



**TfW Rail Ltd Board Minutes**

**26 April 2024**

0900 – 1400

Venue: Llys Cadwyn

**Attendees**

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

**In attendance**

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

The Chair welcomed everyone to the meeting.

**1a. Apologies for Absence**

Marie Daly.

**1b. Notice of Quorum**

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

**1c. Declarations of Interest**

Members confirmed that their published declarations of interests were up to date and there were no additional interests to declare specifically relating to agenda items. Heather Clash, Alexia Course and James Price are interim members of the TfW Fibre Board. Julian Edwards is the interim managing director of Cross Country Trains Ltd and excused himself from the items on discounted fares and revenue management (Airline pricing).

**2. Safety moment.**

The Board was updated on recent investment in the Depot Protection System utilising updated technology.

**3. Customer moment**

The Board considered the use of better data including combining network, performance and customer data to further performance trends.

The Board encouraged the use of more direct marketing initiatives around simple messaging such as the network being open and trains running.

**4. Minutes and Actions**

Minutes of the meeting 28 March 2024 were approved. The Actions Log was noted.

**5. Chief Operations Officer report**

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

- A strong final period of the year for performance with the gradual improvement of PTL on the core valley lines and Wales and Cross Borders. The most significant infrastructure failure affecting performance

and revenue was a landslip at Oakengates which closed the railway between Shrewsbury and Birmingham for three weeks of the period. Performance on the Marches route was marked by the increasing number of three, four and five car trains operating on the route.

- Driver and Guard training course has been completed at all depots for the Class 197 fleet. The Board noted that the number of Class 197 units in the fleet has remained at 46 over the period. An issue with failed turbos in the fleet was well managed due to effective joint working between CAF and TfW.
- The provision of catering services on MKIVs and uncertainties for passengers over whether the service would be available. The Board discussed potential options for communicating availability of the service.
- Unusually low availability of Class 231s due to an issue caused by the blocking of diesel particulate filters. A solution is being sought.
- Three industrial relations issues have been resolved around driver manager's pay; a dispute with managers and team leaders in the fleet organisation over the proportion of salary that is non-pensionable; and a dispute with ASLEF over establishment calculators and depot annual leave quotas.
- The need for a 10-minute item specifically on safety at this Board [**Action Leyton Powell**].
- Upcoming events over the next few months. The Board discussed the merits of rewriting the timetable for certain events.
- The need to identify decisions taken this year that could have a financial impact in the next financial year and the need to identify trade-offs.
- The potential for customer information to include 'next fastest train to...' It was agreed that the merits of this should be explored [**Action Jan Chaudhry Van der Velde**].

The Board noted the report acknowledged the good performance during the period.

### **5.1 Strategic KPI Report**

Board noted the report.

### **5.2 Safety Assurance Report**

Board noted the report.

### **6. Rail Risk Dashboard**

Board received and noted an overview of the risk dashboard.

### **7. Financial review**

*Stephanie Raymond joined the meeting.*

[REDACTED]

[REDACTED]

[REDACTED]

The Board were updated on close out of FY 2023/24 with several issues to be finalised including the Class 175 redelivery programme, 150s issues and dilapidations.



[Redacted text]

The Board noted the finance report and expressed its thanks to the team for work around year-end.

*Stephanie Raymond left the meeting.*

**8. Commercial update**

[Redacted text]

The Board was updated on Pay-As-You-Go which is currently live at 11 stations in South-East Wales, from Pontyclun through to Newport and extended to stations up to Ebbw Vale.

[Redacted text]

The Board noted the report.

**9. Retail COS savings**

*Chad Collins joined the meeting.*

[Redacted text]

The Board welcomed the proposals and endorsed the proposals with the exception of removing discount products on-board.

**10. Discount fares**

*Julian Edwards left the meeting due to a conflict of interest.*

The Board considered a paper setting out five recommended changes to unregulated fares and discounted products/schemes across the network in 2024/25. The aim would be to transition customers to a new product when their current product/scheme ends. [Redacted text]

[Redacted text]

*James Price left the meeting, Peter Strachan took over as Chair.*

**11. Revenue management**

The Board discussed more dynamic and variation in pricing. It was noted that 'Airline style' pricing has been in place across the Wales & Borders network for more than 10-years and discussed a range of possible enhancements. [REDACTED]

The Board noted the paper.

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