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Dear Michael

**Re: Gauging Data Strategy**

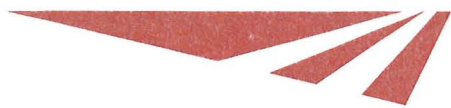
I enclose a copy of our Gauging Data Strategy. This builds on the draft gauging data strategy that we published on 1 June 2009. It describes what we have achieved since June and sets out clearly our plans for the future.

Our strategy development methodology has put stakeholders at the heart of the process. We have developed our understanding of user requirements through a programme of meetings and workshops with representatives for TOCs, FOCs, manufacturers, ATOC, London Underground, DfT, and Transport Scotland. More recently we have had discussions with the chairman of the Rail Freight Group and have provided updates to the Freight Technical Committee and the Vehicle Structure System Interface Committee (V/S SIC). ORR has been an observer at the principal meetings. Where meeting dates or venues proved to be inconvenient with certain stakeholders we met them on a one – one basis.

Due to the nature of the issues, our strategy tackles two broad categories of requirement. The first is largely internal to Network Rail and involves improvements and enhancements to our processes, systems and organisation. The second category is external and addresses what our customers and stakeholders will see as improvements to the information, functionality and services we provide. Both categories are clearly vital but we have maintained this distinction so that it is clear from the perspectives of our customers and stakeholders what has already changed, and what is planned to change, as our strategy is implemented.

Based on the feedback we have received, I believe the process we have adopted in developing this strategy has proved to be effective, and would serve as a useful blueprint as we address other capability parameters that emerge from time to time as warranting focussed attention. In this regard, we have already talked briefly about power supplies.

As mentioned, we have shared this work with a wider audience than our immediate group of stakeholders. Moving forward, we intend to maintain this wider dialogue through further stakeholder meetings and shall be making the strategy available on our website.



I trust you will see that the strategy demonstrates our determination and commitment to resolving the issues around gauging data and to providing a much better service to our customers and stakeholders. In our recent move to a process-led organisation, the roles relating to gauge - and asset information more generally - have been crystallised out clearly with well defined accountabilities and reporting lines. I am confident that this, together with the actions set out in our strategy, will deliver the necessary improvements.

Once you have had a chance to read and digest the strategy, please give me a call to discuss. If you would like a follow-up presentation and discussion around some of the detail, please contact Paul Banks.

I am copying this letter Bill Reeve, Fiona Donald, Steve Montgomery, Mary Grant, Bob Linnard, Tony Mercado, Graham Smith, Lindsay Durham, Alec McTavish and the stakeholder representatives who we have engaged with in developing the strategy.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'P. Plummer'.

Paul Plummer