



# TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

## TfW Rail Ltd Board minutes

**19 August 2022**

09:00 – 1300

Venue: Llys Cadwyn

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### Attendees

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

In attendance: Jeremy Morgan and David O’Leary.

The Chair welcomed everyone to the meeting.

### 1a. Apologies for Absence

Marie Daly

### 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 use of body worn cameras by staff has been limited. A ‘hearts and minds’ campaign is due to commence emphasising that the cameras are not used to monitor staff and that footage will only be used to support prosecutions. Personalised harnesses are being made available accompanied by a myth-busting campaign.

### 2b. Customer moment

The Board were updated on changes to the Revenue Management and Advance Purchase on Day (APOD) scheme including the restoration of dynamic revenue management and POD being available up to five minutes before customer origin departure.

### 3. Minutes & Actions of Previous Meeting

The minutes of the TfW Rail Board meeting 22 July 2022 were approved as a true and accurate record. The Actions Log was noted.

### 4. Managing Director’s report

The Board were informed that the appointment of an interim Route Director for Network Rail Wales has provided an opportunity to develop a refreshed approach to improving train performance across the whole system. The new approach was agreed between TfW, Network Rail Wales and AIW at the end of July and centres around the development of a Performance Strategy.

The Board were also informed of the development of the 'TOC-on-self' performance plan which is founded on five fundamentals: (1) ensuring the train plan is robust, hitting the sweet spot between being ambitious and being resilient; (2) ensuring there is enough serviceable rolling stock to deliver the train plan; (3) ensuring there is enough traincrew to deliver the train plan; (4) optimising capacity to minimise predictable crowding; and (5) controlling anti-social behaviour, trespassing and other external factors.

The Board discussed rolling stock availability, particularly 175 units and MKIVs [REDACTED]

The Board were assured that the position with driver and conductor training continues to improve in line with the long-term resource plan, but that Sunday driver cover remains a significant issue [REDACTED]

The capacity optimisation plan continues to operate during the summer with strengthening where possible use of strategically located stand-by buses, and customer mitigation measures via the customer ten-point plan. The Board noted that the majority of crowding peaks experienced are caused by driver strike action in other TOCs and traincrew shortages in those TOCs outside strike days.

The Board also noted that initiatives to counteract anti-social behaviour, youths gatherings, and other forms of railway nuisance are continuing to bring down recorded instances, especially in the well-known hotspots within the Cardiff Valleys. However, these issues are still causing delays.

The period was affected by hot weather culminating in a Met Office red extreme heat warning for 18 and 19 July. The resulting speed restrictions had an adverse impact on train performance, with the service being thinned out during the hottest days. The Board requested information on any potential impact of extreme heat on the new units [**Action Alexia Course**].

The Board noted that levels of ticketless travel has increased and challenged whether more can be done in this area. The Board were informed that a Revenue Protection Strategy is under development and there did not seem to be any particular reasons for the increase. The Board agreed that the Ticketless Travel Survey would be a better measure and there is a risk that the figures are currently understated. The Board also noted that the development of Pay-As-You-Go could present better opportunities for easier payment.

#### **5a. Safety Assurance Report**

The Board noted the Safety Assurance Report.

#### **5b. Rail risk report**

The report was noted.

#### **6. Commercial update**

[REDACTED]

[Redacted text block]

**7. Management Accounts**

[Redacted text block]

The Board noted the management accounts for Period 4.  
Andy Quinton left the meeting.

**8. December 2022 timetable re-cast**

[Redacted text block]

**9. CAF commercial settlement**

[Redacted text block]

[REDACTED]

The Chair thanked all who attended for their contributions.