

Rail Delivery Group

Summary of Proceedings 18 December 2014

Present

Martin Griffiths (Chair) (Stagecoach)
Mark Carne (Deputy Chair) (Network Rail)
Michael Roberts (Director-General) (RDG)
Dominic Booth (Abellio)
David Brown (Go-Ahead)
Chris Burchell (Arriva)
Andrew Chivers (National Express)
Nigel Jones (DBSchenker)
Jeremy Long (MTR)
Peter Maybury (Freightliner)
Tim O'Toole (First Group)
Paul Plummer (Network Rail)
Doug Sutherland (Directly Operated Railways)

Apologies

Alistair Gordon (Keolis)
David Stretch (Serco)
Alain Thauvette (DBSchenker)
Phil Whittingham (Virgin Trains)

In attendance

Nick Ellins (RDG)
George Lynn (RDG)
Edward Welsh (RDG)

Approval of the record/progress on action points from the meeting on 20th November

The minutes of the RDG meeting on 20th November were agreed to be an accurate record. MG noted the progress made in following up action points since the previous meeting.

With regard to RDG-TfL engagement, MG said that the intention was to arrange a small high-level meeting between the two organisations to discuss how the relationship between the two should develop in future.

Director-General's report + workstream updates

MG and MR reported back on recent meetings with the Secretary of State, Joe Johnson, CMA, Chris Leslie and

On PIDD, Members agreed that the focus should be on communicating what the industry had been doing overall to prepare for winter (including work done to date on PIDD).

MR advised members that a provisional programme for the RDG industry day on 3rd February would shortly be sent to them, and that the team would be following up in particular with those members with a role in leading the items on the programme.

MR also drew attention to the new-style reporting on RDG workstreams.

Information and ticketing

DBn reported that good progress had been made in the last 6 months to develop a common view about a long-term strategy for ticketing. The proposal in the paper to create a Customer Experience Delivery team reporting to the RDG steering group aimed to “turbo-charge” existing activities and get consistency of approach, identifying where there was a need to act collectively while recognising that much of the work would remain TOC-specific.

Members endorsed the approach set out in the paper, noting that further work is needed on developing the strategy, refining the the scope of work to be done by the delivery team and getting the right project leader to head the team.

Communications update

EW advised that the ITT for the campaign proposal had been issued the previous day. Members agreed the key messages he proposed to deploy at a forthcoming conference call with all interested agencies, setting out member support for the campaign subject to provision of a good business case, and on the budgetary guidance to be given to the agencies.

Performance update

CB presented his quarterly update to RDG as National Task Force chair and members made the following points:

- the chart tracking PPM and incident counts demonstrated that the industry needed a different approach to the performance challenge to that previously adopted
- there were plenty of specific, common sense actions which could be taken – the key was relentless attention to these and to good, clear line management
- there was a need to create a single narrative (actively promoted within operators and NR) about the priorities for improving performance
- RDG should focus on regular review of a manageable set of leading indicators and the necessary actions flowing from them.

RDG financial statements

The statements for RDG Ltd for Sept 2013 to March 2014 were approved.

Any other business

The latest developments regarding improved on-board connectivity were briefly noted.