

Board meeting

Date: Wednesday 13 May 2009
Location: Victor Salvi Room
 Wales Millennium Centre, Cardiff
Start time: 09.30 (tea/coffee available from 09.00)

Time	Item	Subject	Leading	Paper
Morning session				
09.30	1	Opening Remarks	Chairman	
09.40	2	Welcome & overview of Passenger Focus's work in Wales	Simon Pickering	
10.00	3	Franchise report: Arriva Trains Wales	Simon Pickering	✓
10.15	4	Franchise report: First Great Western	Mike Greedy	✓
10.30		Coffee break		
10.45	5	Making a difference for Passengers in Wales <ul style="list-style-type: none"> • Introduction by Passenger Focus • Welsh Assembly Government • Arriva Trains Wales • First Great Western • Network Rail Questions and discussion	Chairman	
13.00		Lunch – Awen Foyer		
Afternoon session				
13.45	6	Minutes of meeting held on 11 March 2009	Chairman	✓
13.50	7	Action Matrix	Chairman	✓
14.00	8	Quarter 4 (January to March 2009) Performance Review <ul style="list-style-type: none"> 8.1 Passenger Facing Work 8.2 Passenger advice, trends and issues 8.3 Quarter 4 Finance report (January to March 2009) 8.4 End of year research review 	Ashwin Kumar Ashwin Kumar Nigel Holden Janet Cardell	✓ ✓ ✓ ✓
14.30	9	Corporate matters for approval <ul style="list-style-type: none"> 9.1 2009-10 Budget and business plan final approval 9.2 CPP1.1 (6) Data and Document Security Policy 9.3 Audit Committee Minutes 9.4 Remuneration Committee Minutes 	Nigel Holden Jon Carter Derek Langslow Nigel Walmsley	✓ ✓ ✓ ✓
14.45	10	Contracts / procurement processes for approval <ul style="list-style-type: none"> 10.1 Bus mystery traveller survey – retrospective approval 10.2 New IT contract – procurement approval 	Janet Cardell Nigel Holden	✓ ✓
14.55	11	Any other business	Chairman	
15.00		Close		

Making a difference for passengers in Wales

Presentations and discussion

Time	Lead
10.45	<p>Stella Mair Thomas, Passenger Focus</p> <ul style="list-style-type: none"> • Introduction and overview
11.00	<p>Tim James, Head of Transport Integration, Welsh Assembly Government</p> <ul style="list-style-type: none"> • What are the opportunities for improving services in the short, medium and longer terms? • What are the strategic challenges? • How can transport services become more integrated? What, if any, and in particular, are the cross-border issues? • Rail Forward
11.20	<p>Tim Bell, Ian Bullock & Mike Bagshaw, Arriva Trains Wales</p> <ul style="list-style-type: none"> • Current franchise performance, investment and progress • Specific challenges such as capacity, fare levels and managing disruption • What unique contribution can ATW make to driving up the delivery of services for everyone, but in particular for those with special needs?
11.40	<p>Mark Hopwood, First Great Western</p> <p>“Getting Better” presentation, with Wales focus, to include:</p> <ul style="list-style-type: none"> • Current franchise performance, investment and progress • Specific challenges such as capacity, fare levels and managing disruption • What unique contribution can FGW make to driving up the delivery of services for everyone, but in particular for those with special needs?
12.00	<p>Chris Rayner, Network Rail</p> <ul style="list-style-type: none"> • Wales RUS • Cardiff and Newport resignalling • Electrification • Ongoing possessions and engineering performance
12.20	Board discussion and questions
13.00	End of session