



TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

TfW Rail Ltd Board minutes

15 September 2023

09:00 – 14:00

Venue: Llys Cadwyn, Hybrid

Attendees

James Price (Chair), Heather Clash, Jan Chaudhry Van der Velde, Marie Daly and Alexia Course.

In attendance

Julian Edwards (Associate NED) and Jeremy Morgan

The Chair welcomed everyone to the meeting.

1a. Apologies for Absence

Peter Strachan sent his apologies.

1b. Notice of Quorum

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

1c. Declarations of Interest

Marie Daly informed the Board that she had recently been appointed as Chair of Women in Rail. The Board welcomed the appointment.

2. Safety moment.

The Board were updated on progress in implementing the ORR Improvement Notice issued to TfW regarding the Cl. 175 thermal events. The Board noted that ORR was satisfied with the rectification work undertaken in line with the notice, and closed it out.

3. Customer moment

The Board were updated on delivery of the new catering trolley fleet. The Board discussed the merits of setting targets for on-board catering services.

4. Minutes and Actions

The minutes from the meeting 18 August 2023 were approved and the latest Actions Log was noted.

5. Chief Operations Officer report

Board discussed options around the First Class proposition for MKIV services and improving the service and when it recommences. It was agreed to carry out a two-week period of analysis before switching on marketing for the service [Action Marie Daly].

7. Commercial Update

The Board were updated on key metrics around passenger revenue, gateline coverage, on-train scan rates and the on-going pay-as-you-go pilot.

The Board noted that the new educational products are now in market with 75% off annual season tickets being offered for educational travel from September. Take-up has been modest.

The Board were informed that a revenue protection action plan is in development and that a visit is planned to Northern Trains to learn lessons from their approach towards tackling ticketless travel.

It was agreed to provide a narrative to the Welsh Government revenue recovery over the last three years [Action Alexia Course].

8. Financial review

Board noted the management accounts for Rail Period 05 (23/24).

The Board were briefed on R2 for FY 2024 [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Stephanie Raymond left the meeting.

9. Project Bullseye

The Board were updated on progress with Project Bullseye. The Board noted the update and determined that a menu of options should be optimised.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

There being no other business, the Chair thanked everyone for their contributions and closed the meeting.