

Transforming Transport

Keolis amey

WALES | CYMRU

Kevin Thomas  
CEO, KeolisAmey Wales

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DOCKLANDS



**KEOLIS amey**  
Metrolink

# Today's panel



Kevin Thomas  
Chief Executive Officer  
KeolisAmey Wales



Sir Derek Jones  
Chairman  
Keolis UK



Mark Brown  
Development Director  
Amey Consulting



Marie Daly  
People & Engagement Director  
KeolisAmey Wales

HOW DID WE  
GET HERE?

# £5 BILLION

Keolis and Amey, two international leading rail and infrastructure companies, agree to bid for a £5 billion Welsh Government contract.





**Major cities**  
Global expertise  
in mass transit



**Countries**  
Across four  
continents



**No. 1 operator**  
Trams and  
automated  
metros



300+ locations



Nearly everyone  
in the UK benefits  
from an Amey  
service each day



Providing  
services across  
the UK, Australia  
and USA



Make it last

Make it real

Make it work

1

Make the case  
for change

2

Build a common  
vision Engage  
stakeholders

3

Communicate  
vision and change  
plans

4

Remove barriers  
Increase  
momentum

6

Reinforce  
the change

5

Short-term wins  
Acknowledge  
progress

Customer  
Focus





Name   
@Username



This is the eighth week running that personal space no longer exists on the 16:50 train from cardiff to Manchester. There's about 2,847,383 people packed like sardines. Reckon you could finally get some more carriages or at least drop us some free trolley wine? [@tfwrail](#)

♡ 5

19 Oct 2018

JonJamesPhotography   
@JonJamesPhoto81



Yet another cattle cart that is [@tfwrail](#) rolling stock... absolute laughing stock more like! [@WelshLabour](#) get it sorted it's a disgrace and total embarrassment!!! Face with symbols over mouth [#transportforwales](#)

 Transport for Wales Rail   
@tfwrail

Hi Jon, thanks for the feedback. We are adding extra refurbished trains to our fleet throughout 2019, which will help with capacity until we get brand new trains between 2021 and 2023. We are investing £5 billion over the next 15 years to revitalise our network.

💬 1

30 July 2019

Jonathan Armstrong   
@TheScarletMan



So that will mean that TfW will be five years into a 15 year contract before passengers see ANY difference. By which time tickets would have gone up, passenger numbers would have gone up and also large profits would have gone up for the operator. [#NothingReallyHasChanged](#)

♡ 1

17 Oct 2018

# The worst flooding for 30 years in parts of Wales





# Conwy Valley



# Our maintenance teams



2018

CALLUM

2019

FREYA

2020

CIARA  
DENNIS  
J o R G E  
FRANCIS

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FUNERAL NOTICESJOBSMENTAL HEALTHVOUCHER CODESDIRECTORYTRAVELADVERTISE WITH USBOOK AN ADMARKETPLACESUBSCRIBEBUY A PHOTO#

W

News ▸ Wales News ▸ Transport

Dozens of train services in Wales cancelled on Sunday due to Storm Ciara

85mph winds are expected to hit Wales on Sunday and Transport for Wales has cancelled rail services on 13 lines. These are the affected routes

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💬 0 COMMENTS

By [Anna Lewis](#) Reporter

14:59, 7 FEB 2020 | **UPDATED** 15:52, 7 FEB 2020

NEW

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market to turn it into area for eventsplan for busy train stationsyour home more eco-friendlytree species at risk of extinctionstopped by police on the night of local lockdown

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ANIMAL HERO AWARDS 2021

Miner Wilbo

W

News ▸ Wales News ▸ Traffic and Travel

Commuters face train disruption this week as Storm Jorge clear up continues

Work to clear the problem is being carried out around the clock

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this weekCardiff City triumph

W

News ▸ Wales News ▸ Traffic and Travel

All the Transport for Wales rail cancellations on Wednesday following Storm Dennis

There will be more disruption for commuters

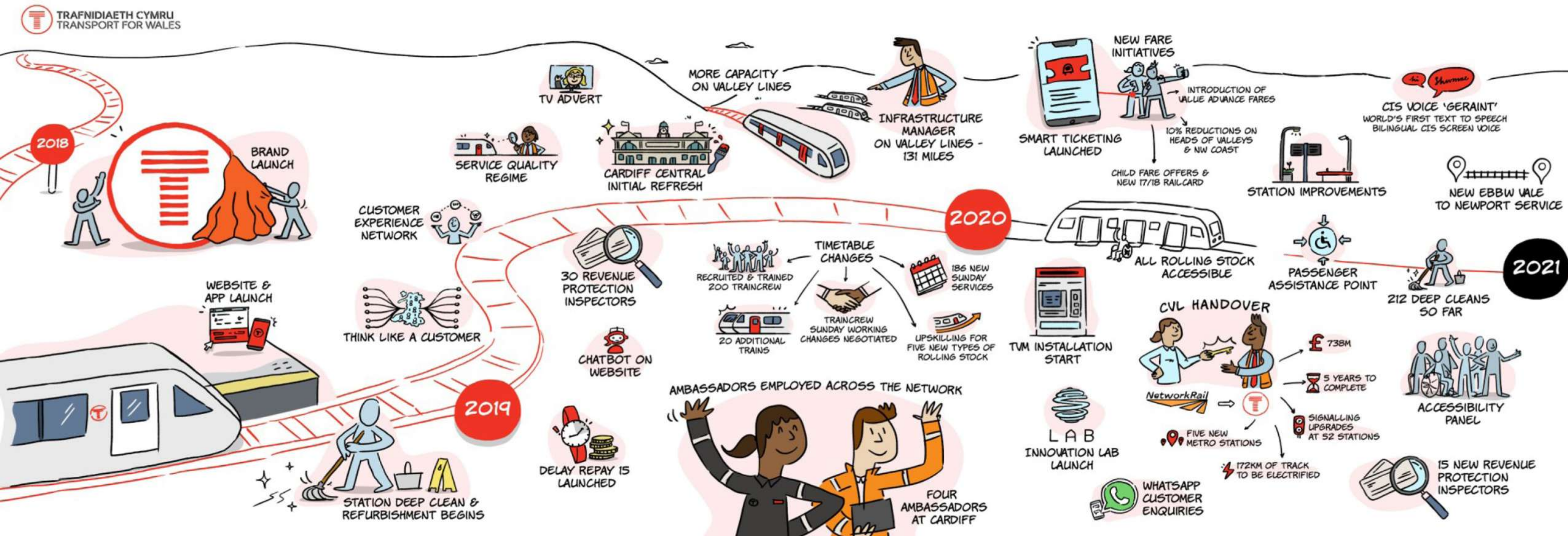


# Our people



AI I chAnGE  
THE JOURNEY  
CONTINUES

# Our journey so far...



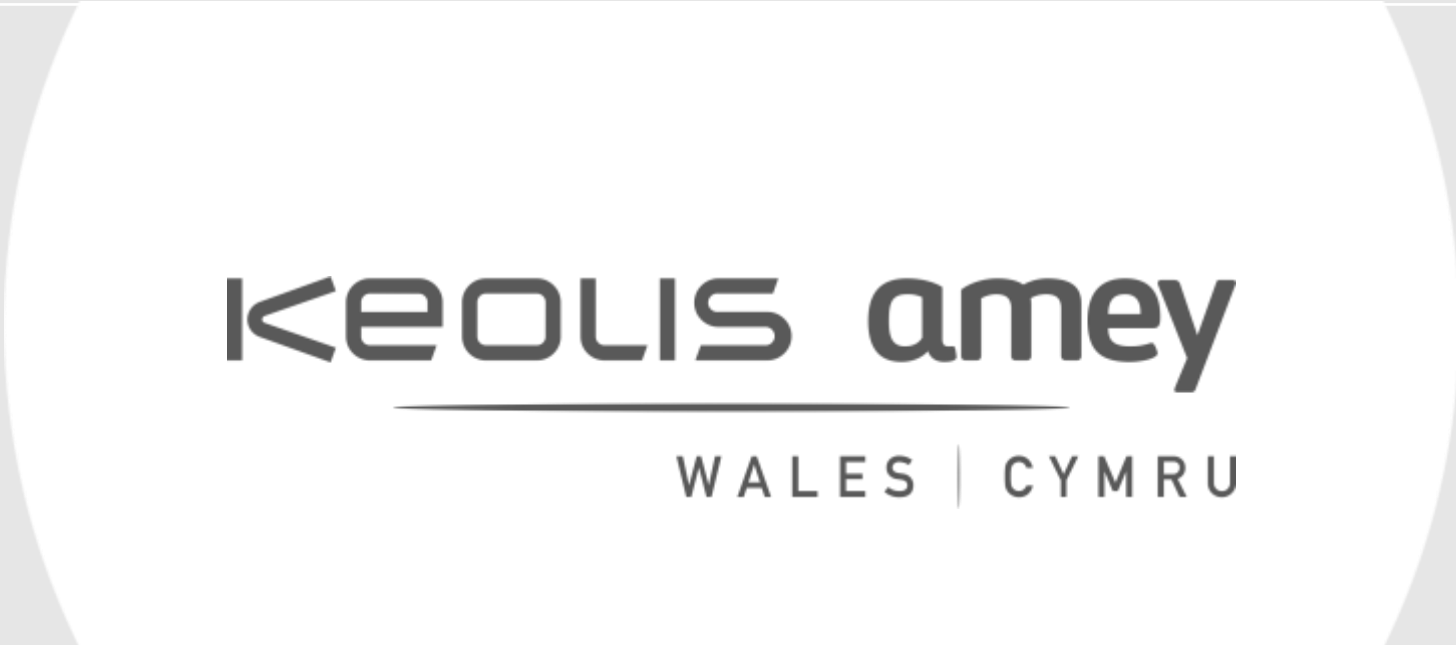
Welsh Government  
Vision



Transport for Wales  
Direction



KeolisAmey Wales  
Experience



Collaboration  
Solution



Support



Teamwork



Communication



Trust



Motivation



Inspiration



Success



Shared Goal

CAF



# Stadler



# New and improved rolling stock



More seats

More capacity

Improved customer experience

A more enjoyable journey...for everyone

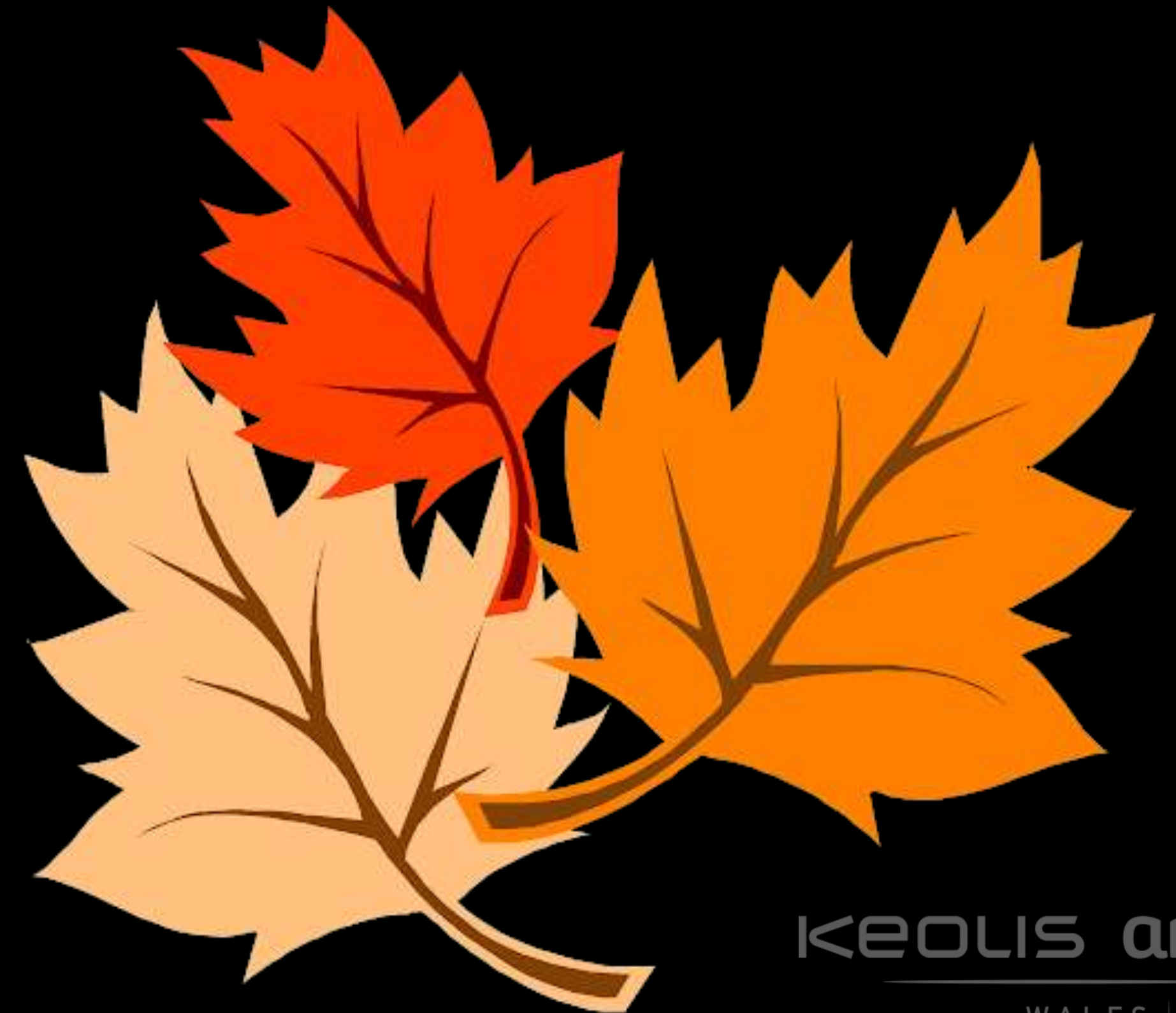
# Refurbished fleet



# Autumn 2019: One of the best autumn periods on record

Transport for Wales and Network Rail – Joint Autumn Preparations 2019

October 9, 2019



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- ✓ **40%** increase in Sunday services
- ✓ Introducing services on 2 lines that have **never** had a Sunday service
- ✓ **Sunday** working
- ✓ Recruited and trained **over 200** train crew

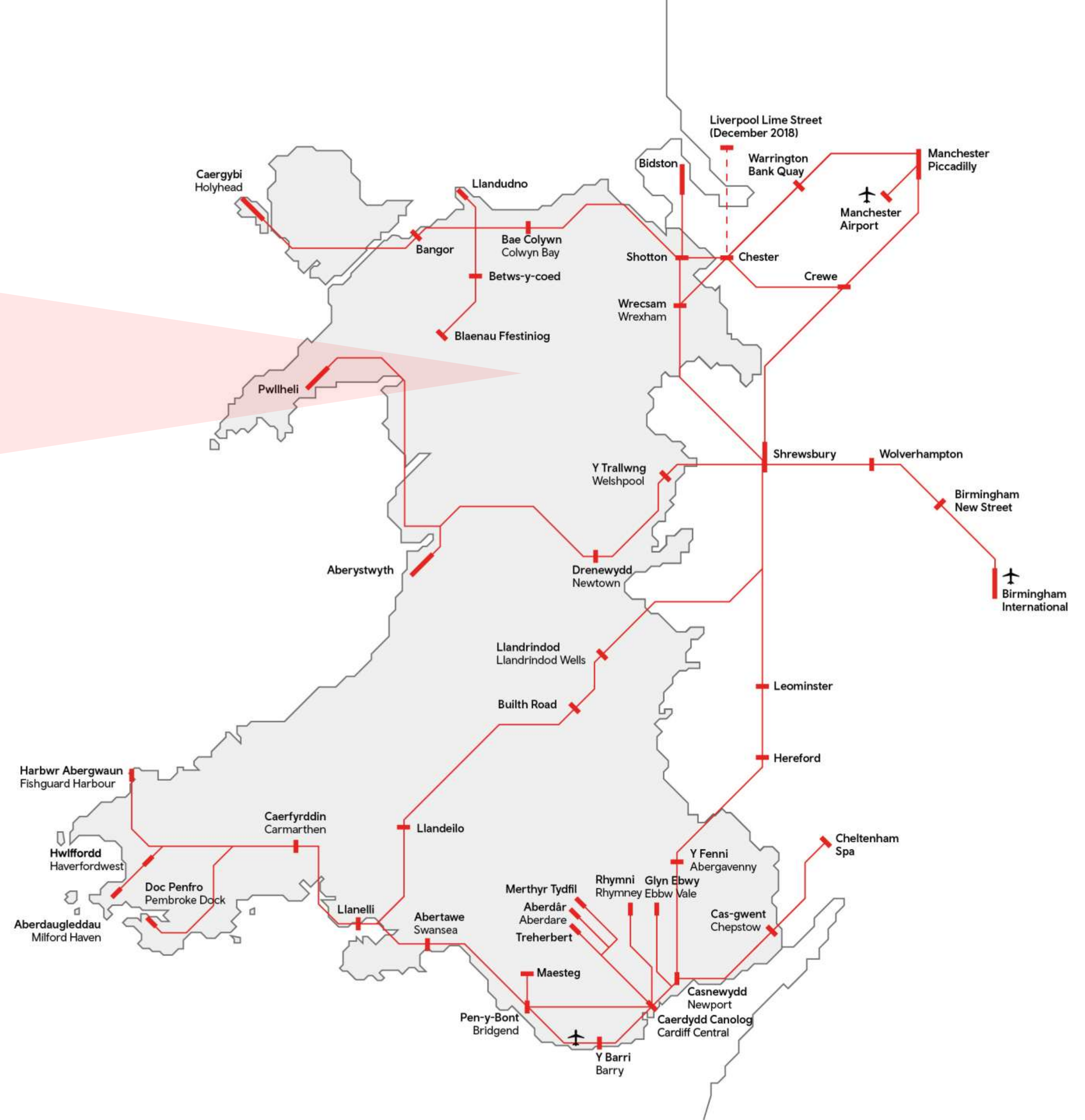


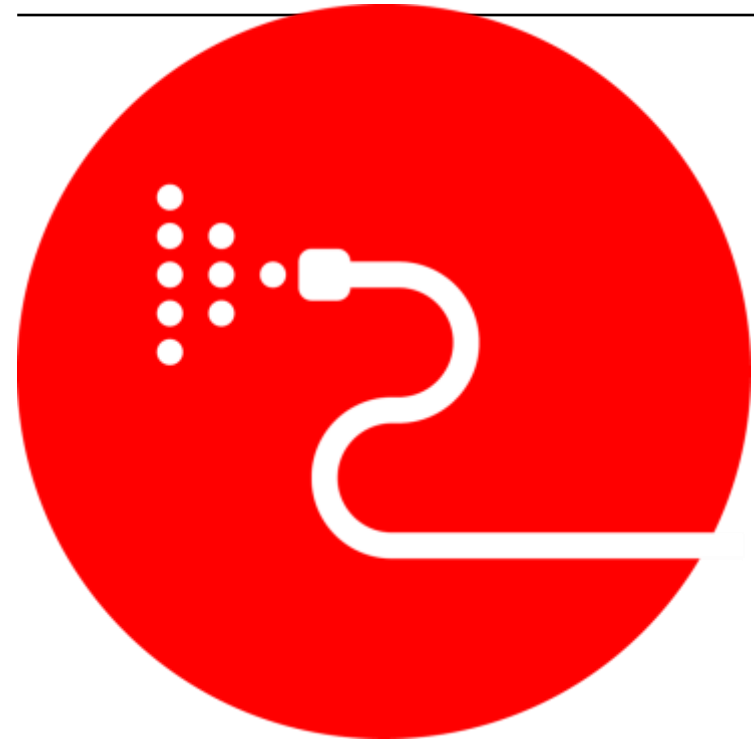
# Making fares fair



January 2020

Overall reduction in rail  
fare prices across Wales





## Deep cleans

Millions spent on station improvement work and deep cleans at all 247 stations



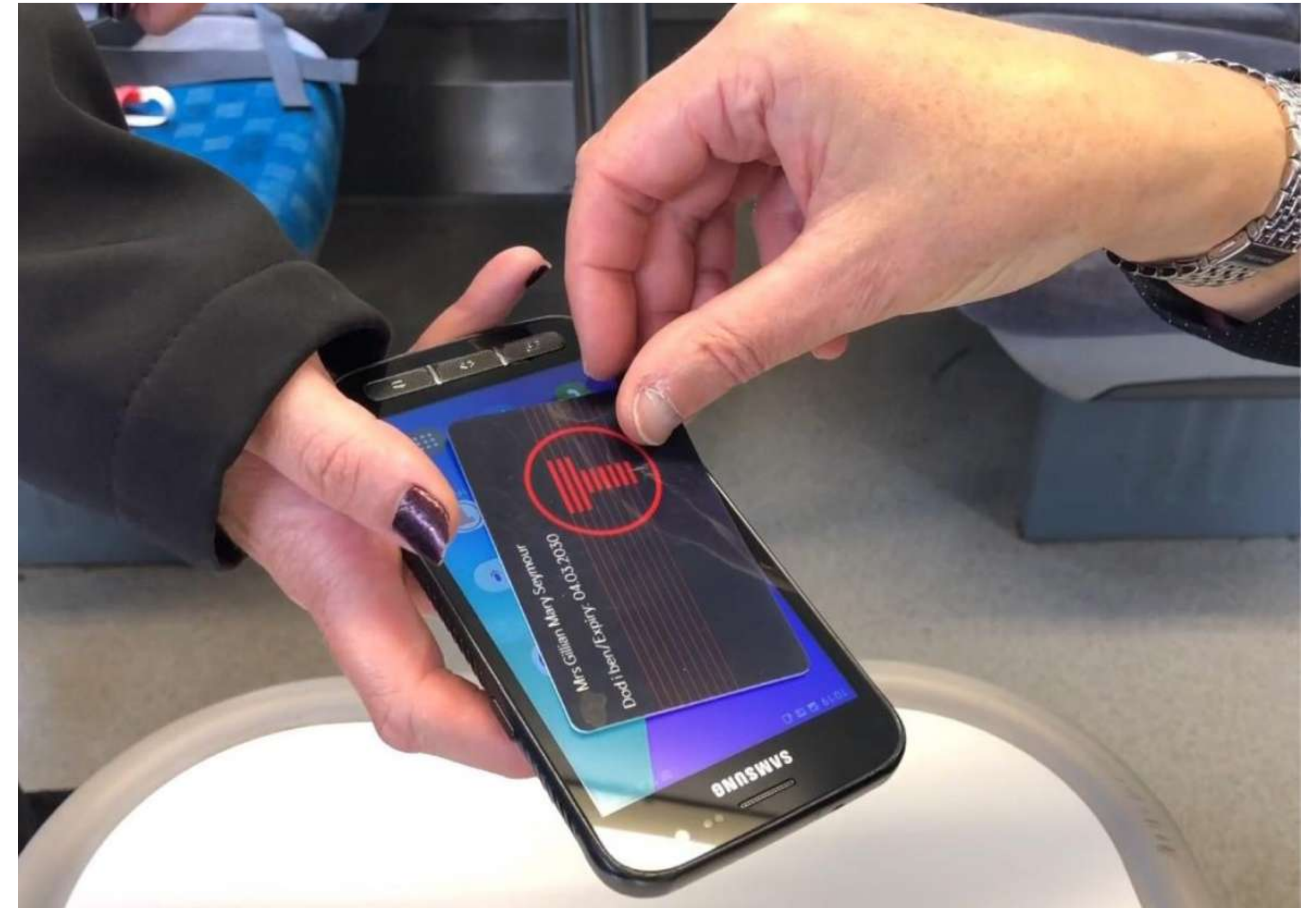
**BEFORE**

**AFTER**

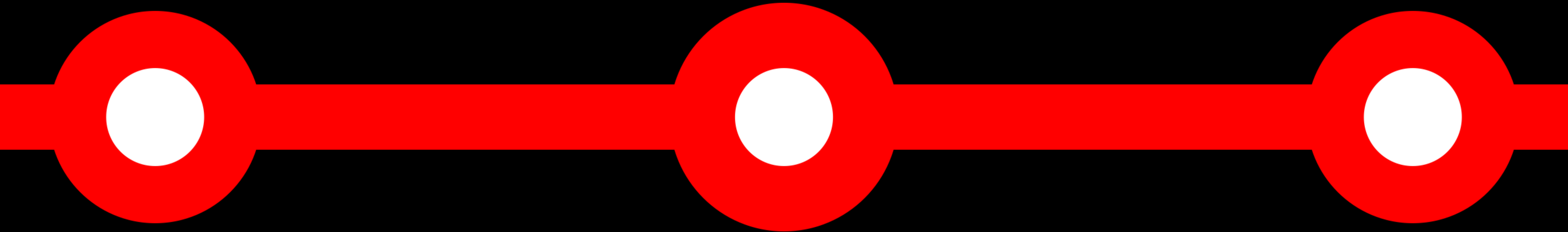
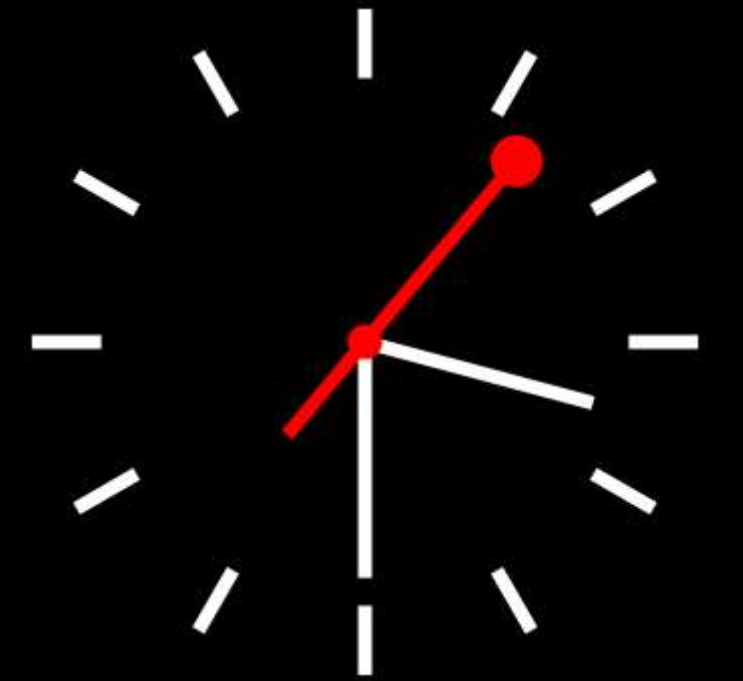
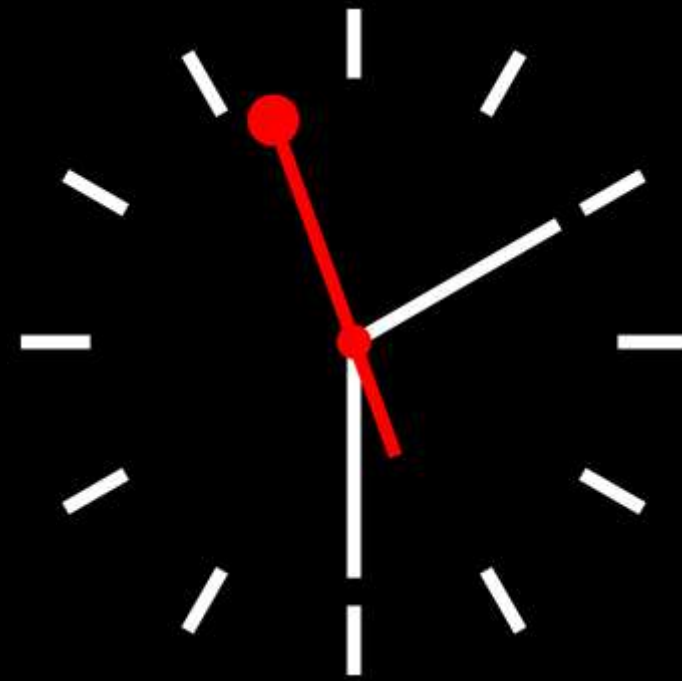
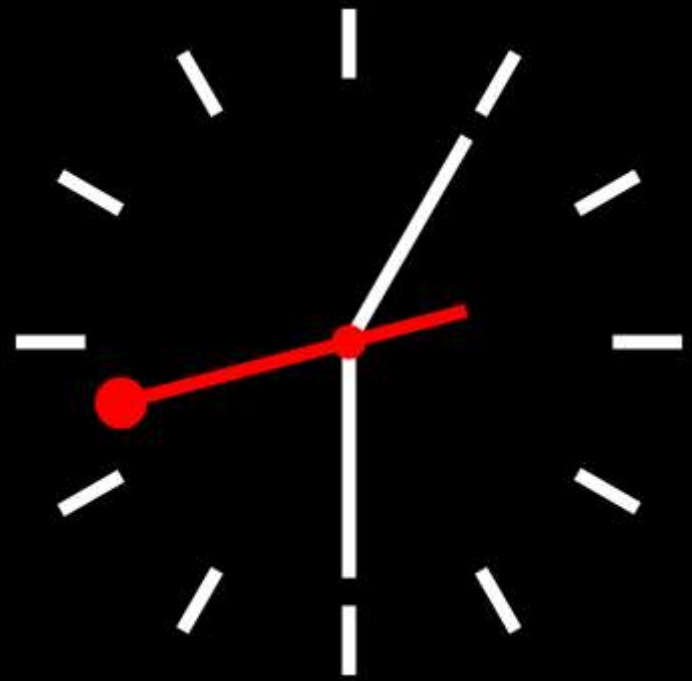


## Smart cards

Launch of smart card technology, a first for Wales



# On time, at every stop



SMEs

START-UPS

INNOVATORS

CREATIVE THINKERS

We're hoping  
to **prevent** this...



How it **works**



How we will manage  
the **change**



Capture



Alert



Respond



Safe

# Innovation Labs



Infrastructure

+

operations

=

**UK'S FIRST VERTICALLY**

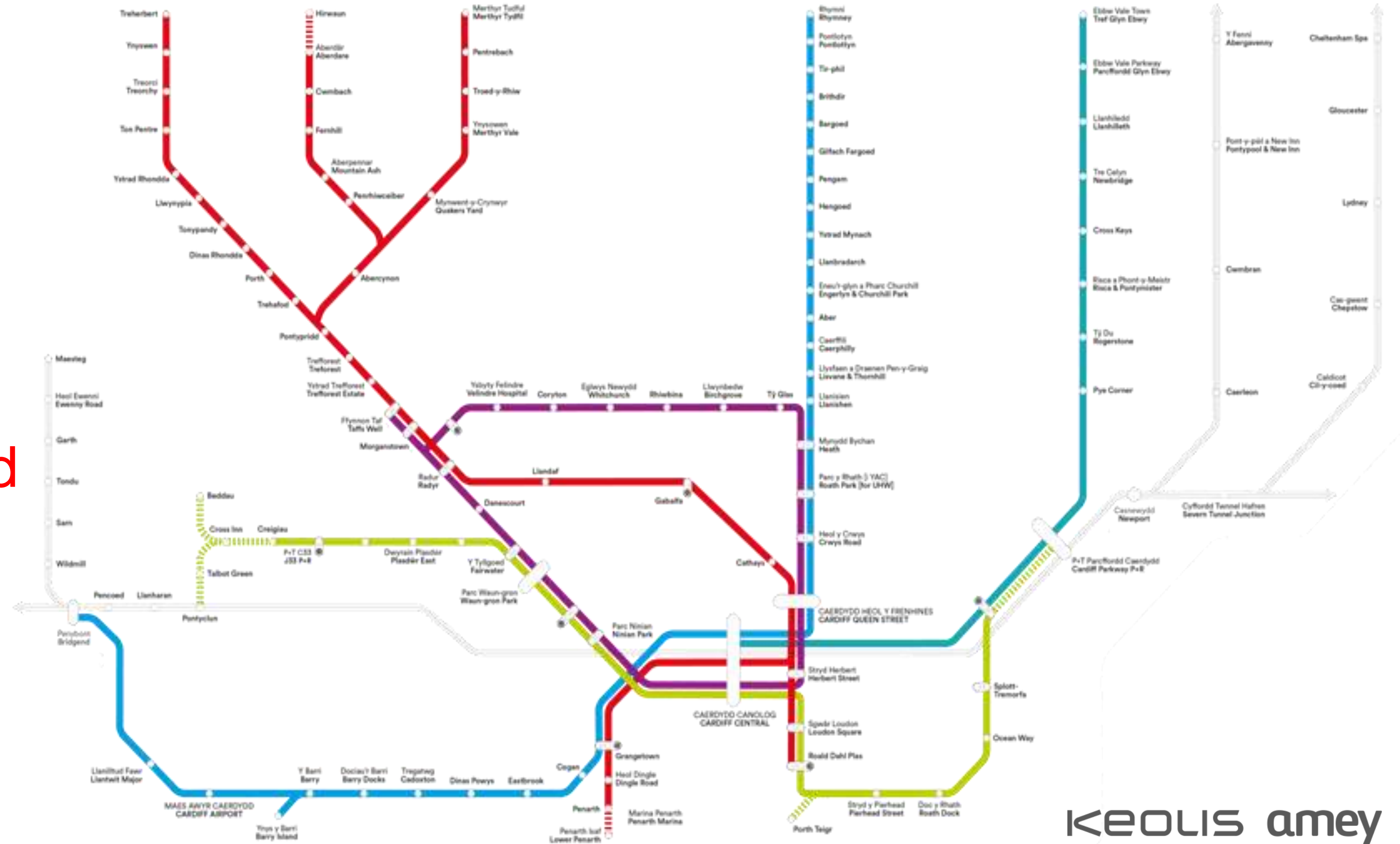
**Integrated mainline network**

# Core Valley Lines (CVL)



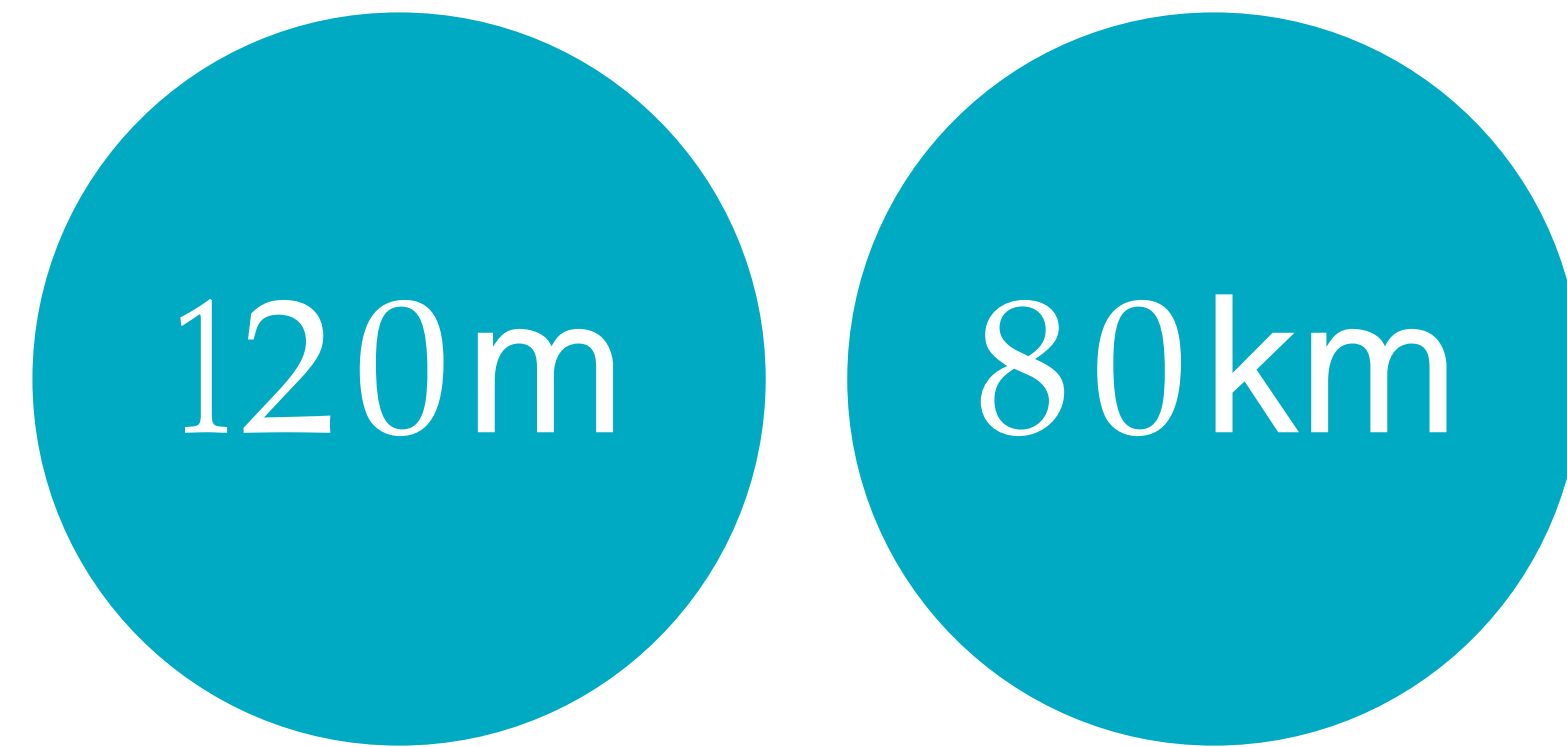
Over £1bn being invested

5 Years in the making

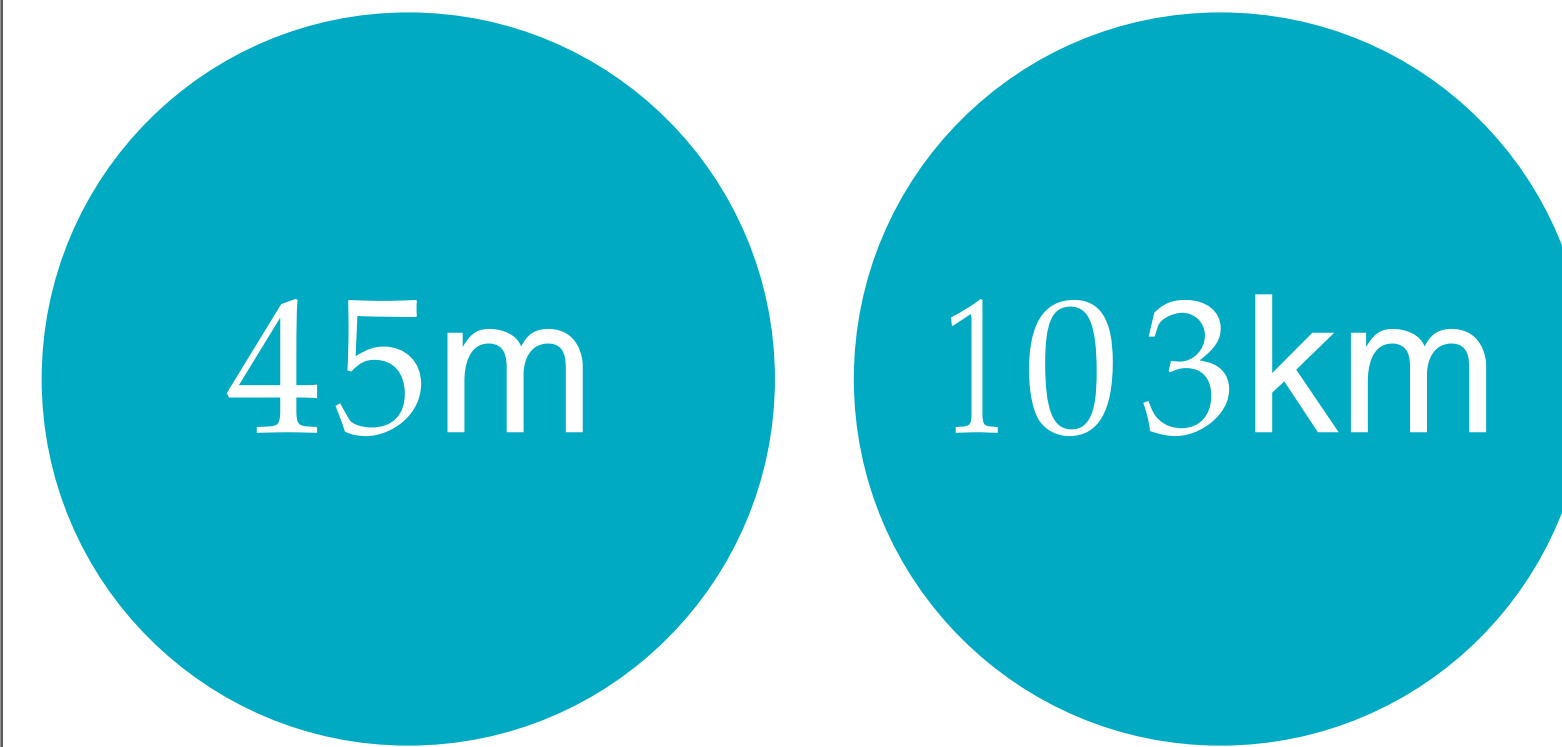


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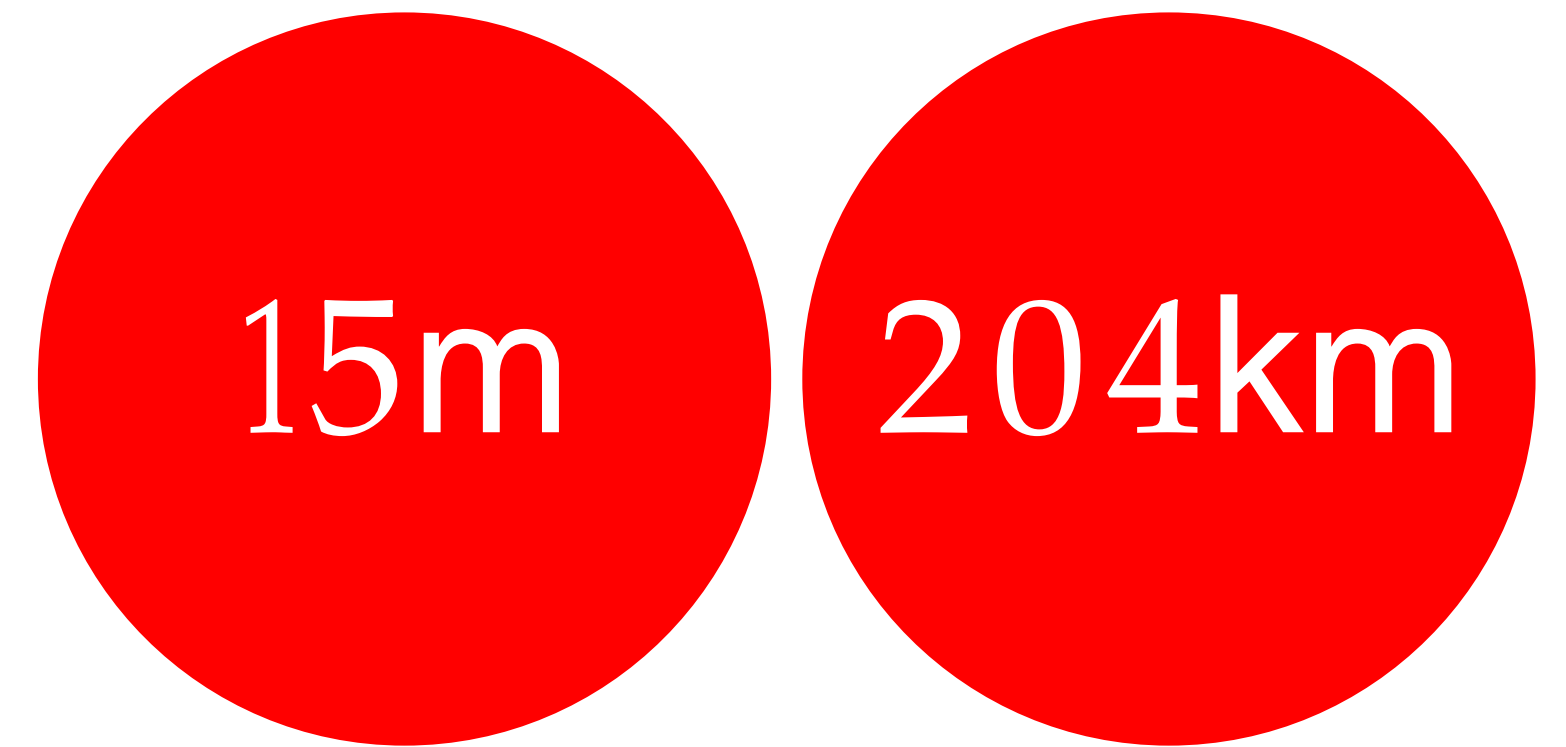
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120 million  
journeys per  
annum on  
80km track



45 million  
journeys per  
annum on  
103km track



15 million  
journeys per  
annum on  
204km track



3000 obligations to deliver

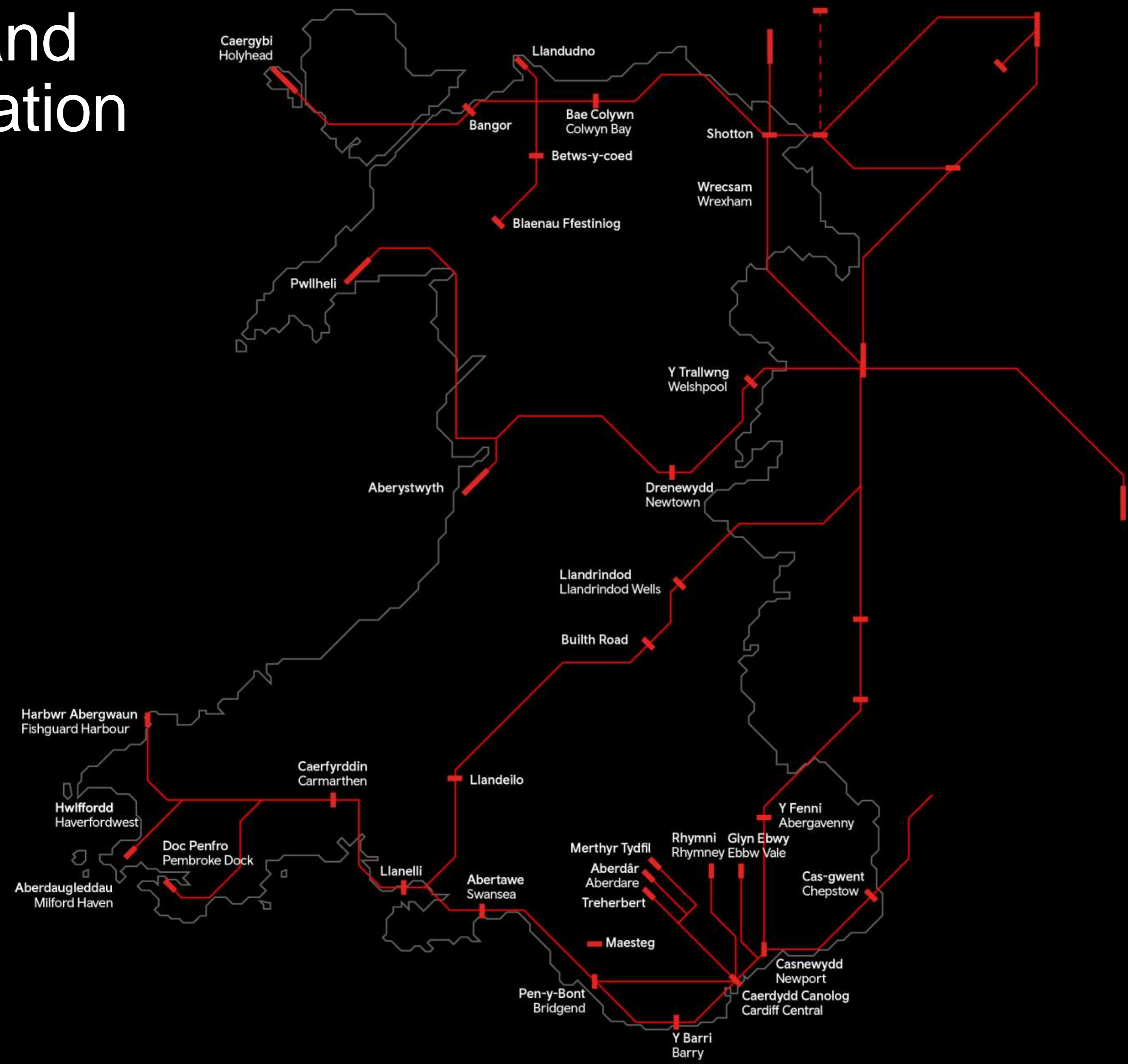
1000 already delivered

**THAT'S 33% OF OUR CONTRACT OBLIGATIONS**

15% OF OUR contract duration

THE FUTURE  
IS OURS

# Wales: Bold and Pioneering Nation





# Socially



# Economically

# Culturally

# ESTABLISHED

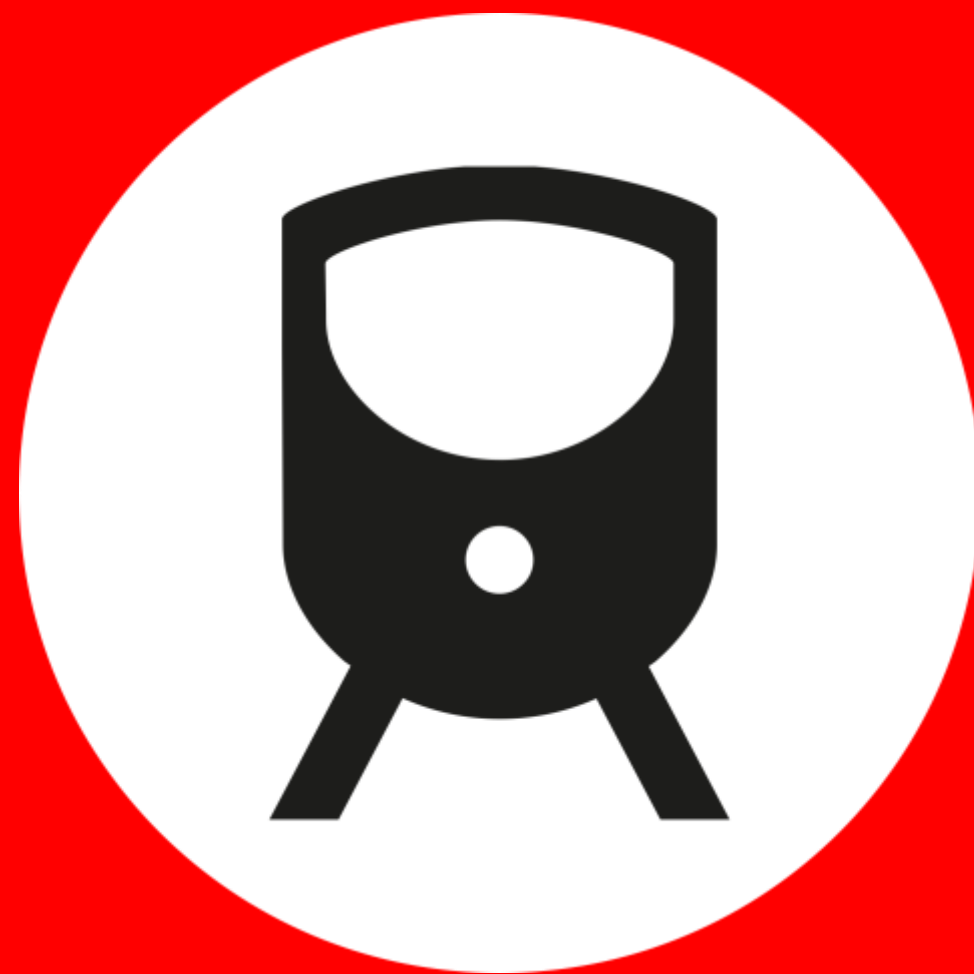
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# Environmentally

# Multimodal transport



## Integrated Transport Solutions: The bed of nails episode

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"It calls for a particular set of talents. Lots of activity but no actual achievements. Hacker is our man.

We'll offer to call him **Transport Supremo**. It's much more attractive than Transport Muggins."







New initiatives  
are never  
100% first time

80%

60%

40%

20%

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AWARDS 2020

Mirror Weekly

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News ▸ Wales News ▸ Swansea

The lit-up sign at Swansea train station has been broken for almost two years and people are annoyed

'Welcome to Sansa' is the greeting at the city centre building

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By Robert Dalling

Senior Reporter

15:45, 20 DEC 2019

NEWS

Live updates as Transport for Wales cancels trains for second day as it doesn't have enough staff

A number of Transport for Wales services have been delayed or cancelled

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By Philip Dewey

UPDATED 19:55, 15 DEC 2019

NEWS

itv

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Service delays and cancellations continue as Transport for Wales introduces new timetable

WALES | TRAVEL | WALES |

🕒 Saturday 14 December 2019, 11:57am

⚙️ Privacy

Tenby Observer

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Further concerns raised over train timetable changes

Friday, 6 December 2019 - [Transport](#)

Transport for Wales cancels 30 trains because of lack of staff

Transport for Wales has cancelled numerous evening services between Cardiff Central and Cardiff Bay

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By Philip Dewey & Laura Clements

UPDATED 14:37, 15 DEC 2019

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for events

extinction

own

night of local lockdown

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AWARDS 2020

Mirror Weekly

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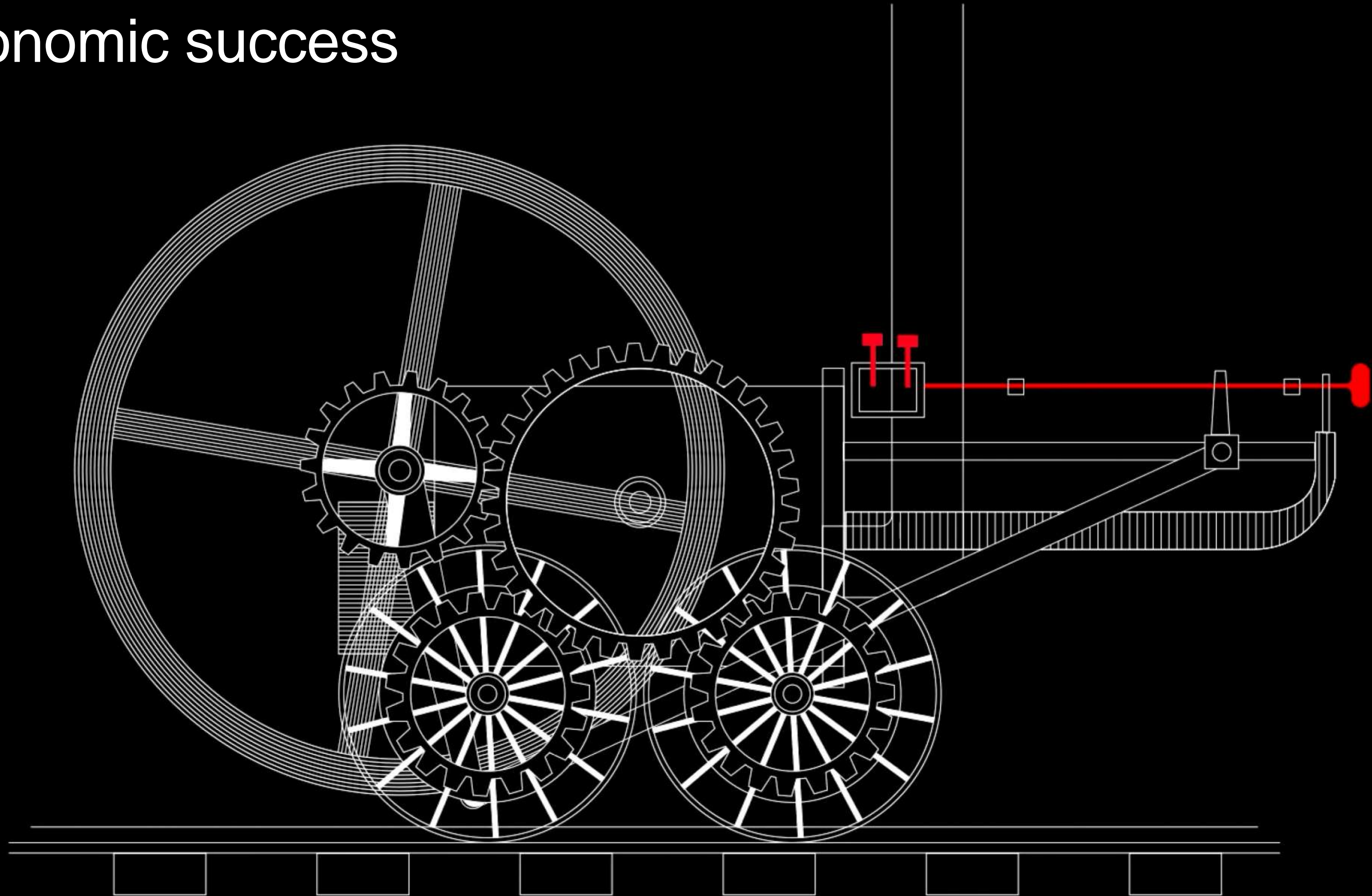
News ▸ Wales News ▸ Transport for Wales

Workers living just 25 miles from Cardiff say they now have to catch a train at 5.51am to make sure they're in work for 8am

Each day passengers are on the platform up to an hour before they need be

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A new economic success





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WE ALL WIN OR  
WE ALL FAIL...

