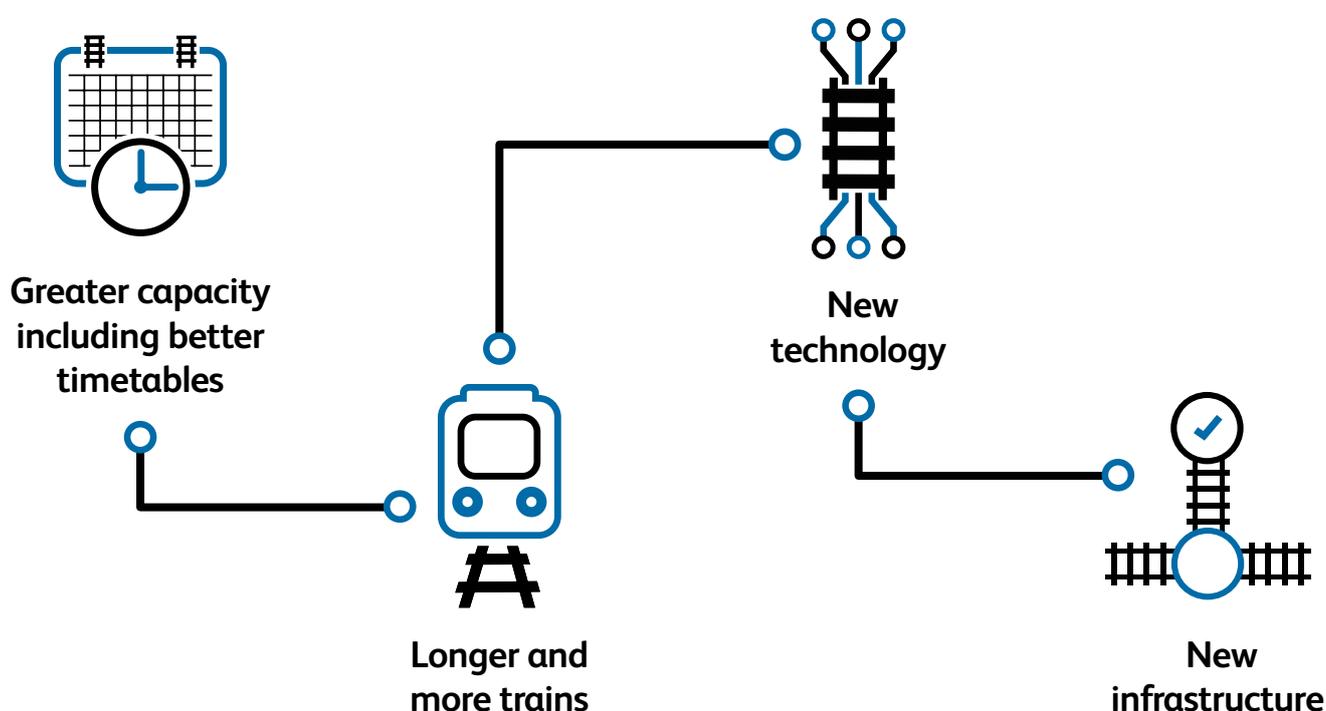


System Operator



As the System Operator, capacity is at the heart of everything we do. Our activities span the breadth of railway planning - from what the railway could look like in 30 years to tomorrow's timetable - and the full spectrum of system opportunities to deliver:



System Operator provide a whole-system, long term view which is informed and integrated by the detailed knowledge we have from planning the network and working with every train operating customer, route and infrastructure manager.

Our services therefore extend beyond just Network Rail as services already run between Network Rail routes and infrastructure owned by other infrastructure managers, such as High Speed 1 (HS1), Transport for London (TfL), Nexus and Heathrow Airport.

Working closely with the whole industry System Operator provides advice to governments and funders on the future development of the rail network and its potential to deliver for passengers and freight, whilst supporting economic growth. System Operator also supports the franchising process by identifying the requirements of any new infrastructure and the broader system changes

required. The advice we provide is underpinned by analysis of the long-term prospects of the markets rail serves, the development of long term strategies to deliver desired outcomes and identifying funding opportunities through the assessment of potential costs and benefits associated with business cases.

Finally, working with route businesses and train operators, we decide the best allocation of capacity and create operational timetables that balance the needs of train operators (both passenger and freight) and the travelling public.

Many decisions that affect the outputs of the railway are made by others, especially funders and franchising authorities – therefore the System Operator must provide high quality advice to these decision-makers and be clear on the consequences of different choices that could be made.

As we continue to develop our role as System Operator in Control Period 6 (CP6), we will look to address issues highlighted by the Office of Rail and Road's inquiry into the May 2018 timetable and take greater leadership in the co-ordination role that has been identified as having been lacking. Our focus can be summarised under the following four themes:

Customer focus

- System Operator will identify options for future funding that put passengers and freight end-users at the heart of how we plan and inform funder decision making.
- Our planning process equips us to consult more effectively, for example through Continuous Modular Strategic Planning (CMSP), which will better capture the voice of the passenger and rail users.
- By leading the review and development of Part D of the Network Code (the process used by the industry when building and amending the timetable) we will improve industry alignment in timetable development.
- Our strengthened capability in integrating railway service outputs will help to realise the benefits of investment in the railway system through the operation of the timetable.

People

- Developing our people through investment in our competency framework and professionalisation of careers, supporting long term capability development and career pathways.
- Broadening our range of analytical skills will enable us to position ourselves as the trusted advisor and analytical expert for the whole industry.

Technology and systems

- Developing the systems used to plan timetables and adding automation where possible, will help the industry develop better quality timetables, reducing delays in the long run for passengers.
- Developing a single, shared IT platform that will provide easy access to data and extending our economic analysis capability will help the industry, and wider transport sector, make better decisions.
- Improving the quality of the Timetable Planning Rules (the building blocks of how our timetables are built), means that future timetables can include increased train services without compromising reliability or safety.

Processes

- Greater alignment between franchise outcomes, route outputs and network capabilities.
- We will work with funders to support the case for transformational projects which drive demand, and do more to consider integrated transport and land use issues in a more holistic way as demand for housing continues to grow.