



TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

TfW Rail Ltd Board Minutes

24 May 2024

0900 – 1400

Venue: Llys Cadwyn

Attendees

James Price (Chair), Heather Clash, Alexia Course, Marie Daly, 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

None.

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.

2. Safety moment.

The Board were updated on the SPaD action plan which focussed on training for new drivers. The plan was discussed at last week's RDSG. TfW's Operations Director is taking ownership of many of the actions within the plan.

3. Customer moment

A discussion took place regarding the new Multi-modal Customer Digital Strategy. Delivery of the strategy is planned over three phases which focus on multimodal journey planning, integrated ticketing using the TfW app and driving behaviour change and modal shift from personalisation, loyalty and multimodal incentives.

The Board discussed the need to keep communicating with TfL regarding lessons learnt and good practice, dealing with the challenge of staying agile in a slow-paced industry, and dealing with more complex commercial issues. The Board also discussed innovation. It was agreed that James Price would contact Simon Gibson for a discussion on innovation **[Action]**.

4. Minutes and Actions

Minutes of the meeting 26 April 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:

- Service delivery was generally good in rail period 1 with metrics suggesting that it is starting to be matched by customer satisfaction and sentiment. However, there remains fragility around rolling stock provision across the fleet.
- Although the football events did not take place during the last period, there was disappointing press coverage resulting from a Senedd committee report based on events in the more distant past. It was agreed that there should be a push back against the coverage and a response will be issued to the Committee Chair.
- Safety metrics during the period were stable with no Cat A SPADs. The Board were updated on two low speed derailment incidents at Canton, both of which have been dealt with and are under investigation; and train despatch issues at Shrewsbury which are to be reviewed.
- Only one set of MKIVs remains to be expanded from four to five coaches. Service reliability is being monitored to determine the optimum time to increase the number of daily circuits from four to five.

[REDACTED]

Board noted the report.

5.1 Strategic KPI Report

Board noted the report.

5.2 Safety Assurance Report

Board noted the report.

6. Rail Risk Dashboard

Board noted the dashboard.

7. Marches update

Piers Croft joined the meeting.

The Board received an update on Marches line services and were informed of the positive impacts of a reduced reliance on 15Xs, and reduced use of two-car units; an increase in customers using the First-Class service; and a 41% increase in revenue compared to the same period last year.



The Board discussed carrying out a benchmarking exercise to explore the merits of setting up airport style lounges.

Piers Croft left the meeting.

8. Financial review

Stephanie Raymond joined the meeting.

[REDACTED]

A letter of comfort from the Welsh Government for 2024/25 funding is expected. It was agreed that if the letter is received prior to the next meeting it will be circulated to TfW and TfW Rail Boards.

The Board approved a representation letter to KPMG in connection with its audit of the Railway Safety Levy Submission of Transport for Wales Rail Limited (“the Company”), for the year ended 31 March 2023, for the purpose of expressing an opinion:

- i. as to whether the Railway Safety Levy Submission gives a true and fair view of the state of the Company’s affairs as at 31 March 2023; and
- ii. whether the financial statements have been properly prepared in accordance with Railway Safety Levy 2024-25 submission guidance issued by the Regulator.

Stephanie Raymond left the meeting.

9. Marketing update

Lewis Brencher joined the meeting.

The Board were informed of overall marketing performance exceeding the year-to-date target by £0.22m. The Board noted the revenue analysis validation exercise carried out the Commercial team which provides a degree of independent validation.

[REDACTED]

The Board were updated on recent correspondence from Trainline regarding a recent TfW marketing campaign. The Board agreed to note the correspondence with no further action.

10. Commercial update

Chris Williams joined the meeting.

[REDACTED]



[REDACTED]

The Board discussed split ticketing and for the merits of this to be explored [**Action Alexia Course**].

The Board noted the report.

11. PAYG

The Board noted a paper providing a commercial update on the Pay As You Go (PAYG) scheme. [REDACTED]

[REDACTED]

It was agreed that the next update will be tabled at August's meeting.

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