

Partnering for Progress: Delivering FTR Transformation with the Supply Chain

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1 – Reform is Happening

Stewart Fox-Mills

Programme Director - Fares, Ticketing & Retail

What is FTR?

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Fares, Ticketing & Retail Programme



- Modernisation programme making **fares easier to understand, ticketing simpler, and journeys more straightforward**
- **Cross industry partnership** between the Government and rail industry, built on collaboration.
- **Delivering improvements to the passenger experience now** - ahead of a simpler more unified railway under Great British Railways.



Fares, Ticketing & Retail Programme



What will be delivered for passengers?

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Working in partnership with the rail industry, we are rolling out a series of enhancements **putting passengers at the heart of journeys:**

- A fares system passengers can trust
- Easy to buy and travel with the right ticket
- Easy to choose how and where to buy a ticket
- More straightforward travel in key urban areas, with rail integrated alongside other public transport
- A more inclusive and accessible retail experience.

Modernisations in delivery include:

- **Fares reform in Greater Manchester**
- **Tap in tap out payments** to be introduced Greater Manchester and West Midlands, and expanded across the South East
- Making **travelling long distance by rail** easier and clearer
- **Three trials of innovative mobile payments live** in East Midlands and Yorkshire
- **Development of a new GBR website and app** to replace 14 existing train operator ticketing platforms, working alongside a thriving private sector retail market
- A better, simpler, more consistent experience for passengers when claiming **Delay Repay**.

2 – Partnership in Action

Alex Hornby

Commercial & Customer Director, Northern Trains



Effective partnerships are how reform is being delivered every day:

- **Delivering cross-industry projects together** – operators, suppliers, RDG, FTR, DfT and MCAs acting as one team
- **Aligning around shared outcomes** across policy, commercial, technical and operational teams
- Strengthening **national coherence** while enabling **local innovation**
- **Unified voice** to passengers and stakeholders.

Case Study: Greater Manchester ^{OFFICIAL} Simpler Fares

Paving the way for Bee Network integration

- A confusing range of operator-specific rail fares have been replaced with just two simple options
- Greater Manchester is now moving closer to a London-style system: one tap for all modes of public transport.



What's coming next:

- Introduction of tap-in/tap-out rail payments in phases from December 2026.
- Enablement of daily and weekly capping, so customers automatically pay the best fare.



Three live trials are testing the technical performance and passenger response of more innovative ticketing approaches.

- Harrogate to Leeds (Northern & TRACSIS)
- Sheffield to Doncaster (Northern and FAIRTIQ)
- Leicester – Derby – Nottingham (EMR and Trainline)



Early results:

- Around 2,600 app downloads and 18,000+ journeys
- Reliable technical performance and high GPS accuracy
- Low levels of fraud



3 – The Supplier Opportunity

David Higgins

**Strategic Planning & Commercial Director – Fares,
Ticketing & Retail**

The Supplier Opportunity

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Fares, Ticketing & Retail Programme



- **Clearer commercial pathways under GBR** with more predictable timelines
- **Earlier market engagement** using supplier insight to shape design as well as delivery
- **Reduced duplication and re-work** through consistent national standards
- **Growing pipeline of tenders** aligned to delivery strategy.



4 – One Railway – RDG’s Coordinating Role

Rachel Bartholomeusz

Head of Propositions, Rail Delivery Group



Rail Delivery Group



- **Managing** cross-operator systems
- **Supporting** coherence during reform
- **Enabling** national standards
- **Contracting entity** for shared services
- **Preparing for GBR.**

5 – What Comes Next

Stewart Fox-Mills

Programme Director - Fares, Ticketing & Retail

A better, simpler, more consistent experience for passengers when claiming Delay Repay:

- **Strengthens controls** against fraud and abuse
- **Improves efficiency** across the industry
- **Procurement and transition** will take place over the next few years
- One of the first new industry systems to help **lay the foundations for GBR**, putting passengers front and centre.



GBR will make it easier for passengers to choose how and where to buy a ticket – including via a high quality, easy to use **GBR website and app that will replace 14 train company ticket websites, and through **specialist independent ticket retailers**.**

Progress update:

- **Collaborative development of the customer proposition** – Operators are helping shape the Customer Experience, Technical Assurance and rollout sequencing
- **Preliminary market engagement completed** - Supplier insight has helped refine the delivery model
- **Competitive procurement** is expected to commence by Summer 2026.

The choices we make together – the standards we all set, the systems we design collaboratively, and the simplicity those solutions create – **will** shape the passenger experience for decades to come.

Moderated Panel Session

Moderator: Alison Pilling

- Delivering reform with confidence – why this time is different
- Early lessons from delivery so far
- Procurement pathways – what suppliers can expect
- Cross industry delivery – working in partnership with RDG, TOCs and suppliers

Audience Q&A

Moderator: Alison Pilling

Panellists:

- Stewart Fox-Mills (FTR)
- David Higgins (FTR)
- Rachel Bartholomeusz (RDG)
- Alex Hornby (Northern)