

Director for National Passenger & Customer Experience joins Network Services

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Charlene Wallace has joined Network Rail as director for National Passenger & Customer Experience in the Network Services Directorate.

Network Services was created in 2019 in response to the Putting Passengers First (PPF) programme to support the routes, regions and functions. The new function provides network operational, freight, telecoms and technical expertise, as well as coordination of national programmes, initiatives that support Network Rail deliver for passengers and freight customers.

Charlene brings over 20 years' experience in the public transport sector having previously held senior board director roles in rail and aviation, including Virgin Trains.

Charlene has a strong track record of delivering and leading customer-focused transformation in transport and has a wide range of transition and business change experience including – improving customer and stakeholder processes and communications, delivering customer initiatives, employee engagement and

organisational change.

She joins at an exciting time, as Network Services comes into full formation and Charlene's focus will be with customers and passengers. She will be leading the National Passenger and Customer Experience team (NP&Cx) which includes the national stations team, and the new Passenger Information During Disruption (PIDD) team.

Nick King, director Network Services, said: "Charlene is a welcome addition to our growing team and brings with her a wealth of experience in the rail industry. I believe she is the right person for the role and will help mould and shape the experience for our passengers and customers who use our network daily."

Charlene Wallace, director National Passenger and Customer Experience, Network Services, said: "I'm delighted to be joining the team and being part of a wider family within Network Rail. I have valuable experience having been in the industry for many years and I look forward to supporting the operation, development and delivery of great stations for our passengers, customers and communities across the network."

Photo credit: Network Rail