



# TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

## TfW Rail Ltd Board Minutes

**28 February 2025**

0900 – 1400

Venue: Llys Cadwyn

### **Attendees**

James Price (Chair), Heather Clash, Alexia Course, Peter Strachan, Jan Chaudhry Van der Velde, Marie Daly, and Julian Edwards (Associate NED).

### **In attendance**

Sam Hadley, Jeremy Morgan and Seamus Scallan.

The Chair welcomed everyone to the meeting.

### **1a. Apologies for absence**

Nick Millington (NM).

### **1b. Notice of Quorum**

A quorum being present, the Chair declared the meeting 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 TfW Fibre Ltd directors.

## **2. Safety moment**

The Board were briefed on 'Maroon Dragon' - a successful live training exercise with BTP which took place at Cardiff Central station and Cardiff Bus Interchange. The exercise simulated safety and security based scenarios to test operations in the event of a real life incident. The event provided a valuable opportunity to test interoperability between TfW and BTP officers in responding to a major incident.

## **3. Customer moment**

A recent exercise took place to review Passenger Information Systems known issues and risks, and forward plan for work to be carried out in 2025. The Board agreed the need for a medium term plan [**Action Marie Daley**] and to review the length of on-board announcements [**Action Marie Daley & Sam Hadley**].

## **4. Minutes and Actions**

Minutes of the meeting on 31 January 2025 were approved. The Actions Log was not.

## **5. Chief Operations Officer report**

Board received and noted an overview of the COO's report. Key points of discussion included:



- The period was affected by poor weather conditions, but a recent spell of better weather has seen improved performance, aided by improved fleet availability.
- An audit report into maintenance practices and capabilities at Chester depot saw an upturn in daily availability of Class 197s in recent weeks. It was agreed that the report will be shared **[Action Jan Chaudhry Van der Velde]** and monthly letters will be exchanged between CAF and TfW with the Welsh and UK governments on depot performance **[Action James Price]**.
- [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]
- Whilst recent performance across the CVL continues to improve, issues remain, particularly with the Coryton and Penarth lines due to the creation of the tight timetable with each service having minimal turnaround time. Any delays are resulting terminate shorts or skipping stops and almost daily disruption is impacting customer confidence. [REDACTED]  
[REDACTED] The Board agreed the need to look at the case for further investment in the City and Coryton lines for an more reliable service and to bring back to the Board strategic analysis of the capital options and revenue impacts **[Action Jan Chaudhry Van der Velde]**.
- Political and stakeholder groups have recently raised the issue of crowding on the Shrewsbury – Wrexham – Chester corridor. Short-term solutions are being sought. The situation could be eased by signalling alterations at Gobowen and it was agreed that previous plans for these changes should be reviewed with the possibility of an independent valuation **[Action Alexia Course]**.
- [REDACTED]  
[REDACTED]  
[REDACTED]
- Updates were provided on the Canton bogey drop, opening Pontypool car park, Network Rail performance, and progress with GBR discussions.

## 5.1 Strategic KPI Report

Board noted the report.

## 5.2 Strategic Health, Safety, Environment & Resilience Report

The Board were briefed on the content of the Health, Safety, Environment & Resilience Report and ongoing work to better understand the metrics and underpinning data. The Board noted ongoing work around reinvigorating life-saving principles, Autumn preparedness and extreme weather preparations. The Board discussed the content of the recent Margam incident report and lessons to be learnt and applied by TfW Rail.

## 6. Rail Risk Dashboard

Noted.

*Seamus Scallan left the meeting.*



## 7. Marches update

*Piers Croft joined the meeting.*

The Board noted revenue performance on the Marches route during P11 across standard and first class services. [REDACTED]

The Board discussed fleet availability performance and for data on unit allocation against planned [Action Piers Croft] and the medium to long-term plan for MKIVs.

The Board noted plans for a new first class new menu from April.

*Piers Croft left the meeting.*

## 8. Financial review

*Stephanie Raymond (SR) joined the joined the meeting.*

The Board were briefed on financial performance from P11 and year-to-date. The Board also noted that Schedule 4 claims have been submitted with outcome pending.

The Board discussed the impact of adverse weather on revenue and the need for an operational strategy [Action Marie Daly].

*Stephanie Raymond (SR) left the joined the meeting.*

## 9. Commercial Update

*Chris Williams (CW) joined the meeting.*

[REDACTED] The Board welcomed TfW outperforming the wider industry in terms of passenger revenue, volume and yield against the pre-COVID position. The Board also noted Traws service revenue position.

Updates were provided on mobile phone network data and on-going and planned revenue management initiatives.

## 10. Penalty fares



**11. PAYG update**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**12. Marketing update**

The Board noted the marketing report for P11 and were updated on performance, retail metrics, brand metrics, and engaging with new agencies as part of the wider reset of marketing activities.

**13. Class 197/398 acceptance**

The Board noted that Class 197/398 acceptance is currently on plan.

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