

ORR protects the interests of rail and road users, improving the safety, value and performance of railways and roads today and in the future



Improving Rail Performance

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Rail Performance

- Aspects of performance
 - Train service performance
 - Efficient delivery
 - Passenger priorities: information and accessibility
- Partnerships
- Williams Review



Aspects of performance

■ Train service performance

- We found Network Rail in licence breach
- Positive reaction and plan from the company

■ Efficient Delivery

- Challenging Network Rail to be ready for the start of CP6 to deliver work volume efficiently
- Issues around progress on efficiency planning

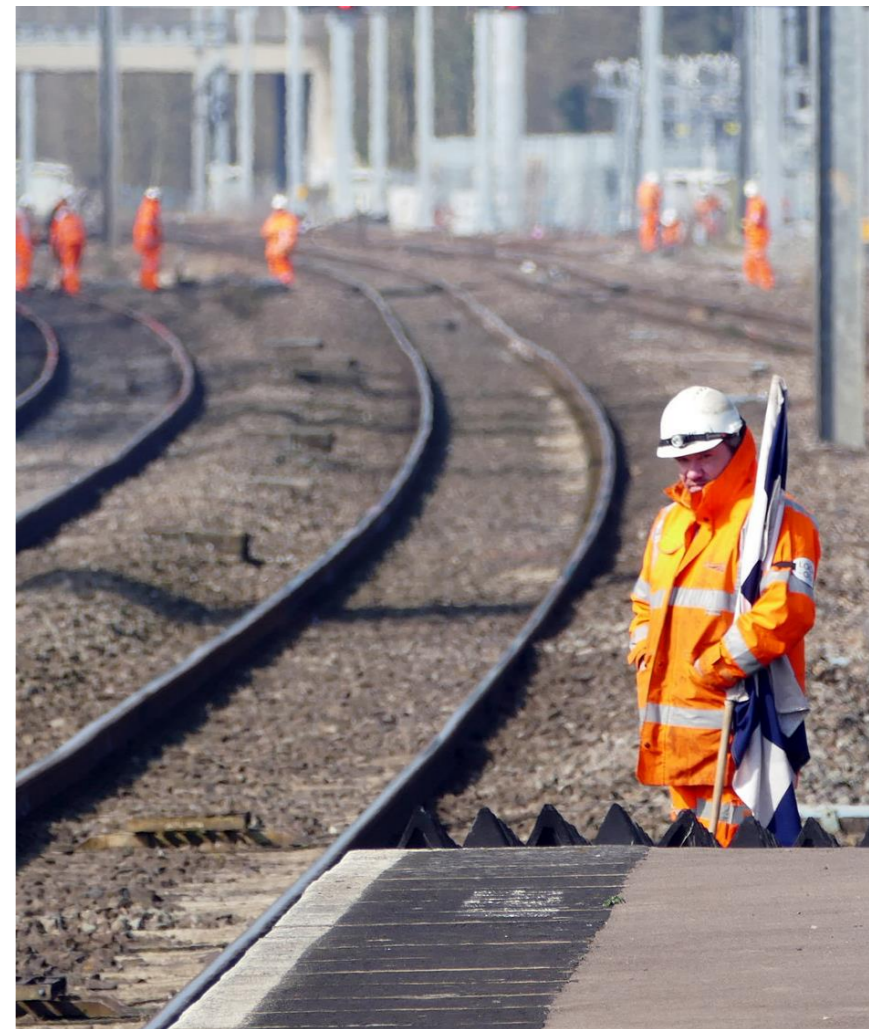
■ Passenger Priorities

- Licence breach investigations following timetable enquiry
- New cross-industry work on upgrading information
- Consultation on improving passenger assistance



Partnerships

- Support Network Rail scorecard approach
 - Regulator is not the customer
- ORR core processes must support industry working
 - Safety, data publications, authorisations and innovation
- Limits to partnership



Williams Review

- Review is an important opportunity to set the future direction of the industry; ORR engaging with the review
- Discussing how regulation can support a range of industry structures - and how our regulatory tools might evolve over time
- Some ORR processes (eg periodic review) would likely change under any likely structure
- Welcome the focus on compensation and accessibility – ties in with existing work
- Network Rail 100 Day Plan



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 **Thank you**