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9 March 2018

Dear Guy,

Many thanks for your letter dated 15 February, to our chief executive Mark Carne, which provided valuable insight from research conducted into rail passengers' experiences during engineering works. Mark has asked that I reply to your letter regarding your findings. This work will be useful in shaping how Network Rail and Train Operating Companies better manage passenger experiences during engineering works.

I am pleased that you have noticed the efforts we are making to inform passengers about the benefits of our major projects. We have been promoting our railway upgrade plan extensively over the last 18 months and it has been consistently increasing in public awareness. Our messaging on major projects explains what the implications are for passengers but also what improvements they will benefit from journeys in the future.

Turning to the substantive point of your letter, arrangements for passengers during engineering works, this is an area we work closely with our train operating colleagues on. In our devolved organisation, our Route Businesses are working closer than ever with operators, who are ultimately responsible for the provision of rail replacement services. In response to your letter, I have asked the Route Managing Directors to discuss your research with their respective TOCs, to support this valuable endeavour.

Alongside strong progress in track and train pulling together at a local level, the industry is also more closely aligned than previously in long-term planning and franchise specification through the new System Operator function. One of the many

benefits here is that this function is able to ensure future franchises are better geared up to manage planned disruption as we upgrade the network.

The further questions posed by your research need to be answered collaboratively, therefore your research will be raised at a Rail Delivery Group forum so that the rail industry can better preserve the passenger experience during essential engineering works.

Regards,

A handwritten signature in black ink, appearing to read 'P. Hufton', with a long horizontal stroke extending to the right.

Phil Hufton
Managing Director England & Wales