The challenge
Rail is an integral part of the UK’s transport ecosystem, accounting for 1.71 billion passenger journeys in 2018 (an increase of 149% since 1985/86) and 9% of freight tonne kilometres. With over half (51%) of all trips on surface rail in 2018 being made for commuting or business purposes it is integral to the UK’s economy. Future challenges brought about by environmental change, increasing congestion and new customer demands – all in the context of a de-centralised industry – makes the need for rail to work seamlessly with other modes a pressing one.

Collaboration and integration will be pivotal in helping the UK achieve its net zero carbon targets, optimise capacity across our transport networks, and connect people with jobs. Digitisation is the future of rail, but it will require persistent customer focus, cross-industry collaboration, and smartly targeted investment to deliver the highest value to customers, industry participants and taxpayers.

A new approach
The Future Integrated Railway Think Tank (FIRTT) facilitates discussion among industry stakeholders to determine how Britain’s railways can harness digitisation to become more accessible, dependable, affordable and sustainable. The FIRTT aims to stimulate fresh thinking, drawing on ideas from ‘disruptive’ organisations and challenging entrenched perceptions. Run by the Rail Delivery Group, IRSE, WSP and KPMG, FIRTT sessions give guests the opportunity to share views in an open and informal round-table format, their ideas captured in comprehensive output papers for further discussion and development. The first of our roundtables, held in November 2019, focused on accessibility for all. Output from this session is available to download at www.irse.org/thinktank.

What’s next?
Only 63% of passenger trains on our national network arrive at their designated stations within one minute of their advertised time. With poor punctuality and unreliability the most common complaints among passengers, our second session will take a deep dive into the interconnected themes of dependability, reliability and resilience. Guests will be invited to discuss how we can build a more reliable and resilient railway to dramatically reduce disruption to journeys.

We’d welcome your contributions and would like to invite you to join us on the day!
Our second FIRTT session will explore how we can harness data and information to improve the dependability of rail for all passenger groups, by increasing reliability and improving resilience during disruption. Our key objectives for this session are:

1. **Understand the vision for a dependable railway for different passenger groups:**
   - Which key features characterise dependability?
   - What are the key passenger expectations for each of these features?

2. **Identify and prioritise the key issues which make the railway unreliable:**
   - Technical issues (equipment failures etc.)
   - Non-Technical issues (poor planning, poor use of/incorrect information, under-staffing etc.)

3. **Highlight issues which are already being tackled and how this has been done** (e.g. the use of predictive maintenance to improve reliability).

4. **Identify opportunities to tackle other issues to improve dependability of the railway:**
   - Innovation (e.g. partnerships, predictive traffic management, resource management, automated train movement, anticipation of disruptive events etc.)
   - Systematic processes and targets for reducing impact on passengers of faults/failures
   - Better management of, and faster recovery from, service-affecting faults and failures
   - Empowerment of rail staff to provide an ‘instant fix’ for customers

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**Aims**

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| **Part 1: Presentation from guest speaker Andrew Woods - Digitalisation and Innovation Strategy Lead - Siemens Mobility** | Scene setting and input for following section  
Share applicable examples of using innovation to improve dependability | 10.45-11.10 |
| Break                      |                                                                          | 11.10-11.20 |
| **Part 2: Roundtable discussions** | The vision for dependable rail  
Identify what a dependable railway looks like for different customer groups (commuter; freight; commercial) | 11.20-11.30 |
| In which areas are we not achieving the vision? | Identify factors which reduce dependability of the railway | 11.30-12.00 |
| Opportunities to improve rail dependability for all | Highlight developments already delivered  
Identify opportunities to improve dependability across rail | 12.00-12.30 |
| Break                      |                                                                          | 12.30-12.40 |
| **Part 3: Summary and close** | Recap session  
Each table summarises key discussion points  
Next steps | 12.40-13.00 |
| Networking lunch           |                                                                          | 13.00-14.00 |

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**Agenda**