

Minutes



Meeting of RPC Board

Date: Wednesday and Thursday, 11 and 12 January 2006

Location: Mansion Room, Thistle City Barbican Hotel, Central Street, London. EC1V 8DS

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Wednesday 11 January 2006

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| 1. | Welcomes and apologies | |
| 2. | Launch update | |
| 3. | National Passenger Survey results | |
| 4. | Fares Policy Discussion | |

Thursday 12 January 2006

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| 5. | National Express Presentation | |
| 6 | Date of next meetings | |

Present

Board Members

Colin Foxall	CF	Chairman
Jessica Barrow	JB	
David Burton	DB	
Brian Cooke	BC	
Phil Davis	PD	
Kate Gordon	KG	(Day one only)
James King	JK	(Day one only)
Christine Knights	CK	
Derek Langslow	DL	
Deryk Mead	DM	
Bill Samuel	BS	
Barbara Saunders	BSA	
Marc Seale	MS	(Day one only)
Nigel Walmsley	NW	

Executive

Anthony Smith	AS	Chief Executive
Vinita Nawathe	VH	Policy and Research Director
Nicola Wilkie	NW	PA to Chairman and Chief Executive (minute taker)
Kafil Badar	KB	Business Planning Manager
Sharon Hedges	SH	Passenger Link Manager
Jocelyn Pearson	JP	Passenger Link Manager
Kerry Williamson	KW	Passenger Link Manager
Caroline Jones	CJ	Communications Director (am only)
Mark Woodbridge	MW	Passenger Link Director (am only)
John Mooney	JM	Passenger Link Director (pm only)
Mike Hewitson	MH	Senior Policy Advisor (pm only)

Rachel King	RK	Passenger Researcher
Peter Thompson	PT	Passenger Research Manager (am only)
David Sidebottom	DS	Passenger Link Manager (pm only)
Simon Pickering	SP	Passenger Link Manager (pm only)
Julie Warburton	JW	Passenger Link Manager (pm only)

1. Welcomes and apologies

1.1 No apologies had been received.

1.2 The Chairman (CF) updated members about ATOC's interest in the role of the National Passenger Survey, and said that he would be the Chair of the NPS Stakeholder Advisory Board, currently being established as a consultation group.

1.3 The Chairman said the Board meeting scheduled for 7 February would take place in Edinburgh. He expected that finance figures would be presented to the Board at this meeting, which would be followed by profile raising activities in both Edinburgh and Glasgow for Board members.

1.4 In response to a question from Kate Gordon (KG) about the RPC's policy on Christmas Day and Boxing Day closures, the Chairman said he was happy for the organisation to debate the issue of closures at such holiday periods.

1.5 Anthony Smith (AS) asked Members to respond to the Corporate Plan, circulated at the meeting.

1.6 Anthony Smith (AS) updated Members on staffing following redundancies which took effect at Christmas. Jon Carter and Jessica Douglas had been retained to support Kafil Badar and Nigel Holden until the end of March 2006.

1.7 Derek Langslow requested a copy of the staff list, including photographs and roles and responsibilities.

1.8 All Members were asked to note that membership issues should be raised with Kafil Badar and Nicola Wilkie with immediate effect.

Action: All Members to review the Corporate Plan

AS to circulate a copy of the staff list, including photographs and responsibilities, to Members

2. Launch update

2.1 Caroline Jones (CJ) spoke to the papers previously circulated and updated members on progress with the launch arrangements.

2.2 Members discussed joint Board member and Passenger Link Manager launch press conferences and Members were requested to let CJ know of their availability to participate on launch day.

Action: Members to notify CJ of their availability for launch events

2.3 Jessica Barrow (JB) suggested that more consideration be given to potential audiences for events such as the launch, with a clear analysis of how those audiences be reached.

Action: JB and CJ to discuss segmenting audiences

2.4 Members said they wished to see a communications strategy and annual communications plan for the organisation.

Action: Caroline Jones to circulate the communications strategy and annual communications plan

3. National Passenger Survey (NPS)

3.1 Peter Thompson (PT) spoke to the papers previously circulated and highlighted the subject of car parking as a major issue for passengers. He also said that TOCs could use the information from the NPS to improve services as a result.

3.2 Members discussed the NPS and Nigel Walmsley (NW) commented that the publication of statistics over a five year period, rather than year on year as at present, would be highly significant. This view was supported by the Chairman.

Action: PT to consider a publication of five years' summary of NPS results

4. Fares policy discussion

4.1 Vinita Nawathe (VN) spoke to the papers previously circulated and a presentation (copy attached).

4.2 The Board agreed with the broad outline of the Chairman's approach to the fares issue:

- it is crucial that passenger research is carried out before the Board finalises its position on fares
- this initial research should be launched at the first public meeting of Passenger Focus in April. It may well be supplemented by quantitative research.
- further research on what passengers would like to see in the future will then be done
- a final position, or set of principles, will be adopted by the Board by the early summer
- it may well be that further research needs to be carried out.

4.3 The Chairman stressed the need for the RPC to be involved in the fares debate, and that the first part of the organisation's fares research needed to be concluded by the end of March to enable it to take an informed part in the discussion.

4.4 Nigel Walmsley said he wished to see the research encompassing the issue of the "turn up and go" railway, including pricing optimisation. AS said passenger views of increasing fares at peak travelling times versus changing working patterns needed to be researched.

4.5 AS spoke to the paper, noting that the strategy for communications will be raised at a future Board meeting. It was likely that the April Public Meeting would be a fares conference, at which Members would meet with stakeholders.

5. National Express Presentation

5.1. Members received a presentation from National Express staff: David Franks, Chief Executive, Trains Division, Peter Cotton, Director, Trains Division and Steve Banaghan, Managing Director, Central Trains.

Action: AS to circulate presentation to Members and staff

6. Date of next meeting;

- Tuesday 7 February 2006, Carlton Edinburgh Hotel, Edinburgh - Board Meeting
- Tuesday 7 February 2006 (evening) Stakeholder Reception, Edinburgh (location to be confirmed)
- Wednesday 8 February 2006 (am) Launch events, Edinburgh and Glasgow
- Tuesday 7 March 2006, Board Awayday, location in London to be confirmed



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Anthony Smith
Chief Executive
Rail Passengers Council

8/3/06

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Date



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Colin Foxall CBE
Chairman
Rail Passengers Council

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Date