



# TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

## TfW Rail Ltd Board Minutes

16 August 2024

0900 – 1230

Venue: Llys Cadwyn

### Attendees

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

### In attendance

Julian Edwards (Associate NED) and Jeremy Morgan.

The Chair welcomed everyone to the meeting.

### 1a. Apologies for Absence

Heather Clash and 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. James Price, Heather Clash and Alexia Course are interim member of the TfW Fibre Board. Julian Edwards is the interim managing director of Cross Country Trains Ltd.

### 2. Safety moment.

The Board discussed use of the RSSB PTI risk assessment database.

### 3. Customer moment

A discussion took place on the drop in customer complaints over last 12 months due to better service and work done to better manage the process.

### 4. Minutes and Actions

Minutes of the meeting 19 July 2024 were approved. The Actions Log was noted. It was agreed that market share should be discussed at a future ELT meeting [**Action JP**].

### 5. Chief Operations Officer report

Board received and noted an overview of the COO's report. The team were thanked for the recent good service but urged further improvement. Daily rolling stock provision remains the biggest issue along with the need to make the CVL less fragile to disruption. [REDACTED]

The COO review focussed on:



- MKIVs are performing very well but recent Class 158 engineering issues are causing problems. The Board discussed Autumn preparations and noted the planned use of wheel lathes outside the network. The Board discussed the merits of an Autumn-specific timetable but agreed that this would not be practical and further pressure should be applied to both Network Rail and AIW.
- [REDACTED]
- A good service was run during the Eisteddfod with positive feedback received. Teams were thanked for their efforts.
- [REDACTED]
- The Board welcomed the increase of on-board scanning rates [REDACTED]

The Board were also updated on progress with the Holyhead wheel-lathe, implementation of the Machbang programme, pay negotiations and conductor performance.

### **5.1 Strategic KPI Report**

Board noted the report.

### **5.2 Safety Assurance Report**

*Leyton Powell joined the meeting.*

The Board were updated on Eisteddfod performance which went well with good feedback. Board discussed issues around wayfinding during events.

A discussion took place around a recent UK-wide report about crime against girls and women. The Board agreed to approach TfL to learn lessons and strengthen TfW's security strategy [**Action Leyton Powell**]. The Board also emphasised the need to approach the issue through a multi-agency sense without restricting it to public transport. The Board reiterated a zero-tolerance approach to tackling the issue. The Board also discussed the disturbing scenes from Ton Pentre and were notified of actions being taken in response.

The Board requested more commentary and insight on figures presented in the report. It was agreed that the Health, Safety and Sustainability Committee would discuss KPIs and targets [**Action Peter Strachan and Leyton Powell**].

Board noted the report.

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

Board noted the dashboard.

*Leyton Powell left the meeting.*

### **7. Marches update**

*Piers Croft joined the meeting.*

The Board welcomed the news that last week was the best ever in terms of revenue figures, with initiatives in pipeline to encourage further growth.

The Board noted the achievement of Period 4 being the second highest period of Marches catering revenue post-Covid; long distance revenue has been underperforming against budget but is improving. For the Cardiff to Manchester service, first-class revenue is exceeding budget generating an average per week. The Board welcomed TfW has recently joining the UK Rail Catering Forum.

Period 4 saw 88.6% of planned MKIV services delivered representing the strongest ever performance. Also in Period 4, pressure on unit availability from timetable enhancements has created a small increase in the number of two-car formations. The improved reliability and completion of the 5+2 programme for MKIVs has seen increased delivery of five-car services.

Overcrowding was the highest cause of complaint across the network but 43% lower than last year and 79% lower than the worst period last year. The Board welcomed recent positive media coverage of the first-class service. The Board noted that the first-class offer is difficult to find on the website and needs more prominence **[Action Piers Croft to discuss with Lewis Brencher]**. The Board also asked for learning on **Marches services leadership [Action Piers Croft]** [REDACTED]

## 8. Financial review

*Cathryn Davey joined the meeting.*

Board noted the Rail Period 3 financial review and year-to-date figures, including the recent positive revenue results, favourable staff costs due to vacancies and overall outturn.

*Cathryn Davey left the meeting.*

## 9. Commercial update

*Chris Williams joined the meeting.*

The Board were updated on revenue results which were positive both in period and year-on-year, with the Period 4 revenue result being the highest ever achieved by TfW. The Board welcomed TfW continuing to outperform the wider industry in terms of passenger revenue, volume and yield recovery against the pre-COVID position. The Period 5 results to date are also encouraging. The Board welcomed the results [REDACTED]

## 10. Child fares



The Board discussed child fares. [REDACTED]

**11. Pay as you go**

The Board were updated on Pay-As-You-Go rollout. [REDACTED]

**12. Car park charging**

The Board discussed potential options around car-parking charges. [REDACTED]

*Chris Williams left the meeting.*

**AOB**

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