



# Wales

The railway in Wales and Borders connects people, businesses and communities to support both regional and national economic growth. Almost 50 % more passenger journeys are made to, from and within Wales than a decade ago. We employ well over 6,000 people directly or indirectly and spend tens of millions of pounds with local suppliers every year.

Our devolved leadership team works within a national framework while proactively supporting the aspirations of Transport for Wales, Welsh Government, the Department for Transport and the wider Wales and Borders stakeholder community. Our route Supervisory Board, chaired independently, ensures we build on our partnership approach; the Board holds the industry to account, brings track and train closer together and supports improvements to passenger services.

## Key statistics

**30.4m** passenger journeys each year

**248** stations

**1,100** level crossings

**1,600** employees

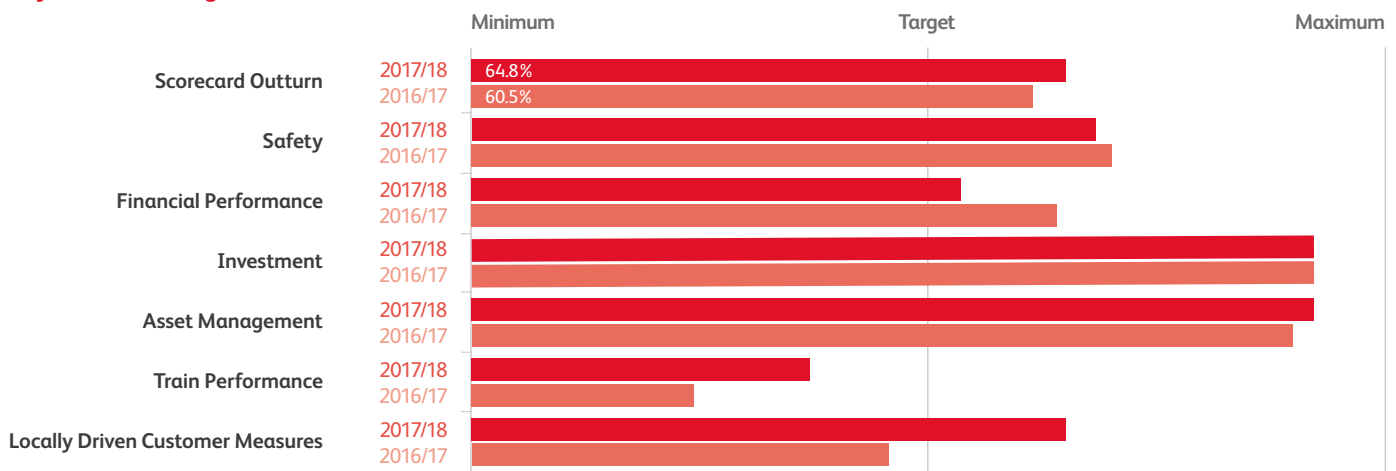
**3,002** bridges

**£395m** spent on renewals and enhancements last year

**1,340** services per day

**1,505** track miles

## Key scorecard targets



We have seen some great improvements in safety for our workforce and for the communities we serve. This year we closed six level crossings and commissioned 13 audible warning devices on level crossings across our route, as part of our level crossing risk reduction programme. Our workforce lost time injury (LTI) frequency rate has improved by 33 % as

a result of a reduction in staff lost time accidents - from 23 to just 17 LTIs in the year.

Our Public Performance Measure (PPM) was 92.2 % , slightly below target. However, this was a 0.3 % improvement on last year's figure. Wales and Borders has the lowest level of

## Wales continued

delays recorded for each incident which occurs on the network, with less than 5% of the overall national delay minutes occurring within the route.

Working in partnership with our train and freight operating companies, we achieved a further reduction in service affecting failures which improved by 4.5%. This builds on last year's improvement of 14.5%, bringing us to 19% in the last two years, and resulting in more consistent journeys for passengers and freight customers with fewer delays or cancellations associated with infrastructure failures. We also delivered within our budget, which included efficiency savings of 4.5%.

We owe our success to the great teams of people across Wales and Borders. Our route people engagement score of 68% was above national best practice and above Network Rail's overall score of 53%.

### Activities in the year

Our lead train operator, Arriva Trains Wales, was the most reliable operator in 2017, achieving an average of 82.8% of trains arriving at their terminating station early or within 59 seconds of schedule. The flagship £300m Cardiff area signalling renewal scheme continued to contribute to significant performance improvements on the Valley Lines (which carry 50% of route services and passengers), consistently achieving over 95% of trains arriving within five minutes of their scheduled time. This boost in performance has meant a huge improvement to the day to day lives of thousands of passengers.

We also delivered 100% of our key renewals volumes representing £175m capital investment. This included the North Wales Coast modular signalling and a successful high output programme, resulting in a more reliable railway for passengers. We completed a number of bridge renewals and refurbishments including a major upgrade of the 100-plus year old Llanfairpwll station footbridge, creating a bridge fit for this popular tourist destination.

We also completed a number of third-party funded investment projects, principally funded by Welsh Government. These include the commissioning of the North South Wales Enhancement Project, unlocking the potential for faster and more frequent services between Holyhead and Cardiff. Improvements were also made to Treherbert and Machynlleth stations to make them fully accessible to passengers, opening up the railway to those who may not have been able to use it previously and new highways and overbridges at Talerddig enabling us to close level crossings and eliminate their risk to the community.

The National Rail Passenger Survey results in February indicated that 79% of passengers are dissatisfied with crowding on trains. Network Rail has been helping Arriva Trains Wales and Transport for Wales identify solutions for providing more seats for passengers.

Our collaborative approach during the Champions League final in Cardiff was praised by Ken Skates, the Welsh Government's Cabinet Secretary for Economy and Infrastructure, who thanked us for helping to get passengers safely to and from this global event. Mr Skates also praised the rail industry during Storm Emma in March 2018, and the teams who worked tirelessly in exceptionally challenging weather conditions.

We worked with our train operating partners to respond with one voice to stakeholder issues. The Welsh Assembly Members' (AMs) favourability survey of January 2018 found

that for the first time in ten years, over 90% of AMs were familiar with Network Rail, and a third of those surveyed agreed that devolution of Network Rail in Wales is improving the performance of the network.

In the past year we have acted on the results of the previous employee survey, such as refurbishing staff facilities and helping staff find more volunteering opportunities. We have attracted new talent through our apprenticeship and graduate schemes and deployed our science, technology, engineering and maths (STEM) ambassadors to schools and colleges across the route. Our workplace diversity and inclusion champions programme appointed 11 new champions in the last quarter, bringing our total to 33, and this year 12 women participated in our women in leadership programme with Chwarae Teg (Fair Play). More women are working in the railway in Wales than ever before and half of the Wales and Borders leadership team are now women.

### In the year ahead

The final year of Control Period 5 is an exciting time for Wales and Borders. We will continue our mission to run a safe, reliable, efficient and growing railway that better meets the needs of passengers and provides maximum value for taxpayers and our funders.

Over the next year we are renewing track along the North Wales Coast Line, upgrading signalling between Port Talbot and Swansea and modernising the South Wales Main Line. Another 116 projects are also planned over the next 12 months to repair, renew and refurbish our assets across Wales and Borders.

We anticipate that KeolisAmey, the new Transport for Wales franchised train operating company, who will take over the reins from Arriva in October, will bring significantly increased passenger service performance and additional capacity. During the months ahead we will work with Arriva and the Welsh Government to ensure a smooth transition into the new franchise and with Transport for Wales to implement plans to begin improving the experience for passengers.

Our route Strategic Business Plan for our next funding period, Control Period 6, will be published following the Office of Rail and Road's final determination. The plan has the support of the Welsh Government and seeks to deliver many diverse schemes and local improvements which benefit as many rail users as possible across Wales and Borders.

### Efficiency case study:

Devolving energy and utilities has enabled us to make efficiency savings of £846,000. This improved management of energy and water will continue to save us £234,000 every year.



**Andy Thomas,**  
Route managing director,  
Wales

27 June 2018