

Rail Delivery Group



MEETING OF THE RDG BOARD

30 JANUARY 2024

WATERLOO GENERAL OFFICE

ATTENDEE LIST	
David Brown (Chair)	Arriva
Jac Starr	RDG
Steve Montgomery	First Group
Patrick Verwer	Go-Ahead
Graham Cross (deputising for Steve Murphy)	MTR
Richard George (deputising for Robin Gisby)	DOHL
Rufus Boyd (deputising for Andrew Haines)	GBR Transition Team (on behalf of Network Rail)
David Lowrie	Scottish Rail Holdings
Alan Pilbeam (deputising for Dominic Booth)	Transport UK Group
Andy Hayes (deputising for Ernesto Sicilia)	Trenitalia
Ola Ogun	RDG
Simon Moorhead	RDG
Jason Webb	RDG
Rupert Bickham	RDG
Guests:	
Ed Wilson	RDG

Apologies: Andrew Haines, Jake Kelly, Dominic Booth, Robin Gisby, James Price, Ernesto Sicilia, Dan Mann, Marc O'Connor, Steve Murphy, Peter Strachan.

Item No.	Welcome and introduction
1	David Brown as Chair opened the meeting, welcoming members and noting apologies/delegates.

Item No.	Approval of record and Actions update
2	The minutes were accepted as an accurate record of the last meeting. All Actions bar 2012.05 and 2012.06 were noted as complete.

Item No.	RDG Activity Update
3	<p><u>Chair Update:</u> DB presented the Chair update.</p> <p><u>CEO Report:</u> JS briefed an update on the RCX Survey. The DfT has indicated existing funding can be put towards this.</p> <p>Performance: The DfT have asked RDG to join a taskforce on Performance alongside Network Rail; the progress and outputs of this will report to NPB.</p> <p>The section on TVM Trials and Project Oval was queried; it was clarified that this included introductions of print roll (barcode) tickets and integration of more advanced video interfaces. Project Oval faces a slight delay, with 'go-live' expected for the middle of the year.</p> <p>It was noted how 'passenger positive' the Retail & Commercial initiatives have been – could be useful for industry campaigns on what has been done to improve service provided to customers. A 'mag-zero' date was queried; the largest barrier to this is the lack of barcode scanners on TfL gate lines.</p>

Item No.	Board Workshop
4	<p>It was outlined that the aim of the workshop was to create a set of priorities for RDG Board which can then be fed into RDG Business Plans and then shared with the wider industry.</p> <p><u>Industry Accountability:</u> The proposed industry priorities are listed as follows: Revenue Growth, Reputation enhancement, FTR, IR, Performance, Customer Experience and Critical Service delivery. The need for efficiency (in terms of financial prudence and speed of outcome) underpins these. These priorities offer the chance for the Board to guide industry thinking.</p> <p>Of the priorities identified there are three distinct categories: the first being those which are out of RDGs immediate control. The second being the role</p>

	<p>RDG plays in bringing the industry together, whilst those that enhance reputation and reduce taxpayer subsidy should be considered key outputs.</p> <p>In addition to these priorities the Board stressed it is important that other areas of good activity are not lost – particularly around sustainability and widening participation.</p>
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Item No.	Meeting Close
5	AOB: No AOB was raised, and the meeting closed.