

## **Written Response by the Welsh Government to the report of the Economy, Infrastructure and Skills Committee – Autumn Rail Disruption**

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TfW is a wholly owned subsidiary of the Welsh Ministers. It has a clear, legal identity within a robust and well-established framework. There is a distinct separation between the Welsh Government and TfW, allowing TfW to make independent operational decisions.

The Committee's recommendations cover operational matters for TfW. TfW has been instructed to consider how it will take the recommendations forward and respond directly to the Committee.

### **Recommendation 1**

TfW should publish the findings of its final full investigation report into the causes of the rail disruption as soon as possible, along with an action plan setting out how it is responding to the findings and full details of its preparedness plans for Autumn 2019.

**Response: Accept**

**Financial Implications** – None. Any additional costs will be drawn from TfW's existing programme budgets.

### **Recommendation 2**

The Welsh Government, TfW and Network Rail should work together to ensure that a) the findings of the investigation report into the autumn 2018 disruption and b) further investigative work with on-board cameras, are used to inform Network Rail's planning and prioritisation of its operations, maintenance and renewal expenditure. The Committee will seek further details of how this has been done prior to autumn 2019.

**Response: Accept**

**Financial Implications** – None. Any additional costs will be drawn from TfW's existing programme budgets.

### **Recommendation 3**

TfW should report back to the Committee at the end of 2019 on its new performance standards and plan for communicating the full range of standards and performance data to the travelling public in a transparent manner, and one which allows meaningful comparison with previous service levels to measure progress over time. As far as possible these indicators should be published at a level which is meaningful to passengers, i.e. at the level of individual route and service.

**Response: Accept**

**Financial Implications** – None. Any additional costs will be drawn from TfW's existing programme budgets.

#### **Recommendation 4**

TfW should work with passenger groups including Transport Focus to explore ways to provide additional compensation without incurring significant cost where there is severe disruption to services, as in autumn 2018. The severe impact on passengers must be recognised regardless of the nature of the financial settlement for rail in Wales. Should disruption on this scale occur again we expect additional compensation measures to be applied.

**Response: Accept**

**Financial Implications** – None. Any additional costs will be drawn from TfW's existing programme budgets.

#### **Recommendation 5**

TfW to respond to the specific concerns raised by stakeholders when consulted on the new rail franchise and Metro, and highlighted in this report, to assure the Committee that capacity issues will be properly addressed by planned service enhancements and that capacity planning will take full account of all factors that may affect future demand.

**Response: Accept**

**Financial Implications** – None. Any additional costs will be drawn from TfW's existing programme budgets.

#### **Recommendation 6**

Past experience highlights the need for a clear approach to identifying and robustly managing rolling stock risks in future. The Committee and the travelling public must be given public assurances that TfW has made a full assessment of the risks attached to its plans for procuring and introducing new rolling stock on to the network, and how these will be mitigated, whether this published document is described as a "rolling stock strategy" or by another name.

**Response: Accept**

**Financial Implications** – None. Any additional costs will be drawn from TfW's existing programme budgets.

**Ken Skates AM, Cabinet Secretary for Economy and Transport**