



ATOC's role in supporting rail growth

OXERA Rail Policy Group

22 April 2009

ATOC

ASSOCIATION of TRAIN OPERATING COMPANIES



ATOC's role

- **Advocacy:** Making the case on behalf of passenger train operators
- **Delivery:** Providing core business services (NRE, RSP)
- **Influencing:** Creating a positive business environment for TOCs



What have TOCs achieved?

- Commercial approach has delivered improved passenger offer → growth
- c.£5bn of new vehicles
- High quality services e.g. National Rail Enquiries
- Better trained, customer-focussed staff



Passenger satisfaction

Overall opinion

Chart 4.1a National and sector levels
Percentage of passengers satisfied 2004 to 2008



Punctuality/reliability

Chart 4.2a National and sector level
Percentage of passengers satisfied 2004 to 2008





Priority issues for TOCs

- Managing the impact of the economic downturn
- Ensuring NR deliver: projects, network accessibility & asset stewardship
- Managing capacity, crowding
- Delivery of new vehicles, IEP
- Maintaining good performance



Joint initiatives with industry players

- Joint planning for CP5 and beyond with NR & freight
- National networks: electrification, new lines
- IEP
- Discrete projects e.g. on-train metering (ATOC, NR, DfT, ROSCOs)



Opportunities to promote rail I: Franchising

- No 'one size fits all'
- Longer franchises – 10-15 years with defined break points
- Greater commercial freedom to deliver for passengers
- Opportunities for TOCs to invest in infrastructure



Opportunities to promote rail II: High speed rail

- Capacity enhancement – new lines free up ‘classic network’
- Low carbon – mode shift
- Connectivity – integration with Crossrail, HS1, Heathrow...?