



TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

TfW Rail Ltd Board minutes

7 January 2022

09:00 – 1230

Venue: online

Attendees

James Price (Chair); Jan Chaudhry; Heather Clash; Alexia Course; and Peter Strachan.

In attendance: David O’Leary and Jeremy Morgan.

The Chair welcomed everyone to the meeting.

1a. Apologies for Absence

Marie Daly sent her apologies.

1b. Notice of Quorum

A quorum being present, the Chair welcomed everyone to the meeting and declared the meeting open.

1c. Declarations of Interest

None declared.

2a. Safety Moment

The Board viewed a video of the CIRAS system for reporting health, wellbeing and safety concerns. The Board were informed that the system provides an additional level of transparency and a safety net for identified problems. Two incidents have been reported through the system this financial year.

2b. Customer moment

The Board discussed Operation Genesis (covering all stations) and Operation Garland (covering Chester Station) to provide additional security and safety at stations over the Christmas and New Year holiday period. Annual extra support for various operations. The operations centred on making an assessment on whether people were a danger to themselves and others if intoxicated. Over 1,500 face coverings were distributed, 68 people were refused travel and 156 customers were asked to sober up before travelling.

3. Minutes & Actions of Previous Meeting

The minutes of the TfW Rail Board meeting 10 December 2021 were approved as a true and accurate record.

The actions log was updated.

4. Managing Director's report

There was poor train service-performance in Period 9 mainly resulting from poor weather conditions, the impact of dead, diseased or dying (DDD) trees and resultant 40mph speed restrictions. The Board were informed that Network Rail is liable for compensating unit damage above £10,000. However, Network Rail issue force majeure notices when there are named storms which indemnifies it from any claims. [REDACTED]

The December 2021 timetable changes were implemented and showed some early positive signs. However, the new timetable could not be properly tested due to the onset of Omicron and subsequent staff shortages due to sickness and the need to employ an emergency reduced timetable. Sickness levels are now starting to improve, and work is underway towards reimplementing the original planned December 2021 timetable with additional resilience.

[REDACTED]

The Board discussed potential rolling stock deployment plans and were informed that having recast the assumptions around CVL infrastructure completion, there has been the opportunity to complementarily recast the driver and conductor training programme and rolling stock deployment plans in the run-up to December 2024.

There were three Cat A SPADs reported in Period 9 which are being investigated. One of the incidents was caused by the main aspect signal placed on the ground by virtue of the signal post having been demolished during the Balderton derailment. The Board discussed whether this had increased the likelihood of a mishap, despite the briefing of drivers.. The Board were informed that this will form part of the investigation.

[REDACTED]

Conductors continue to make announcements manually to advise customers of the requirement to wear face coverings. This is in addition to automated announcements which are in the process of being uploaded to train auto announcers. It was noted that compliance had improved as Wales and England have become more aligned and that work is on-going with British Transport Police on providing more stringent enforcement. Masks have also been distributed to customers and customers refused travel for on-compliance and related anti-social behaviour.

The Board noted that service quality at stations is consistently lower than on fleet and has fallen over the last few rail periods. The Board agreed that this requires some additional focus to understand why this is the case and how improvements can be made **[Action Jan Chaudhry]**.

Following a discussion on road transport replacement services, the Board agreed that an improvement action plan, particularly dealing with replacement services at unstaffed or part-staffed stations at a future meeting **[Action Jan Chaudhry]**.

5. Safety Assurance Report

The Board noted the content of the Safety Assurance Report. The Board requested an update on compliance with waste segregation legislation **[Action Jeremy Morgan]**.

6. Management Accounts

Stephanie Raymond joined the meeting.

The Board noted the management accounts for Rail Period 9.

7. North Wales wheel lathe

Simon Olorenshaw joined the meeting. The Board discussed a proposal to install a new underfloor wheel lathe at Holyhead depot which was chosen as the most suitable location, [REDACTED]. The Board agreed with the case for a wheel lathe in North Wales and that Holyhead was the correct location. However, the Board agreed that further work is required to:

- develop a commercial strategy for purchasing the wheel lathe **[Action Simon Olorenshaw/Alexia Course]**;
- ensure compliance with the MSA **[Action Simon Olorenshaw/Alexia Course]**;
- ensure a minimum viable product in terms of supporting infrastructure maximising value for money **[Action Simon Olorenshaw/]**; and
- ensure funding is in place **[Action Simon Olorenshaw/Alexia Course]**.

8. Commercial update

The Board noted the commercial update.

The TfW Board approved the Pay-as-You-Go business case with the gateline mitigation strategy endorsed by TfW Rail Board at the previous meeting. Work will now progress to enter contractual discussions with preferred suppliers and begin operationalising the plan for delivery with an initial pilot launch expected in quarter three of 2022/23.

The first five Payzone stores went live towards the end of Period 9, ahead of full roll-out to the wider South East Wales Metro (SEWM) area in mid-January 2022.

The revenue position dipped period-on-period for the first time since January 2021 in Period 9, with measurable contraction in leisure markets acting to reduce average journeys distances as a result of the worsening COVID

position. More generally, Business and Commuter recovery remains weak and continues to lag behind the overall recovery in Leisure travel, although recent contraction in the latter element is of concern.

As of the end of Period 9 no decision had been made by either DfT or the Welsh Government regarding the quantum or timing of the next fares setting round. The Board noted that any change from the contractual RPI+1% position is likely to create a negative variance to budget.

Seven TVMs are currently out of service as a result of vandalism at unstaffed stations. Work is on-going with British Transport Police to install motion cameras at selected locations. The Board discussed the suitability of TVMs in digital world accepting that ticket-buying provision is required for customers without mobile phones.

The Chair closed the meeting and thanked all attendees for their attendance and contributions.