

Minutes



Meeting of RPC Board

Date: Wednesday 14 December 2005

Location: Whittles House, 14 Pentonville Road, London, N1 9HF

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Present

Board Members

Colin Foxall	CF	Chairman
Jessica Barrow	JB	
David Burton	DB	
Brian Cooke	BC	
Phil Davis	PD	Item 7 onwards
Kate Gordon	KG	Items 1 to 4.8 only
James King	JK	
Christine Knights	CK	
Derek Langslow	DL	
Deryk Mead	DM	Item 4.1 onwards
Bill Samuel	BS	
Barbara Saunders	BSA	
Marc Seale	MS	
Nigel Walmsley	NW	

Executive

Kafil Badar	KB	Business Planning Manager
Caroline Jones	CJ	Communications Director
Anthony Smith	AS	Chief Executive
Vinita Nawathe	VH	Policy and Research Director
Paul Stott	PS	Implementation Team (Board Support)

Nicola Wilkie
Mark Woodbridge

NW PA to Chairman and Chief Executive (minute taker)
MW Passenger Link Director

1. Apologies

1.1 No apologies had been received.

2. Minutes of the last Meeting

2.1 Members **agreed** the minutes of 12 October 2005.

3. Matters arising

3.1 Anthony Smith (AS) said the issue of the legal advice for indemnities, offered by NDPBs to Board members, was still ongoing.

3.2 The 2004 Passenger Information Report, together with ATOC's response, was discussed.

Action: AS to circulate the RPC Passenger Information Report and ATOC's response

3.3 Colin Foxall (CF) spoke about his meeting with the Secretary of State, which included the subjects of new branding for the organisation, Department for Transport announcements and level crossing safety.

3.4 Members wished to see the report about level crossings, written by the RPC's Safety Advisor, John Cartledge prior to a future discussion about the issue.

Action: AS to circulate John Cartledge's report about level crossings to Members

3.5 Nigel Walmsley (NW) requested meeting notes for the Working Group meetings he had attended recently.

Action: AS to arrange for formal notes to be circulated following Working Group meetings

4. PLANNING AND PERFORMANCE

4.1 AS spoke to the **Chief Executive's Business Report** noting, in particular, the high level of media activity in the previous days with regard to fares.

4.2 VN updated members as to the issue of fares and the continuation of the "affordable, walk-on railway" approach of the industry.

4.3 CF said the Transport Select Committee had been very interested in the RPC's proposals for fare levels research and requested that a timetable, indicating the timescales for the RPC research, be prepared for the next Board meeting.

Action: VN to circulate a proposed fare levels research timetable to Members
Members to receive a copy of the transcript of the Transport Select Committee hearing once available

4.4 Caroline Jones (CJ) spoke to the **Communications Report**, highlighting the development of the new website. She noted that there would be a review of the passenger contact centre's customer satisfaction levels in the New Year.

4.5 Members discussed the need to measure the achievements and standards of the contact centre and CJ undertook to circulate information to members, which would be updated closer to the launch of the new organisation in January 2006.

Action: CJ to circulate information to Members about Contact Centre performance standards
CJ and Brian Cooke to ensure that Members routinely receive copies of both RPC and London TravelWatch press releases
CF requested that updates be provided at future Board meetings as to progress in all areas of RPC work (Policy and PLM work in particular) in addition to Communications

4.6 AS spoke to the **Corporate Plan** and members commented on the document.

4.7 Subject to the inclusion of detailed comments, passed directly to Kafil Badar, Members agreed that a revised Corporate Plan document would be ready for circulation to Members in the New Year and that the six week consultation period would be completed by 8 March 2006.

Action: Kafil Badar (KB) to circulate the revised Corporate Plan by in January 2006, with the post-consultation document to be brought to the Board in the spring

4.8 CJ informed Members about the **2006 launch** proposals. It was intended that the launch would take place on Wednesday, 25 January, with the full involvement of London TravelWatch, and encompass the launch of new materials, including the draft corporate plan, the NPS survey and the new website.

4.9 Members discussed the desirability of launch events taking place in the regions. It was agreed that such events would be advantageous but that, due to a lack of resources, simultaneous events might not be possible.

4.10 Members were invited to inform AS as to their availability and willingness to participate in launch events, alongside a Passenger Link Manager.

4.11 CJ undertook to circulate a timeline plan of launch proposals to Members.

4.12 A further, more detailed document, indicating the launch proposals, including questions and answers, would be circulated by CJ after Christmas.

Action: CJ to circulate a timeline plan of launch proposals to Members, before Christmas
CJ to circulate a further, more detailed document, indicating the launch proposals, including questions and answers, after Christmas

5. FOR APPROVAL

5.1. VN explained the background to the **Policy Positions Statement** document, noting that the 'on-line resource' would be updated on a regular basis and expanded over time.

5.2 Members noted the document and **agreed** its use as a working interim policy guide.

5.3 Subject to detailed comments submitted to Kafil Badar, Members agreed the draft **Board Reserve Powers** document and understood that the final document would return to the Board for final agreement.

Action: Kafil Badar (KB) to revise draft Reserve Powers document as necessary for final agreement by the Board

5.4 AS spoke to the **Member involvement in RPC work** paper. Members discussed the issues and AS said an additional document would be circulated in the New Year as to how Board-Executive relationships would work on a day to day basis. The document was adopted in draft format, and would return to the Board for final approval.

Action: AS to circulate an additional Member involvement in RPC work paper in the New Year

5.5 Members agreed that the issue would be brought before 8 March 2006 Board meeting.

5.6 AS spoke to the **office refurbishment paper**, noting that the proposals were sustainable and appropriate to the needs of the organisation.

Action: AS to circulate a copy of the Public Accounts Committee report into Energywatch and Postwatch to Board members

5.7 Members **agreed** the office refurbishment paper.

6. Route Utilisation Strategies and Franchises

6.1 Passenger Link Managers Robert Samson and Paul Fullwood, updated the Board with the RPC's work on franchises and route utilisation strategies.

Action: CJ to ensure that the issue of communications is included as part of the template plan used for RUS and franchise work

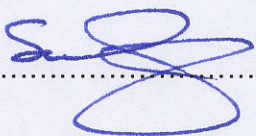
6.2 John Mooney, Passenger Link Director, updated the Board as to the current Passenger Link team work and the new Managers starting in the New Year.

6.3 Guy Dangerfield, Mike Greedy and Tunde Olatunji gave presentations to the Board on their respective areas of work and answered members' questions about issues.

Action: KB to ensure that Board members are updated by the Passenger Link Managers' team as part of a future Board meeting in six months' time.

7. Date of next meeting;

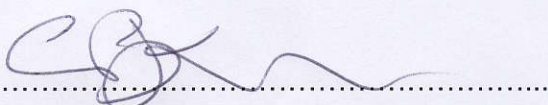
- Wednesday 11 January 2006, Whittles House, London – Board Policy Day
- Wednesday 11 January 2006 (evening) Members social event
- Thursday 12 January 2006 (am) Presentation by National Express Group
- Wednesday 8 February 2006, Scotland - Public Board meeting

A.J.C. 

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Anthony Smith
Chief Executive
Rail Passengers Council

7/2/06

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Date



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Colin Foxall CBE
Chairman
Rail Passengers Council

21/2/06

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Date