



# Department for Transport

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Dear ORR,

Thank you for giving DfT the opportunity to comment on ORR's draft Business Plan for 2013-14.

DfT is broadly content with the objectives and priorities set out in the draft Business Plan. DfT supports the measures which will contribute towards the Secretary of State's objectives of improving rail industry transparency, performance and efficiency.

We note the ORR's proposal to conduct new research into the aspects of rail services that customers most value. We would wish to work with ORR to understand how any research could best interface with the valuable work already done by Passenger Focus.

In addition, whilst acknowledging that the Business Plan has an annual horizon, we would like to understand how the savings identified in ORR's administrative budget will contribute to a longer term trajectory of efficiency savings, consistent with wider Government objectives of reducing public sector costs.

Yours sincerely,

**Paul Collins**