



TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

TfW Rail Ltd Board Minutes

19 July 2024

0900 – 1230

Venue: Llys Cadwyn

Attendees

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

In attendance

Julian Edwards (Associate NED) and Jeremy Morgan.

The Chair welcomed everyone to the meeting.

1a. Apologies for Absence

Alexia Course, Marie Daly and Peter Strachan.

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 and James Price are interim members of the TfW Fibre Board. Julian Edwards is the interim managing director of Cross Country Trains Ltd.

2. Safety moment.

The Board discussed the ongoing lessons to learn, content, recommendations and applicable lessons of an RAIB report on the Margam incident which occurred in July 2019, exactly five years ago.

3. Customer moment

[REDACTED]

Marie Daly left the meeting.

4. Minutes and Actions

Minutes of the meeting 21 June 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:



- Timetable reorganisation has resulted in a challenging few periods, particularly around the changing balance of rolling stock, more intensive utilisation of the CVL network and challenges around route setting software at both the Taffs Well ICC and the WROC in Cardiff.
- This is the likely cause of the recent drop in customer satisfaction metrics. However, all the demand metrics were better than target including passenger revenue, passenger journeys and passenger kms.
- A discussion on AIW performance around infrastructure. Alison Thompson and James Holmes are to be invited to a future meeting **[Action Jan Chaudhry Van der Velde]**.

Marie Daly rejoined the meeting.

- Sundays inside the working week was delivered successfully for drivers, with all payroll data updating correctly.
- MKIV reliability is improving. The Board thanked the teams for recent improvements emphasising the need to retain this position. A discussion took place around the impact on Crewe ETD following a recent change in the fleets maintained there.
- The two badly fire damaged Class 175 vehicles from last year's thermal events have been combined into a redesignated two-car unit. The unit has been formally written off with the insurance underwriters making the required payment less the insurance excess.
- On-board scanning rates have increased to 67%, up from 40% one year ago.

- [REDACTED]
- [REDACTED]
- [REDACTED]
- Latest plans for implementation of the CVL Metro protocol, which will not be in place for Class 756 entry into service. However, the plan is that all Class 398s will be entered into passenger service using the protocol.

Lewis Brencher joined the meeting.

- The Board discussed the need to reduce cancellations accompanied by a proactive communications strategy which will be dependent on advice from JC **[Action LB to read Board pack on commentary and JC to conclude around recasting figures and making it relevant to customers]**.

5.1 Strategic KPI Report

Board noted the report.

5.2 Safety Assurance Report

Leyton Powell joined the meeting.

The Board were updated on several RIDDOR incidents resulting from abuse of staff. Work is being carried out around training and prevention along with analysis on repeat victims on whether any patterns related to this.

Board noted the report.

6. Rail Risk Dashboard

Board noted the dashboard. Board was informed that rail risks will mainly be considered by Rail Board and noted by the main TfW board. Decisions will be made at ELT over which Rail related risks will be escalated to TfW Board and which considered by Rail board.

Leyton Powell left the meeting.

7. Financial review

Board noted the Rail Period 2 financial review.

The overall position is favourable position which is due to phasing. The Board were warned against any surprises on capital spend.

8. Marketing update

Lewis Brencher & Chris Willimas joined the meeting

Board was updated on Eisteddfod arrangements and on-going work around econometrics, for which a report has been received and findings reviewed. Work has commenced on the next iteration of the next real social network campaign.

Board was updated on pay-as-you-go. Ebbw Vale line is showing incremental growth.

9. Commercial update

Good performance Rail Period 3, particularly around passenger revenue which has increased period-on-period and year-on-year. On train scans have also improved and yield is improving period-on-period. The Board welcomed TfW continuing to significantly outperform the wider industry in terms of passenger revenue, volume and yield recovery against the pre-COVID position.

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