



TfW Rail Ltd Board Minutes

5 January 2024

0900 – 1400

Venue: Llys Cadwyn, Cardiff and online

Attendees

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

In attendance

Julian Edwards (Associate NED), Lewis Brencher and Jeremy Morgan (Sec).

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 it open.

1c. Declarations of Interest

There were no declarations of interest.

2. Safety moment.

The Board discussed a new approach to winterisation arrangements. It noted examples of where this is being mobilised, that the contactor is taking responsibility for claims, and that performance is currently very good. Board welcomed the service but questioned whether the public sector through, for example trunk road agents, could have been involved. It was agreed that this should be considered the next time the service is procured.

3. Customer moment

Board were updated on operations Genesis and Garland. Both operations included close working with BTP with various lessons learned and applied. It was noted that TfW is being approached by other companies for good practice on handling events. Board agreed to explore the possibility of buying a rail ticket at same time as an event ticket [**Action Alexia Course**].

4. Minutes and Action

Board approved the minutes of the meeting held 5 December 2023 as a true record. The actions log was noted and updated.

It was agreed that the North Wales wheel lathe needs to be discussed by TfW ELT led by Dan Tipper and Alexia Course, with a note to be provided to the Board for the next meeting [**Action Dan Tipper and Alexia Course**].



5. Chief Operations Officer report

Board received and noted an overview of the COO's report. The overview focussed on:

- CVL performance over the last period was reasonable. Wales and Cross Borders performance had seen several periods of improvement but the Autumn period saw a dip mainly due to wheel damage across the wider fleet. The Board were informed that discussions have been held with other TOC's to utilise their tyre turning facilities to redress TfW's backlog. The root cause is being examined. CAF will share data with Network Rail to determine the locations causing most problems. The Board agreed to commission a full review of autumn performance in the context of the work being done by SNC Lavalin **[Action Jan Chaudhry Van der Velde]**.
- The Board agreed to establish a performance related sub-committee to replace the current calls on cl.197s and cl.175s, to meet every two weeks. It was agreed that Peter Strachan and Julian Edwards will join the committee as NEDs. It was agreed that other members and the terms of reference will be developed by Jan Chaudhry Van der Velde and to be formally agreed at the next meeting **[Action]**.
- [REDACTED]
- MKIVs showed good performance in Period 9 but there were issues over the Christmas period with locomotive provision still providing technical issues. Work continues with DB Cargo to rectify the situation. [REDACTED]
- The new Wrexham – Bidston timetable has led to a marked improvement in frequency and timekeeping. Stakeholders are on balance cautiously welcoming of the timetable change and close working with the user group led to an optimum set of trade-offs. The Board asked that revenue protection is prioritised **[Action Marie Daly]** and for their thanks to be passed to Jez Williams, line of route officer, who led the co-ordinating cross-functional improvement workstreams **[Action Jan Chaudhry Van der Velde]**. The Board emphasised the importance of keeping a focus on this service.
- Works on the Newport station kitchen have ceased with the works undelivered. The Board were informed that this is impacting revenue. It was agreed that Marie Daly will review through the stations project team **[Action]**.
- Ticketless travel remains an issue. [REDACTED]
[REDACTED] It was agreed that further work is required to provide more robust passenger count data **[Action Marie Daly]**.

5.1 Strategic KPI Report

Board noted the report.



5.2 Safety Assurance Report

[Redacted]

6. Rail Risk Dashboard

Board received and noted an overview of the risk dashboard.

7. Financial review

Stephanie Raymond joined the meeting.

Good discussions have been held with the Welsh Government on next year's budget with some additional savings found.

The Board were updated on the in-month and year end positions for operational and capital expenditure.

The Board noted the periodic financial review.

Stephanie Raymond left the meeting.

8. Marketing update

Board noted a marketing update which included:

- [Redacted]
 - Digital campaigns and some of the more tactical measures being taken.
 - [Redacted]
 - The benefits of the on-going behavioural science work.
- [Redacted]
- [Redacted]

9. Commercial update

The Board noted the commercial update report:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]



[REDACTED]

10. Gateline extension

The Board noted a report summarising the approach to achieving a committed gateline coverage target of 80% across the 13 gated stations on the TfW network. The Board noted that:

[REDACTED]

The Board noted the report and endorsed the proposed next steps:

- The implementation of the proposed changes and enhancements to all current gatelines, as provided in the report.
- Investigating the deployment of Remote SCU's as a viable supporting asset.
- Continued development of the VHP strategy.

11. Subscription pricing

[REDACTED]

12. Dec 24 timetable

The Board approved a recommendation to defer the planned December 2024 CVL-Metro Timetable change, which was planned to accelerate journey times on the Cardiff <> Treherbert/ Aberdare/ Merthyr Tydfil routes, to May 2025 as a result of delays in the availability of cl.398 for service. It was agreed that Lewis Brencher will contact Bishop of Llandaf school to discuss any impacts and the potential for putting on a self-funding bus service **[Action]**.

13. Football



TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

A plan has been circulated to deal with transportation of fans for the Spring 2024 fixtures. A meeting with the Football Association of Wales will take place next week. The Board noted an issue with the disruption to the Rhymney line for the second match. It was agreed that there should be no possession by Amey.

14. PAYG

Helen Mitchell joined the meeting

The Board were updated on the progress of the pilot, next steps and communications. The pilot was largely successful but some issues are being resolved.

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