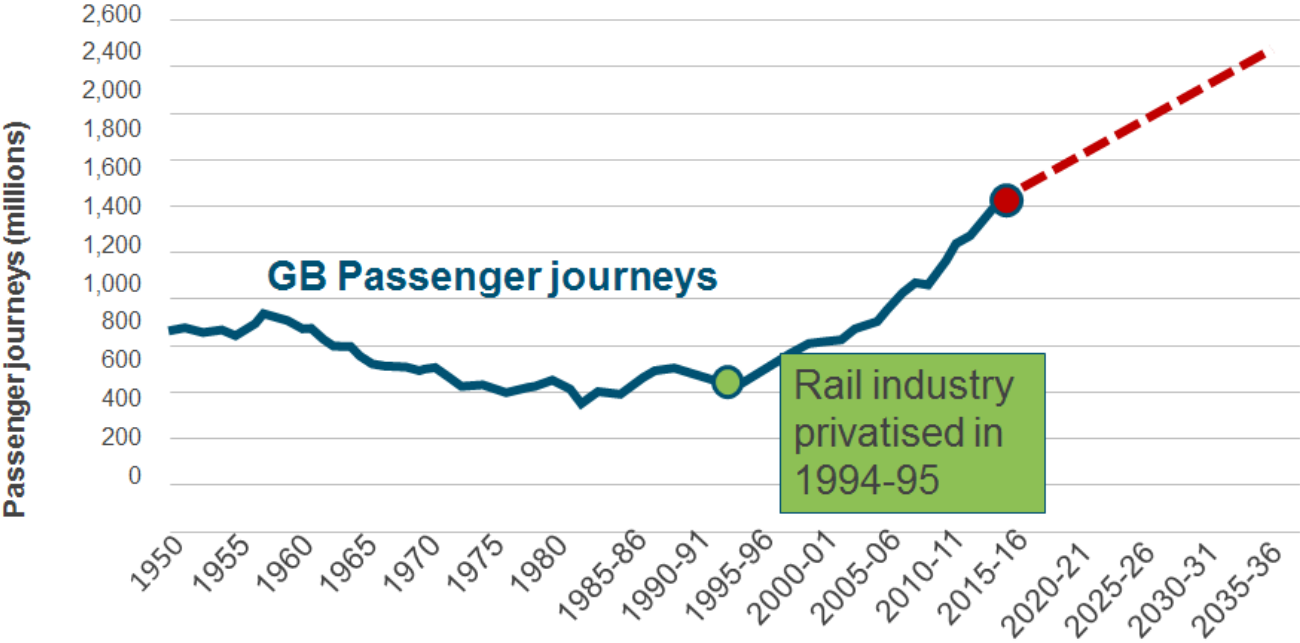


# London TravelWatch

Andrew Haines

# Growth



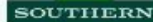
Putting passengers first





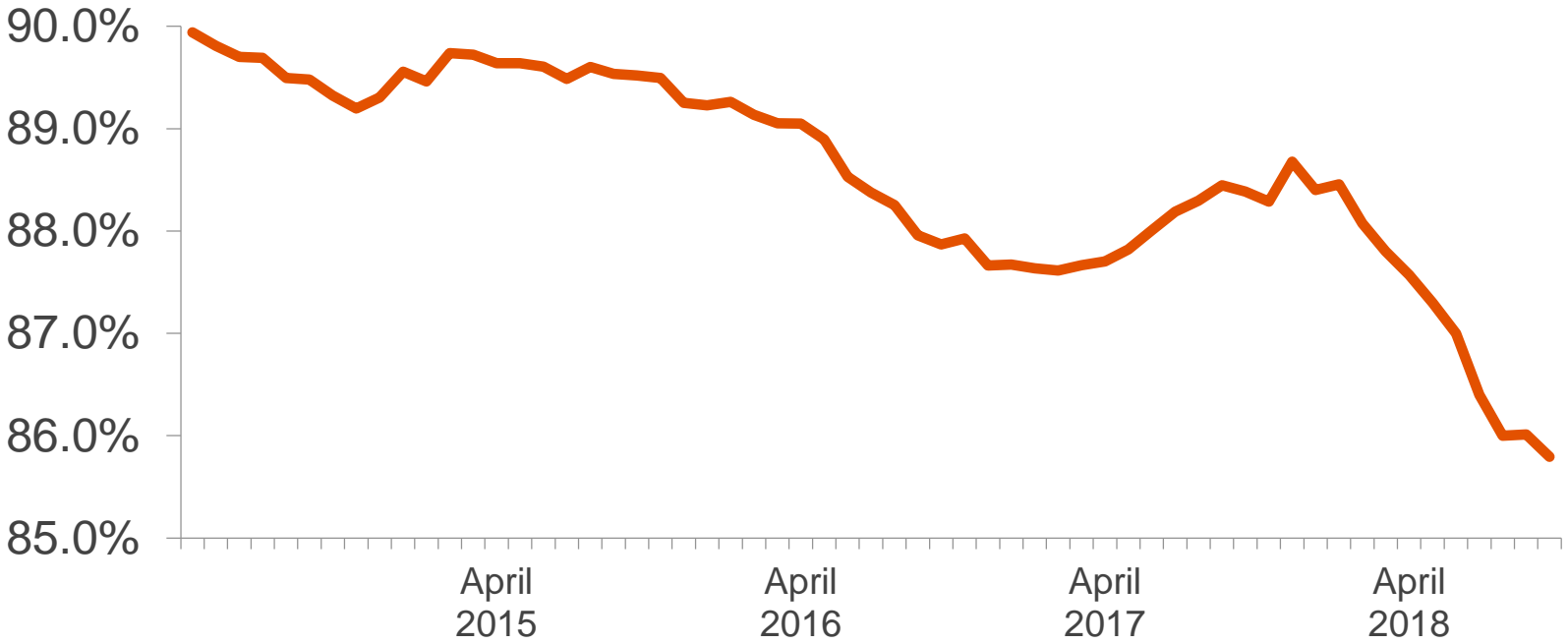


# Franchising

The GWR logo, consisting of the letters "GWR" in a stylized green font.The Heathrow Express logo, featuring a stylized grey and black circular icon above the text "Heathrow Express".The Hull Trains logo, featuring a pink heart icon followed by the text "Hull Trains".The LNER logo, featuring the letters "LNER" in red, with "LONDON NORTH EASTERN RAILWAY" in smaller text below.The London Northwestern Railway logo, featuring a stylized "W" icon followed by the text "London Northwestern Railway".The Merseyrail logo, featuring a yellow and black circular icon followed by the text "Merseyrail".The northern by arriva logo, featuring a blue circular icon followed by the text "northern by arriva".The ScotRail logo, featuring a stylized grey and blue icon followed by the text "ScotRail" and "SCOTLAND'S RAILWAY" below.The se logo, featuring the letters "se" in white on a dark blue square background.The SOUTHERN logo, featuring the word "SOUTHERN" in white on a green circular background.The South Western Railway logo, featuring a stylized blue and white icon followed by the text "South Western Railway".The ThamesLink logo, featuring the text "ThamesLink" followed by a red and white icon.

Putting passengers first

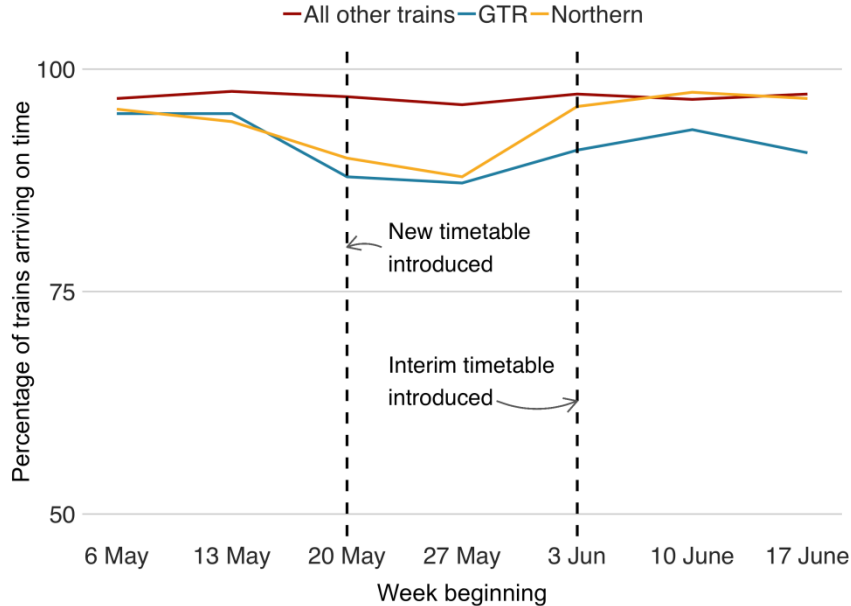
# Train performance



Putting passengers first

# May timetable disruption

## GTR and Northern both suffered more delays and cancellations after the new timetable



Source: Office for Rail and Road

BBC

Putting passengers first



# Appetite for change

- Future of franchising
- Improving employee engagement
- Strategic planning
- Whole industry efficiency
- Incentive and alignment





# Priorities for Network Rail

- On the side of passengers and freight users – a service provider
- Easy to engage with and a dependable delivery partner
- Committed to devolution
- Not protectionist



Putting passengers first

# Devolution in a London context

- Empowered local business units
  - Less, not more, interfaces
- The System Operator
- Elizabeth line operation
- Devolution of London rail services to TfL?



# London improvements

- Major work needed at major stations
  - Clapham Junction, Victoria, Liverpool Street...
- Alleviating overcrowding at smaller but critical stations
  - Denmark Hill, Lewisham, Peckham Rye...
- Capacity work required
  - Waterloo international, Thameslink core, Croydon bottleneck...

A blue rectangular graphic with a white border. In the top right corner is the Network Rail logo. On the left, there is an illustration of three stylized human figures (two men and one woman) with speech bubbles above them. One speech bubble contains a clock face, and another contains a train icon. To the right of the illustration, the text reads: "Public Consultation: Unblocking the Croydon bottleneck". Below this, it says: "For more information on our proposals visit [networkrail.co.uk/croydon](http://networkrail.co.uk/croydon) or email us at [CARS@networkrail.co.uk](mailto:CARS@networkrail.co.uk)". At the bottom, it states: "Consultation is open from 5 November to 17 December 2018." In the bottom right corner, the slogan "Working for you" is written in a white italicized font.

**Public Consultation:**  
**Unblocking the Croydon bottleneck**

For more information on our proposals visit [networkrail.co.uk/croydon](http://networkrail.co.uk/croydon) or email us at [CARS@networkrail.co.uk](mailto:CARS@networkrail.co.uk)

Consultation is open from 5 November to 17 December 2018.

*Working for you*