



TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

TfW Rail Ltd Board minutes

9 December 2022

09:00 – 1400

Venue: Llys Cadwyn, Pontypridd

Attendees

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

In attendance: Scott Waddington and 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 11 November 2022 were approved as a true and accurate record. The latest Actions Log was noted

[REDACTED]

2a. Safety Moment

The Board reflected on a fatality in the rail industry and lessons to be learnt and applied for TfW.

[REDACTED]

2b. Customer moment

Workshops over the last month have taken place on better use of data to become more customer centric through transforming information into intelligence. The Board were introduced to the methods used and next steps.

4. Chief Operations Officer report

The Board discussed the content of the Chief Operations Officer report. The Board were updated on: rolling stock and crew availability; the impact of OLE construction on operations; Project Mercury launch; the impact of recent strike action; coach services; revenue protection issues in relation to Barry Winter Wonderland; performance metrics; the concluded pay award; and the CVL Metro Protocol.

The Board also discussed strategies for improving on-train scan rates. [REDACTED]

[REDACTED] The Board requested some systematic mystery shopper data to monitor the success of strategies employed [Action Marie Daly].

The Chair thanked all for the hard work going on across the network.

5a. Safety Assurance Report

There were no SPADs during the period and most indicators were reporting as better than target [REDACTED]

5b. Rail risk report

The risk report was noted.

6. Commercial update

Stephanie Raymond joined the meeting.

[REDACTED]

Demand profiles on the network reflect the increased share of non-commuting travel for customer journey purpose, with the traditional AM/PM peaks on weekdays reduced versus the pre-pandemic position. Late-morning/midday demand was generally above pre-pandemic levels throughout the week during P08.

The Board noted that the introduction of some of the new fare initiatives has been delayed due to strikes. These initiatives be launched in early 2023.

[REDACTED]

7. Management Accounts

[REDACTED]

8. Budget FY24

The Board were introduced to a first draft of the 2023-24 budget. [REDACTED]

[Redacted]

[Redacted]

The Board were also updated on fare increases for 2023 with various scenarios recently presented to the Welsh Government.

[Redacted]

The Board noted the first draft of the 2023-24 budget.

[Redacted]

10. St Patricks first floor – lease variation

The Board approved an offer from the landlord of the St Patrick’s House office to remove the break clause at the end of 2024 in return for rent reduction. The Board asked whether the lease can be novated if necessary in the future [Action Alexia Course].

11. Car park strategy

[Redacted]

The Board approved applying RPI to existing parking charges and aligning with rail fares RPI.

12. Holyhead wheel lathe

Owen Clutterbuck joined the meeting.

[Redacted]

[Redacted]

13. 231 Hybrid Modification Programme

[Redacted]

[Redacted]

14. Class 230s

[Redacted]

The Board noted that an offer had been made to the administrators for spares and tooling.

15. Customer and culture update

The Board were updated on several customer and culture issues including responding to customer complaints, progress with the 10-point plan, the marketing strategy [Redacted]

16. People

Three Board agreed to recognise the following through letters and / or an invite to the Board to be thanked: the team who worked on the agreed pay award; a member of staff who had to deal with three suicides in one week; and a conductor who received excellent feedback on their performance.