

Rail Delivery Group



MINUTES OF THE MEETING OF THE RDG BOARD

11:00-14:00, 27 SEPTEMBER 2023

NETWORKX (SILT & VERGLAS ROOMS), PUDDLEDOCK

ATTENDEE LIST	
Steve Montgomery (Chair)	First Group
Jac Starr	RDG
David Brown	Arriva
Patrick Verwer	Go-Ahead
Graham Cross (deputising for Steve Murphy)	MTR
Richard George (deputising for Robin Gisby)	DOHL
Jake Kelly	Network Rail
Marc O'Connor	Mitsui
David Lowrie	Scottish Rail Holdings
Dominic Booth	Transport UK Group
Alexia Course (deputising for James Price)	Transport for Wales Rail Ltd.
Bernardo Tonini (deputising for Ernesto Sicilia)	Trenitalia
Ola Ogun	RDG
Simon Moorhead	RDG
Daniel Mann	RDG
Jason Webb	RDG
Rupert Bickham (Secretariat)	RDG
Guests:	
Huw Merriman MP	Minister of State (Department for Transport, Rail & HS2) (item 4)
Conrad Bailey	Department for Transport (item 4)
Paul Bowden	RDG (item 5)
Kelvin Priddle	RDG (item 5)
Stewart Fox-Mills	GBRTT (item 6)
Michael Moruzzi	RDG (item 7)

Apologies: Andrew Haines, Steve Murphy, Robin Gisby, Ernesto Sicilia, Peter Strachan, James Price, James Bain.

Item No.	Welcome and introduction
1	Steve Montgomery 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 a true and accurate record of the last meeting on 24 July 2023. All Actions were noted as closed by the end of this meeting.

Item No.	RDG Activity Update
3	<p><u>Chair Update:</u> SM presented the Chair update.</p> <p><u>CEO Report:</u> JS provided an update that last week saw the September SSB meeting – it was noted that discussions were at a good level; JS thanked David Brown for addressing the Board.</p> <p>Customer Survey – the aim is to uprate the survey; currently the sample size is deemed insignificant in terms of volume. JW updated that a DfT and Operator meeting is due to take place with the aim to attain a larger volume (with an increase in efficiency and quality of results). Work is ongoing around the business case for this work. The aim is for a sample of 5,000 or 25,000.</p>

Item No.	GBR/Ministerial Update
4	Huw Merriman MP & Conrad Bailey joined the meeting for item 4.

Item No.	Retail Overview & Revenue Insights
5	<p>Kelvin Priddle and Paul Bowden presented on Revenue Insights and the current Retail Landscape. Revenue measured £735 million in period 5. Period 6 measures £739 million. The strongest growth (28%) was in work-related travel in/out of London. The Elizabeth Line is a major point of growth – accounting for 3-4% of growth. Overall, the industry is estimated at 97% of pre-Covid levels.</p> <p>Since the pandemic there have been shifts in travel patterns, the average person now spends 2.3 days in an office compared to 4.2. Compared to 2019, 46% of customers now have to commute further and 10% have started using rail as a mode of transport when they didn't before.</p>

	<p>The RDG Customer Insights Survey is designed to evaluate consumer perspectives on rail, using a sample of 2,000 respondents.</p> <p>PB showcased the evolution of the retail landscape from 1996/7 to the present.</p>
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Item No.	FTR Update
6	<p>Stewart Fox-Mills outlined the opportunities around FTR presenting context from the 2021 Spending Review and the wider 'Case for Change'. SFM outlined the wider objectives of the programme: transforming the digital experience, reduce costs, increase fare revenue, and modernise the physical retailing process. The strategic changes to enable these objectives were outlined – with financial sustainability central to wider changes.</p>

Item No.	Comms: Reputation Campaign
7	<p>The presentation was sent to the board for endorsement by correspondence.</p>

Item No.	RDG Board Chair Appointment
8	<p>The accompanying paper outlined the variety of options for Chair appointment. This consists of either a nomination from those currently on the board or the appointment of an independent chair.</p> <p>JS outlined the variety of options around term length for a new chair.</p> <p>It was agreed that the date for the next board shall act as a point of determination.</p>

Item No.	Meeting Close
9	<p>With no other matters arising for discussion SM closed the Board meeting.</p>