



# TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

## TfW Rail Ltd Board minutes

**28 April 2023**

09:30 – 1300

Venue: St Patrick's House

---

### Attendees

James Price (Chair); Peter Strachan, Jan Chaudhry Van der Velde and Alexia Course.

In attendance: Jeremy Morgan.

The Chair welcomed everyone to the meeting.

#### 1a. Apologies for Absence

Heather Clash and Marie Daly sent their apologies.

#### 1b. Notice of Quorum

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

#### 1c. Declarations of Interest

None declared.

#### 1d. Minutes of previous meeting

The minutes from the meeting 31 March 2023 were approved as a true and accurate record. The latest Actions Log was noted.

### 2. Safety moment

Lois Park joined the meeting to introduce the Board to the communications campaign raising awareness of the risks of trespassing on the electrified railway. The campaign is particularly targeted towards younger males based on data evidencing that 90% of incidents involve males trespassing or engaging in other criminal activity. The Board welcomed the powerful messaging.

Lois Park left the meeting.

### 3. Customer moment

The Board discussed the rail replacement services currently in use due to the Treherbert line blockade and measures being utilised to improve the service. The Board encouraged strong reinforcement of revenue protection and to have additional presence at the head of valley and to ensure someone is physically in Treherbert [**Action Jan Chaudhry Van der Velde**].

#### 4. Chief Operations Officer report (Period: 13 (22/23) 5 March 2023 – 31 March 2023)

Train service delivery during the period was dominated by rolling stock shortages, the continuing knock-on effects of the Class 175 thermal events and the maintenance programme at Chester. However, Class 175s are returning to service but the fleet of Class 197s is being stretched. The Board asked for data on services that were run during the period as a percentage of what was expected [Action Jan Chaudhry Van der Velde]. The Board encouraged more wholistic thinking around the use of existing rolling stock.

The Board were updated on the performance of the Class 150, 153, 158, and Class 230 fleets. The Board welcomed the stable service of the Class 230s and that maintenance costs remain within expected costs.

The Board requested that contact is made with the ORR on the status of passive provision for non-mainline non-mainline operations and line of sight operations on the Cardiff Bay line [Action Leyton Powell].

#### 5a. Safety Assurance Report

Noted.

#### 5b. Rail risk report

The Board noted the report.

#### 6. Commercial update

Stephanie Raymond joined the meeting.

The Board were updated on key performance data relating to revenue, journeys, yield, retail and fraud management.

The Board discussed issues around ticket scanning and inspection and the need to increase checks. Several ideas were discussed around the principle of having a single point of accountability. It was agreed that options should be identified for piloting a scheme [Action Jan Chaudhry Van der Velde].

The Board noted the report.

#### 7. Financial review

Stephanie Raymond left the meeting

## 8. MKIV lessons learnt

[REDACTED]

[REDACTED]

## 10. Service quality

The Board considered a paper on redeveloping the service quality framework and approved a recommendation to pause the targets from the SQR stations and fleet strategic KPIs for six periods, allowing for sufficient data to accumulate and a revised baseline position to be established. The Board also encouraged broader thinking to ensure greater efficiencies and avoiding duplication.

## 11. KPIs

Zoe Smith-Doe joined the meeting to provide an update on KPI reporting. The Board agreed to changes in format for a trial period covering Rail Period 1 2023/24. The Board agreed to combine all individual functional KPIs within each of the Strategic KPIs into a single action plan and for there to be a maximum of four action plans in the report covering safety, service provision, customer and effectiveness and cost efficiency.

The meeting ended and the Chair thanked everyone for their contributions.