



# TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

## TfW Rail Ltd Board minutes

**11 November 2022**

09:00 – 1300

Venue: St Patricks House, Cardiff

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### Attendees

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

In attendance: Jeremy Morgan.

The Chair welcomed everyone to the meeting.

#### 1a. Apologies for Absence

None

#### 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.

#### 1d. Minutes of previous meeting

Minutes of the meeting 14 October 2022 were approved as a true and accurate record. The latest Actions Log was noted. Lessons from the Manchester Arena bombing report have been noted and discussed at the most recent Safety Executive meeting with emergency plans being refreshed.

#### 2a. Safety Moment

A small thermal event resulted from a personal vaping device battery fault. Advice to staff has been issued. The Board stated the need to encourage staff not to smoke or vape through health and safety campaigning [**Action Marie Daly**].


#### 2b. Customer moment

The Board were updated on a review of stations project and minor works commissioned by the CCCO and CIO.

#### 4. Managing Director's report

The Board noted and discussed the Managing Director's Board report for Period 7 (18 September 2022 to 15 October 2022). The Board were updated on:

- Challenges presented at Canton Depot by OLE work on the day-to-day running of services.
- Reduction in sickness absence levels to pre-covid levels.

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- Engineering works programme
  - MKIVs running times for December 2022 and May 2023 timetables.
  - Performance indicators
  - Customer satisfaction

#### 5a. Safety Assurance Report

Non workforce injuries and accidents are currently reported as being over target. Significant work has been done to understand any issues. The Board suggested that an external review would be beneficial [Action – Jan Chaudhry to speak to Leyton Powell].

#### 5b. Rail risk report

The risk report was noted.

#### 6. Commercial update

Stephanie Raymond joined the meeting.


The Board discussed periodic results around revenue, journeys, yield, retail and fraud management.

Data is showing clear changes in demand patterns, particularly the morning peak period.

The Board noted that 'buy before you board' was having a positive effect and needs a clear plan for further promotion.

#### 7. Cost of living fares

The Board considered a paper setting out recommendations for fare options from January and March 2023. The Board agreed several principles around options being revenue generative, moving to digital ticketing, and offering the various options only through the use of TfW-owned channels.



#### 8. Management Accounts

The Board noted the management accounts for Period 7 including operating and capital subsidy requirements and spend to date against budget.

