



TfW Rail Ltd Board Minutes

11 October 2024

09:00 – 14:00

Venue: Taffs Well Depot

Attendees

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

In attendance

Julian Edwards (Associate NED) and Erica Bartley (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

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 directors of TfW Fibre Ltd. Julian Edwards is the interim Managing Director of Cross-Country Trains Ltd.

2. Safety Moment

[REDACTED]

3. Customer moment

The Board discussed the performance impact of Category A special events in Cardiff. The paper demonstrated the team's improvements to services during Category A events over the past 18 months by improving services, business continuity and managing revenue. The Board welcomed the work undertaken for improvements made during events and discussed the recent demand on services at the Cardiff Half Marathon whilst dealing with rail replacement services on the Coryton line. The Board discussed the option of a travel booking system for large events. **[Action – Alexia course / Marie Daly to work together on an event-based ticketing trial].**

4. Minutes and Actions

Minutes of the meeting 13 September 2024 were approved. The Actions Log was noted.

5. Chief Operations Officer Report

Board received and noted an overview of the COO's report for period 06.

The COO review focussed on:

- Cancellation targets were missed again but there were improvements on CVL cancellations following the June 2024 timetable change.
- PTL punctuality metrics were delivered.
- No traincrew shortages were reported in the period.

[Action – Jan Chaudhry van der Velde to discuss with Colin Lea and Zoe Smith-Doe to review the targets set in future, striking the balance between ambition and the realism of delivering train services at a time of much transformational change].

- AIW Infrastructure Management Director recently attended the Board's Performance Sub-Committee to respond to some of the current AIW network issues, particularly around response times and resource issues.
- Class 158 impacted by a three-week wheel lathe outage at Canton Depot. Currently looking at how quickly TfW's supplier can fit the new ground wheel lathe as part of an accelerated programme

[REDACTED]

[REDACTED]

- Four category A SPaDs reported in the period, two of them caused by stopboard errors.

[REDACTED]

- One RIDDOR accident in the period where an employee was preparing a train for maintenance.
- [REDACTED] ASLEF extension on the rest day work agreement has now been extended for another year.
- CVL Timetable Phasing Strategy is being revised with a new plan which will provide four trains per hour **[Action – Marie Daly to present the Metro Customer and Service Propositions update at the next meeting]; [Action – Alexia Course to provide rolling stock update of EIS 398 at the next meeting].**

6. CAF Maintenance Optimisation

[REDACTED]

7. Strategic KPI Report

The Board noted the report.

8. Strategic Health, Safety, Environment & Resilience Report

The Board noted the Strategic Health, Safety, Environment and Resilience report for period 06.

9. Rail Risk Dashboard

The Board noted the Rail Risk Dashboard update.

10. Marches Update

Piers Croft joined the meeting.

The Board were presented with a Marches update.

- P06 was the third highest period for Marches catering revenue.
- Growing awareness of First Class is a requirement through enhancements to the website and promoting food on board.
- Most bookings are made via the app versus the website. However, updates are required to improve functionality within both areas to drive information and promote first class services to customers.
- Trainline are progressing with including catering information on timetables.
- Passenger numbers have increased and complaints around overcrowding have dropped.
- Clearance for five-car utilisations on Class 197 operations to Shrewsbury.

[Action – Marie Daly to feedback to her team regarding the website and upselling first class food services].

Piers Croft left the meeting.

11. Update on revenue protection

James Gough joined the meeting.

The current revenue protection provision is a mix of internal and outsourced teams. The aspiration is to have an in-house customer-centric approach that allows for an improved focus on customer service, passenger education and customer behavioural change. The Board requested regular updates for how the proposal is working. The Board endorsed the concept for future revenue operations.

James Gough left the meeting.

12. Finance Review

Stephanie Raymond joined the meeting.

The Board discussed financial performance for rail period 06.

- [REDACTED]
- Operational performance saw significant savings on emergency bus provisions but since the June 2024 timetable update, this has started to drop off due to an increase in service cancellations and delays primarily on the CVL. This has been considered on the outturn.
- Traincrew – currently over established due to lower-than-expected attrition rates. Attrition assumptions are to be drawn up to generate scenarios.

- [REDACTED]

Stephanie Raymond left the meeting.

13. Commercial Update

Chris Williams joined the meeting.

The Board considered the commercial update contained in the pack.

- [REDACTED]
- [REDACTED]

- Penalty Fares – the third and final stage of the expansion expected to conclude in period 09.

The Board praised the team on the results from ORR’s quarterly report where TfW were 27.5% higher than other TOCs for growth.

Chris Williams and Marie Daly left the meeting.

14. Class 231 – Hybrid Conversion

Rob Hale and Owen Clutterbuck joined the meeting.

The Board were presented for approval to progress with the class 231 hybrid conversion work and to mobilise a project team to support the implementation of the conversion with Stadler. [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Owen Clutterbuck and Rob Hale left the meeting.

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