

**Ken Skates AC/AM**  
**Gweinidog dros yr Economi a Thrafnidiaeth**  
**Minister for Economy and Transport**



Llywodraeth Cymru  
Welsh Government

Russell George AM  
Chair  
Economy, Infrastructure and Skills Committee

[SeneddEIS@assembly.wales](mailto:SeneddEIS@assembly.wales)

23 May 2019

Dear Russell

Thank you for the opportunity to attend the EIS Committee's General Scrutiny on 9 May 2019. Please find below further information on the roll out of contractual commitments for the franchise that I undertook to provide. Transport for Wales (TfW) will write directly to the committee with information on connectivity of the Valleys lines.

I am content with the progress that is being made against contractual commitments. The ODP (Operator and Development Partner) Grant Agreement contains over 3,000 commitments with 390 items in the Service Improvement Plan. These are designed to both transform and continuously improve the rail services for the passengers of Wales and Borders. These commitments range from new rolling stock across the Wales and Borders to the introduction of new customer-focused performance delivery incentive regime (PTL a Passenger Time Lost measure) to enhanced signage for customers, better information and reduced carbon emissions. The contract includes a robust governance structure and reporting process to enable TfW to closely monitor and ensure the delivery of all of these commitments.

Seven months since the commencement of this contract, TfW have mobilised the new contract and begun the transition process. The contract includes a change process set out in the ODP Grant Agreement Schedule 9 and a Service Improvement Plan which can be extended or changed as set out in the ODP Grant Agreement Schedule 6.3 to allow some flexibility to recognise that within a 15 year contract term then the optimum solutions for customers may change. The process for changes to commitments ensures that value for money for the citizens of Wales and the best outcome for TfW customers are maintained.

So far, a range of contractual commitments delivered have been delivered and include:

- Deep cleans of 37 stations and all trains
- Introduction of the new PTL operational performance regime
- Commencement of the service quality continuous improvement regime
- Delay Repay 15
- Around £100k provided to community rail partnerships in the first six months of the contract
- 6 station adoption conferences held / planned for later in May
- Introduction of Smart Ticketing Scheme
- Joint Partnership Agreement achieved between Network Rail & TfW (Memorandum of Understanding signed by both parties)

- Complete rebranding of all Class 142 and Class 143S
- The commencement of a new rail passenger service between Chester – Liverpool from 19 May 2019.
- Launch of Community Rail Vision

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ken', with a long, sweeping horizontal stroke above the letters.

**Ken Skates AC/AM**

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