

AXC Specification meeting

Date: 15/01/2019

Attendees:

██████████ (Specification Lead – XCDA2) and ██████████ (Specification Assistant – XCDA2), ██████████ (Franchise Manager – Arriva CrossCountry)

Minutes:

1) General Introduction

- a. Work through the agenda that was sent through [REDACTED]
- b. [REDACTED]
- c. [REDACTED]

2) Fares and Ticketing

- a. 26-30 railcard is an industry led initiative and will be included in the agreement as per general regulations
- b. New disability rail card policy being drafted, but this may not be till summer 2019
- c. [REDACTED]
- d. [REDACTED]
- e. [REDACTED]
- f. [REDACTED]

3) Delay Repay

- a. 
- b. 

- c. 
- d. 

- e. 


4) Marketing and branding

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
[REDACTED]

5) NRPS and customer experience

- a. [REDACTED]
- b. [REDACTED]
[REDACTED]
- c. [REDACTED]
- d. [REDACTED]
- e. [REDACTED]
- f. [REDACTED]
[REDACTED]

6) Mobile connectivity

- a. AXC have rolled out free wifi onto their entire fleet
- b. [REDACTED]
- c. This was a CO for the current DA

7) Performance

- a. AXC currently in discussions with [REDACTED] on targets
- b. [REDACTED]
- c. [REDACTED]
[REDACTED]

8) AOB

- a. Could the Stakeholder Briefing Doc be shared with AXC?
- b. Next meeting in two weeks