

Action points from the Rail Delivery Group meeting on

22 February 2016

RDG/ATOC, 200 Aldersgate Street, London EC1a 4HD

Paper 1a

Present

Mark Carne (Chair)
Paul Plummer
Alistair Gordon
Chris Burchell
Jeremy Long
Nigel Jones
Russell Mears
David Brown
Tim O'Toole
Jeremy Westlake
Jo Kaye
Peter Strachan
Paul Furze-Waddock
Phil Whittingham
Dominic Booth

In attendance

Christine Quigley (RDG)
Elizabeth de Jong (RDG)
George Lynn (RDG/ATOC)
Jason Webb (RDG/ATOC)
Lindsay Bleakley (RDG/ATOC, Actions)

In attendance in part

Joanna Whittington
Stephen Glaister

Apologies

Simon Kirby
Chris Rayner
Martin Griffiths
Tim Shoveller
Gary Cooper (RDG/ATOC)

16.010 Approval of the record/progress on action points from the meeting on 24th November

The minutes of the RDG meeting on 26 January were accepted as a true and accurate record. PP reviewed actions noting those actions still open.

Action: Actions from Jan-16 to be posted on RDG website

16.011 Chief Executive's report and papers for noting

PP reviewed the Chief Executive's report and highlighted papers for noting. PP invited comments on issues raised in CEO report. No comments were made.

16.012 Strategic Portfolio: Customer Experience, super-complaint

PP highlighted key points made within paper 3a on the super-complaint made by 'Which?' to the ORR. Discussion identified two key points a) TOC responsibility to ensure customers are aware of their rights to compensation and b) importance of monitoring TOC delivery of the principles made in the paper. Further discussion was held on the change in UK law which entitles customers to claim cash rather than travel vouchers as compensation.

Action: JW to confirm position around customer rights to claim cash for compensation

16.013 Strategic Portfolio: Industry Reform

PP gave a briefing on engagement between ORR and RDG, noting key items for discussion with stakeholder attendees JWh and SG. Members discussed current views on regulation and the role of the ORR. PP then gave an update on the Shaw review. Members discussed views on regulation in the context of different outcomes of the review. PP noted that the Shaw Report is now due to be published on 16 March.

16.014 Strategic Portfolio: Customer Experience, DfT letter on ticketing

DAB gave an overview of paper 3b on the RDG response to the DfT's letter on ticketing, asking members to approve the response to be sent to the DfT. Members discussed a range of views on the requirement for an interoperable system. There was further discussion about franchise design and the opportunity for the DfT to specific the SWT franchise in such a way that it is complimentary of the RDG vision for ticketing.

Action: DAB to amend letter to include reference to the upcoming SWT franchise

Action: JW to formulate narrative for Members to ensure consistent messaging

Action: JW to prepare a negotiating brief for the DfT meeting

16.015 Stakeholder Engagement: ORR meeting

SG introduced himself as chairman of ORR and handed over to JWh as CEO. JWh gave a statement explaining her views on the purpose of ORR in the industry, asking for feedback. Discussion focused on a number of items including ORR organisation capabilities and regulation of track access charges. JWh asked members to comment on ORR engagement. Members welcomed the engagement and agreed that ORR should attend RDG periodically. Members were supportive of periodical catch-ups between PP and JWh.

Action: PP to produce a summary note of ORR presentation for RDG Members

Action: LB to arrange for ORR to return to RDG Board in April

16.016 Strategic Portfolio: Communications & Engagement

CQ presented the portfolio review paper asking for RDG endorsement of recommendations made, including the requirement for additional resource to carry out a member relations function. PP highlighted the stakeholder engagement chart and asked for member input. The paper was supported by Members.

Action: EW to proceed with recommendations stated in the paper

16.017 Strategic Portfolio: Industry Reform, EU trade association membership

EdJ highlighted key points in the paper including the recommended position on EU trade association memberships, making specific reference to ERFA, UIC and longer term strategies. Members agreed the recommended position.

Action: EdJ to proceed with recommendations agreed by RDG

16.018 Strategic Portfolio: Industry Reform, transfer of London services

PP gave an overview of the paper 11b on transfer of London services to TfL. DAB quired whether RDG/ATOC would be engaging with TfL on incumbent issues. PP clarified that there is no intention to engage on incumbent issues.

16.019 Forward agenda & any other business

March meeting to be held at RDG/ATOC and Bernadette Kelly is due to attend on behalf of DfT. No other business

