

Rail Delivery Group



SUMMARY NOTES OF THE MEETING OF THE RDG BOARD

14:00-17:00, 24 JULY 2023

GBRTT OFFICES (ROOM 4.04 & 4.06), WATERLOO GENERAL OFFICE

| ATTENDEE LIST | |
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| Steve Montgomery (Chair) | First Group |
| Jac Starr | RDG |
| David Brown | Arriva |
| Robin Gisby | DOHL |
| Patrick Verwer | Go-Ahead |
| Marc O'Connor | Mitsui |
| Graham Cross (deputising for Steve Murphy) | MTR |
| Jake Kelly | Network Rail |
| David Lowrie | Scottish Rail Holdings |
| Peter Strachan | Serco |
| Dominic Booth | Transport UK Group |
| Ernesto Sicilia | Trenitalia |
| Simon Moorhead | RDG |
| Dan Mann | RDG |
| Jason Webb | RDG |
| Rupert Bickham (Secretariat) | RDG |
| Guests: | |
| Steve Lamey | RDG (item 4) |
| Michael Moruzzi | RDG (item 4) |
| Marianna Panizza | RDG (item 4) |
| Gary Ashby | RDG (item 4) |
| Paul Bowden | RDG (item 5) |

Apologies: Mark Thurston, Andrew Haines, Steve Murphy, James Bain, James Price/Alexia Course, Ola Ogun.

| Item No. | Welcome and introduction |
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| 1 | Steve Montgomery as Chair opened the meeting, welcoming members and noting apologies/delegates. |

| Item No. | Approval of record and Actions update |
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| 2 | The minutes were accepted as a true and accurate record of the last meeting on 30 May 2023. |

| Item No. | RDG Activity Update |
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| 3 | <p><u>Chair Update:</u> SM updated that he continues to engage with the Secretary of State.</p> <p><u>CEO Report:</u> JS provided an update on engagement with GBR. RDG Board to consider what more it can do to support matters.</p> <p>RDG managing engagement with stakeholder groups (three roundtables) – valuable given it brings wider perspectives; though important to try and separate wider issues from ticket offices.</p> <p>Assist failures were noted in the CEO Report – need to concentrate on these. Board was asked to support where necessary.</p> <p><u>RSG Update (by correspondence):</u> James Bain communicated the update by correspondence. The RSG have now issued two reports under its industry cost initiative. The first is an industry cost analysis for FY21-22.</p> <p>The second is an industry cost report evidence summary. This contains extracts from over 50 formal reports since 2010, grouped by theme and sub-theme. There is no commentary since it is intended to provide an evidence base that the RSG and its stakeholders can use to understand the industry’s systemic issues so we can focus on identifying and implementing solutions. This is also the first time that the evidence from such a wide range of evidence has been brought together into one place.</p> |

| Item No. | WFR |
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| 4 | <p><u>4.1 Stations:</u> Steve Lamey outlined that the project team are acting to support the consultations for the 13 TOCs on ticket office closures. The 21-day</p> |

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| | <p>consultation was publicised through 863 station posters. Responses are to be sent through London Travel Watch (LTW) and Transport Focus (TF).</p> <p>Marianna Panizza outlined the approach towards media stakeholders.</p> <p>Operators are conducting independent political engagement with RDG supporting in wider media work (for example ITV regional interviews to be broadcast this week).</p> |
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| Item No. | Retail Review |
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| 5 | Paul Bowden presented the paper on Retail Review. This is to act as a prelude to a wider item at September's board meeting. The current retail landscape consists of TOCs and Third Party retailers; RDG licenses the third parties and represents the TOCs. |

| Item No. | NRE |
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| 6 | Simon Moorhead briefed that the National Rail Enquiries website and homepage has now been refreshed and upgraded. The next step is the journey planner update which is due in the coming months. The wider app needs to be updated but this is planned for early next year. |

| Item No. | Delivery Plan Overview |
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| 7 | The item was deferred. |

| Item No. | Network Performance |
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| 8 | Jake Kelly detailed that Network Performance has been low across the board, there are multiple factors behind this (Weather, Industrial Action amongst other reasons). |

| Item No. | Meeting Close |
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| 9 | With no other matters arising for discussion SM closed the Board meeting. |