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Russell George AM
Chair
Economy, Infrastructure and Skills Committee
National Assembly for Wales
Ty Hywel
Cardiff
CF99 1NA

27 February 2020

Dear Russell

Thank you for providing me with the opportunity to provide further evidence on both Scott and my appearance at Committee on 29th January 2020.

During the Committee I made reference to £1m a quarter for delay repay (Para 87-90). Unfortunately, I wish to correct my original response and clarify the figure of £1 million a quarter I quoted related to all delay repay compensation and passenger revenue refunds. Passenger revenue refunds cover all reasons for refunds, be it due to operational issues or not. For example, cancelled season tickets, passengers changing their travel plans, cancelled trains. I therefore would like to correct this statement, the latest actual figure for delay repay is £290,000 – this covers October 13th to January 4th.

In para 267 – 269, I committed to write further to the Committee regarding when we are due to hold our next all staff survey. We anticipate holding our next staff survey during spring but we are still to identify a date. We will share with the committee our findings.

In Para 327-328, Scott made a commitment to write further regarding a Welsh Language representative on our Board. I can confirm that our Non Executive Director, Alun Bowen who is a Welsh speaker and our Director for North Wales lead on our Welsh Language policies.



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We have also recently set up our Advisory Architecture Panel. The implementation of this Panel is underway following a stakeholder mapping exercise and the development of a work programme as part of the wider Advisory Architecture programme. This is following recommendations made by the Economy, Infrastructure and Skills committee in its report on The Future Development of Transport for Wales published in May 2019. Organisations and individuals have been identified including a representative of customers, industry, persons of protected characteristics as well as a representative from the Welsh Language Commissioners Office. We will also invite guests representing varying subjects and themes linked to our plan and these meetings will be held at varying locations across Wales and the Borders.

The Panel will be having its inaugural meeting on the 17 March 2020 with a view of meeting every quarter from the new financial year onwards. The Panel will be driven by it's Members and it's Chair, looking at current and future proposed ideas and developments that TfW have whilst also providing a direct input to ensure that TfW are listening to our customers and stakeholders and adhering to the guiding principles set out in the Future Generations Act.

Yours sincerely,

A handwritten signature in black ink that reads "James Price," with a comma at the end.

James Price
Prif Weithredwr / Chief Executive