



TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

TfW Rail Ltd Board minutes

27 May 2022

09:00 – 1400

Venue: Llys Cadwyn

Attendees

James Price (Chair); Heather Clash; Marie Daly; and Peter Strachan.

In attendance: David O’Leary and Jeremy Morgan. Stephanie Raymond joined the meeting for item 7; Colin Lea joined for item 8 and Bethan Jelfs joined for item 11.

The Chair welcomed everyone to the meeting.

1a. Apologies for Absence

Alexia Course and Jan Chaudhry

1b. Notice of Quorum

A quorum being present, the Chair welcomed everyone to the meeting and declared the meeting open. It was agreed to revise the Articles of Association to increase the quorum to three directors [**Action Jeremy Morgan**].

1c. Declarations of Interest

None declared.

2a. Safety Moment

Two passengers at Waungron Park station were observed walking straight down the ramp and turning go onto the railway line. The passengers were stopped, and it was clear that they had every intention of crossing the line to get to the opposing platform. A review identified several learning points including no obvious prevention measures or signage. The Board discussed the need to focus on innovation and technology to review behaviours and challenge mindsets.

2b. Customer moment

Hereford’s Station manager was commended for work carried out in the community through a series of initiatives. It was agreed that going forward, on behalf of Board the Chair will write to individuals such as this thanking them for their endeavours.

3. Minutes & Actions of Previous Meeting

The minutes of the TfW Rail Board meeting 29 April 2022 were approved as a true and accurate record.

4. Managing Director's report

Train service performance improved in period 1, but not enough to meet key targets in all categories. The main improvement areas are (a) ensuring there are sufficient qualified drivers and conductors to deliver the train plan; (b) sufficient reliable rolling stock; (iii) reducing levels of anti-social behaviour, disorder, youths gathering and ill / intoxicated passengers who cause delays; and (iv) measures to alleviate crowding on certain routes and at certain times. The Board were assured that there are action plans in all four areas that are beginning to strengthen performance.

Fleet performance has seen a marginal improvement with the Mark IVs and Class 769s proving to be more reliable than in the recent past. Class 175s continue to be a concern with availability shortfalls on most days.

[REDACTED]

Operational safety indicators were on target, both in terms of the number of incidents and mishaps, but also in terms of proactive indicators such as competence management assessments. There was one Cat A SPAD during the period which is under investigation.

Work is required to understand the underlying reasons for ticketless travel and to scrutinise the sampling method [Action Marie Daly]. The Board were assured that work is on-going to increase on-board scan rates, which have recently increased, and to ensure gate-lines are covered during peak times. The Board agreed the need to develop targets for both scan rates and gate-line coverage underpinned by robust data, and with a detailed plan on how to achieve set targets [Action David O'Leary and Marie Daly].

[REDACTED]

The Board requested data to underpin the narrative provided on causes of delays and a dashboard on 'TOC-on-self' data [Action Marie Daly].

AIW currently have no targets in place as CVL infrastructure provider around performance improvement. The Board agreed that this is unacceptable, and agreed that a set of measures and dashboard is required [Action Marie Daly].

[REDACTED]

The Board agreed the need develop a risk register to capture TfW risks relating to the development of GB Rail **[Action – David O’Leary]**.

An additional MKIV was purchased at the end of the financial year to improve fleet resilience. It was agreed that a paper is required on how it will be utilised **[Action Alexia Course]**.

5a. Safety Assurance Report

The Board noted the content of the safety assurance report which was reviewed in detail at the recent Safety Executive meeting.

5b. Rail risk report

The report was noted.

6. Commercial update

Passenger Revenue exceeded budgeted targets in Period 01 following continued period-on-period growth. The Inter Urban market segment which drives most revenue on the network has now recovered to around 99% of pre-COVID levels in revenue terms.

The TfW Rail ‘Half Price Train Ticket Sale’ ran between 19 April and 3 May, with a travel period of 25 April to 2 May. Initial analysis indicates an 8.9% uplift in revenue compared to recent weeks. A full analysis of the sale will be completed in P03 to ensure any change in customer purchasing behaviour during the travel period (ending 27 May) is accounted for in the final results.

The latest TVM software update included changes to the tone of voice. This changes over 550 different messages to customers within the TVM booking flow to make them sound softer and more aligned with the TfW brand.

Passenger Journeys fell below target in the period, predominantly driven by differences between budget assumptions on remote working and the actual results. However, yield remains strong.

The Board were informed that the potential implications of CrossCountry not yet re-introducing Bristol <> Manchester services were identified during the period. Initial investigations indicate that Marches route capacity is negatively impacted by customers seeking faster journey times via Newport.

The Board noted that Webtis and app sales have decreased. The Board agreed to investigate the costs of website optimisation **[Action David O’Leary]**.

7. Management Accounts

Stephanie Raymond joined the meeting.

[REDACTED]

At its next meeting, the Board will receive the near finalised Annual Report and Financial Statements for 2021-22. The Board gave delegated authority to Jan Chaudhry to approve the final version after the next meeting, unless there is a material change.

The Board discussed the need to collect data and develop a model to capture cost and income analysis.

The Board noted the management accounts for P1.

8. 2022-23 performance targets

Colin Lea joined the meeting. The Board were informed that performance target proposals (delay minutes, cancellations, pre-cancellations, PTL and short formations) for 22/23 year has been generated using data from P1801 to P2211. It noted that actual performance for 21/22 against target (dotted line) were rarely achieved, with prior years also typically falling below. The model for 2022-23 is based on assumptions from P2301 (April-22) with direct Covid impact removed but additional special events included along with fleet and timetable changes.

The Board agreed that the item needs a detailed discussion outside the meeting.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

12. Board effectiveness review

The Board noted the positive results of the Board effectiveness Review and agreed for the actions in the report to be taken forward.

The Chair thanked all who attended for their contributions.