Transport for Wales
Key Performance Indicators

Quarter 01 2025/26

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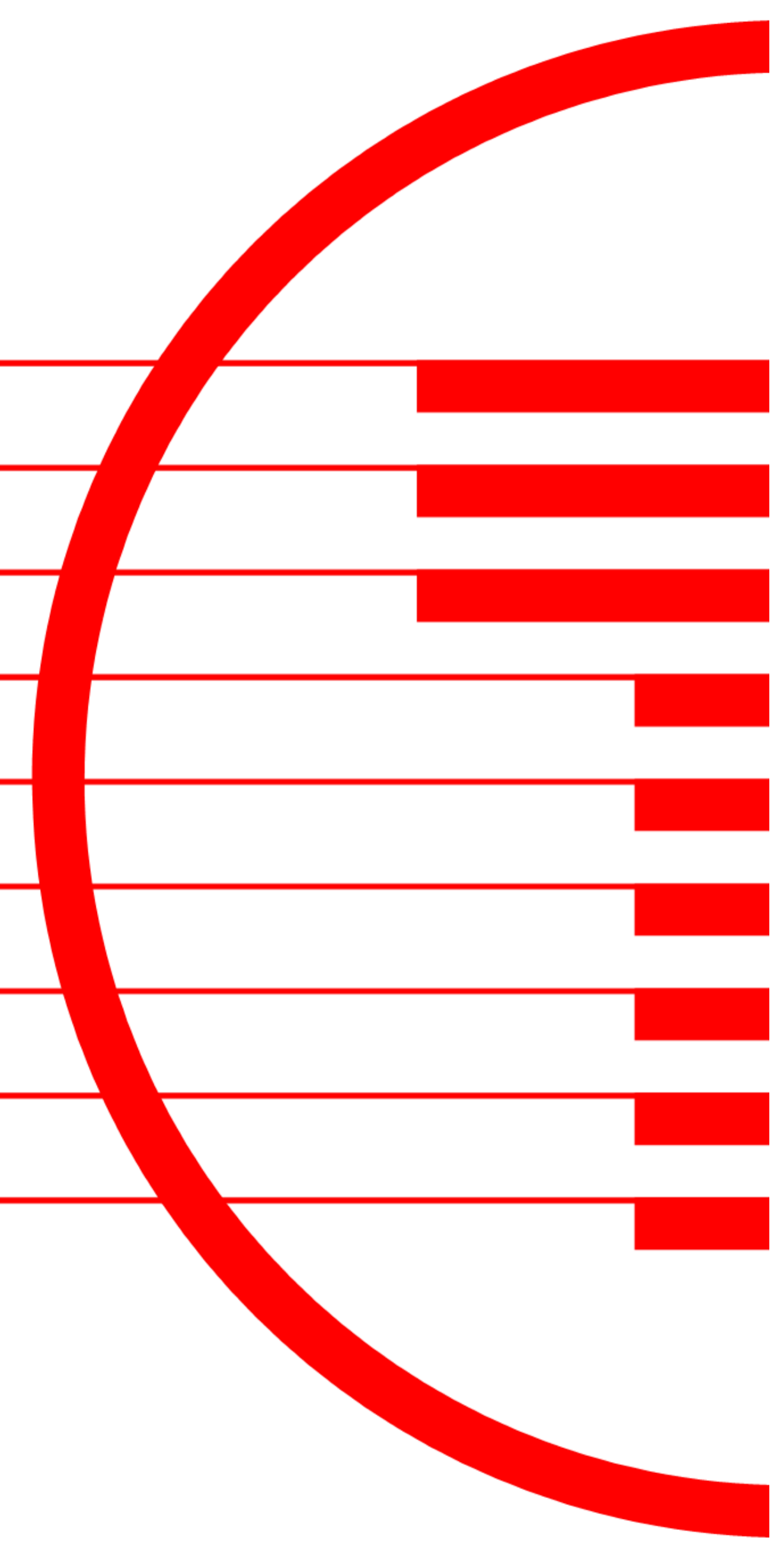
At Transport for Wales, we want to be Wales's favourite way to travel. We must build a sustainable travel network on behalf of the communities we serve. This requires us to be open and transparent in our approach. The publication of these key performance indicators is an important step toward this. It will help us be trusted by customers, communities and stakeholders.

Our key performance indicators are broken down into five key areas, (safety, customer, people, finance and sustainability) which reflect the remit of Transport for Wales.

Demonstrating progress in all these areas is a priority for us. Each measure how close we are to achieving the remit we've been set by the Welsh Government. You can read these priorities in our business plan and corporate strategy

Our key performance indicators will develop as we deliver our remit.

Well-being of Future Generations Act Well-being Goals

As a named body of the Well-being of Future Generations Act, we have aligned our key performance indicators to the seven well-being goals.

This is about ensuring that future generations have at least the same quality of life as we do now. The act provides for better decision-making by ensuring that public bodies:

- take account of the long term
- help to prevent problems occurring or getting worse
- take an integrated approach
- take a collaborative approach and consider and involve people of all ages and diversity

1 **A Prosperous Wales**

2 **A Resilient Wales**
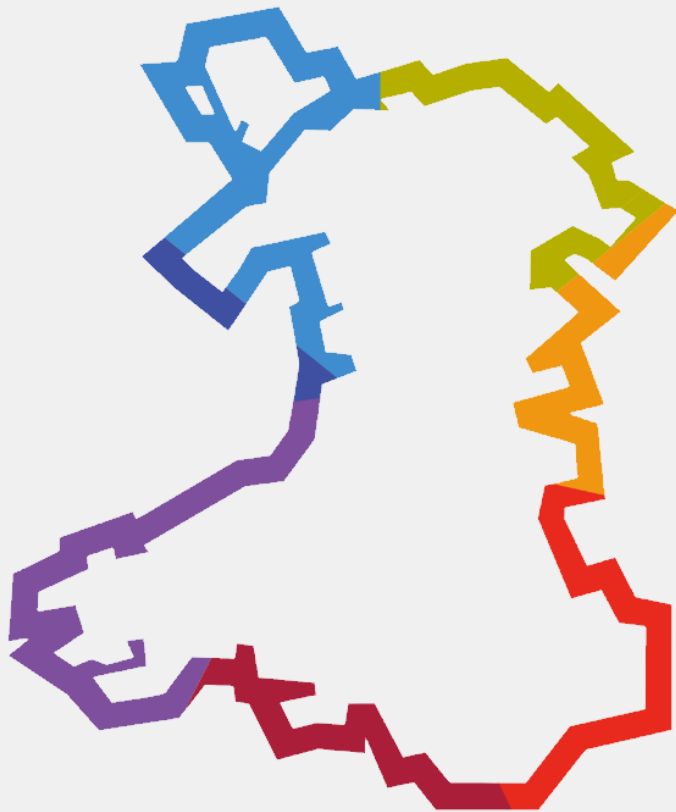
3 **A Healthier Wales**

4 **A More Equal Wales**

5 **A Wales of Cohesive Communities**

6 **A Wales of Vibrant Culture & Thriving Welsh Language**

7 **A Globally Responsible Wales**

| | | Well-being Goals |
		1	2	3	4	5	6	7
Safety	Colleague Safety		●	●				
	Safety Incidents per 100k Passenger Journeys		●	●				
Customer	Customer Satisfaction	●				●		
	Complaints per 100k Rail Journeys	●				●		
	Rail Passenger Journeys	●	●			●		
	Core Valley Lines On Time (to 3 minutes)	●				●		
	Wales and Cross Borders On Time (to 3 minutes)	●				●		
	On-the-Day Cancellations	●				●		
	Pre-Cancellations	●				●		
	TrawsCymru Complaints per 100k Journeys	●				●		
	TrawsCymru Passenger Journeys	●	●			●		
	TrawsCymru Cancellations	●				●		
	Welsh Language External Complaints per 100k Journeys						●	
People	Women Applicants Who Gain Roles With TfW				●	●		
	Colleague Retention				●			
Finance	Operating Expenditure	●						
	Capital Expenditure	●						
	Revenue from Ticket Sales	●						
Sustainability	Carbon Dioxide Emissions per Passenger Kilometre		●	●	●			●

Safety

Colleague Safety

Q1 2024/25	Q1 2025/26
98.3%	98.6%

KPI Description

The overall percentage of TfW Rail staff who worked safely and were not exposed to unsafe acts or conditions, such as antisocial behaviour, close calls or accidents.

Overview

Colleagues Without a Safety Incident in Q1 2025/26 slightly improved in comparison with Q1 2024/25. To maintain this standard, we continued to review incidents to identify trends and mitigate them accordingly.

Forward Look

The safety of our colleagues is of utmost importance to us and is planned for in all aspects of our work. In 2025/26, to consolidate our strong safety performance, we are developing our approach to safety risk by identifying root causes and common issues surrounding incidents.

Safety Incidents per 100k Passenger Journeys

Q1 2024/25	Q1 2025/26
1.3	2.0

KPI Description

The number of safety incidents involving any customer, passenger, or a member of public per 100,000 passenger journeys taken.

Overview

In Q1 2025/26 Safety Incidents per 100K Passenger Journeys were higher than expected when compared to the same period in 2024/25, which can primarily be attributed to a single incident on the Marches Line in May. The incident continues to be investigated by the RAIB. When removing this incident from the statistics, the number of incidents remain in line with previous quarters with incidents primarily taking place at stations or while boarding or alighting trains.

Forward Look

The safety and wellbeing of our customers are paramount. Our Customer Accident Mitigation Steering Group will continue to take a proactive approach to safety risk management.

Customer

Customer Satisfaction

Q1 2024/25	Q1 2025/26	KPI Description
82.9%	87.1%	We measure customer satisfaction with Wavelength, the rail industry's customer service monitoring and measuring tool. It measures how satisfied our customers are with their overall journey.

Overview

Rail customer satisfaction improved by 4 percentage points to 87% from Q1 2024/25. We closely analyse customer feedback from surveys to improve our services and infrastructure.

Forward Look

In 2025/26, we will use customer satisfaction surveys to better understand our customers' needs so we can implement targeted improvements across our network.

Complaints per 100k Rail Journeys

Q1 2024/25	Q1 2025/26	KPI Description
95	113	Any expression of dissatisfaction by a customer or potential customer about TfW Rail as a proportion of 100,000 rail passenger journeys.

Overview

In Q1 2025/25, complaints per 100k Rail Journeys have increased compared to the same period last year. This can mostly be attributed to a single incident on the Marches Line in May which caused significant disruption for our customers.

Forward Look

We're making it easier for our customers to share feedback or make a complaint by improving our online webform. It's being designed to help give us all the details we need to respond quickly and helpfully. We have also recently launched our own customer experience survey and will soon be inviting our customers to leave a review on Trustpilot to provide more ways for customers to share their experiences and feedback with us.

Customer

Rail Passenger Journeys

Q1 2024/25	Q1 2025/26
7.0M	7.5M

KPI Description

The total number of rail passengers who bought tickets across the Wales & Borders network. This includes Core Valley Lines and Wales & Cross Borders.

Overview

Rail Passenger Journeys increased 7.4 % in Q1 2025/26 compared to Q1 2024/25. This growth was driven predominantly by medium-distance journeys (20-50 miles), particularly in South Wales and the North.

Forward Look

In 2025/26, we aim to attract new customers by enhancing the services we offer. We'll increase demand by simplifying fares and improving value.

Core Valley Lines On Time (to 3 minutes)

Q1 2024/25	Q1 2025/26
83.6%	88.5%

KPI Description

The percentage of rail services arriving within 3 minutes of the scheduled arrival time across the Core Valley Lines. This is referred to internally as Passenger Time Lost. A weighting is applied to railway stations with the highest volume of customers so delays at higher footfall locations have a greater impact on the measure. For example, delays at Cardiff Queen Street have a greater impact on the percentage compared to Treherbert.

Overview

In Q1 of 2025/26, punctuality on the Core Valley Lines increased and represented our best period of performance since a major timetable uplift in June 2024. We continued to roll out more of our brand new tri-mode trains (with 14 now in daily service) which help deliver a highly punctual service.

Forward Look

We'll shortly introduce more new trains to the Core Valley Lines and make further improvements to our infrastructure. We'll continue to work with Network Rail to increase punctuality and reduce disruption.

Customer

Wales and Cross Borders On Time (to 3 minutes)

Q1 2024/25	Q1 2025/26
74.4%	74.3%

KPI Description

The percentage of rail services arriving within 3 minutes of the scheduled arrival time across Wales and Cross Borders, this is internally referred to as Passenger Time Lost. A weighting is applied to railway stations with the highest volume of customers so delays at higher footfall locations have a greater impact on the measure. For example, delays at Cardiff Central have a higher impact to the percentage compared to Pontypool and New Inn.

Overview

In Q1, punctuality on the Wales & Cross Borders route dipped slightly in comparison to Q1 2024/25 (primarily as a result of a series of high impacting rail infrastructure incidents). We continue to improve train reliability and availability, with carriage formations and customer capacity increasing month-on-month. New trains are now running in passenger service across nearly all of the network.

Forward Look

We'll shortly introduce more new trains which will further reduce journey times and improve punctuality on the Wales and Cross Borders network. We will work with our suppliers to improve train availability and reliability. We'll work with Network Rail to improve timetable reliability and mitigate the impact of other disruptions.

On-the-Day Cancellations

Q1 2024/25	Q1 2025/26
5.4%	5.6%

KPI Description

The percentage of rail services cancelled on the day across the network as a proportion of the total number of services specified in the daily train plan.

Overview

Cancellations reduced slightly in comparison to Q1 2024/25. This has been facilitated by an improvement in train availability and on previously poorly performing routes. We've also implemented contingency plans to improve rapid service recovery when things do go wrong.

Forward Look

On-the-Day Cancellations caused by train shortages should reduce as more new trains are introduced. We are also focusing on strategies that will reduce disruption for passengers in the event of extreme weather, train maintenance and infrastructure issues.

Customer

Pre-Cancellations

Q1 2024/25	Q1 2025/26
0.1%	0.0%

KPI Description

The percentage of rail services cancelled prior to 10pm the day before operation as a proportion of the total number of services specified in the daily train plan.

Overview

Pre-cancellations were minimal during the quarter. This reflected our careful resource planning, ensuring there were enough train drivers, conductors and other safety critical colleagues to operate the timetable. For our train drivers, Sundays are now part of their working week, resulting in an improved Sunday service.

Forward Look

We will maintain the number of Drivers, Conductors and other safety critical colleagues so that future timetable enhancements can be delivered and colleague training for our new trains can take place. The risk of conductor shortages on Sundays will be reduced this year when Sundays will be included in the working week.

TrawsCymru Complaints per 100k Journeys

Q1 2024/25	Q1 2025/26
19	21

KPI Description

Any expression of dissatisfaction by a customer or potential customer about TrawsCymru T1, T1C, T2, T3, T6, T10 journeys as a proportion of 100,000 TrawsCymru passenger journeys.

Overview

Complaints per 100 remain at a consistent low level throughout the quarter and follows the upward trend of the previous financial year. We continue to engage and listen to our customers and have held a number of roadshows. We're introducing enhancements to the T1 service in July following feedback from our customers. A number of changes were implemented in June 2025 for T3 following feedback from customers at our roadshows in November 2024, with a refined timetable and route to offer better connections and to improve reliability and resilience to deliver a more accessible service.

Forward Look

In 2025/26, we will continue to hold customer engagement events to gather feedback on our service and prioritise areas for improvement. We will pilot a second driver training course with our drivers with emphasis on the customer experience. We will ensure that there is enough capacity for our network at busier times.

Customer

TrawsCymru Passenger Journeys

Q1 2024/25	Q1 2025/26
0.3M	0.3M

KPI Description

The total number of passengers carried on the TrawsCymru T1, T1C, T2, T3, T6, T10 routes.

Overview

TrawsCymru Passenger Journeys continue to increase. Our consistent operating standards, fare structures and the further expansion of integrated rail and bus tickets continues to attract new customers. There have been significant increases in customers on services when compared to Q1 2024/25. We saw a 26% increase on T10 (Bangor to Corwen), 14% increase on T2 (Bangor to Aberystwyth) and a 11% increase on T6 (Brecon to Swansea) routes. We have introduced a through ticket on T6, which allows customers to change seamlessly to two other routes in Powys without having to purchase another ticket. This integration has attracted a 72% increase in digital ticket sales in Q1 2025/26 compared to Q1 2024/25.

Forward Look

In 2025/26, we will continue to provide TrawsCymru customers with a consistent and high standard of service across the network. We will standardise our fare structure as more TrawsCymru routes join TfW and we will provide high standards of service as all of our drivers will receive customer satisfaction training. We'll continue to modernise our fleet of buses.

TrawsCymru Cancellations

Q1 2024/25	Q1 2025/26
0.4%	0.5%

KPI Description

The percentage of scheduled TrawsCymru T1, T1C, T2, T3, T6, T10 journeys that were cancelled on-the day.

Overview

TrawsCymru journey cancellations were consistently low in the quarter and service delivery standards remained high. Any cancellations were primarily due to traffic congestion, especially during the bank holiday traffic in April, or short notice road closures. We continue to focus on punctuality and reliability.

Forward Look

In 2025/26, our focus will remain on monitoring trends and root causes of cancellations to help us minimise disruption to customers. We will be investing in customer information systems that will notify customers who regularly use a service of any potential disruption.

Customer

Q1 2024/25	Q1 2025/26	KPI Description
0.04	0.03	New complaints per 100,000 passenger journeys (TrawsCymru and Rail) to the Welsh Language Commissioner when the complainant has not received a service in Welsh from TfW or if they were dissatisfied with how TfW's decision on a Welsh language issue.

Overview

Welsh Language External Complaints per 100K Journeys decreased when compared to Q1 2024/25. The majority of open complaints have agreed action plans, with allocated resources and budgets. These relate to announcements at stations and onboard our older rail fleet, e-marketing titles being in English first and Welsh second and retiring old English-only customer platforms.

Forward Look

In 2025/26, we will continue to monitor our Welsh language provision for customers and staff. This includes communication about infrastructure improvements and our work with external partners to ensure Welsh language standards are rigorously adhered to and that Welsh cultural opportunities are shared. Our Welsh Language Strategy is available on our website and aligns with the Welsh Government's strategy of having one million Welsh speakers by 2050. TfW's contribution to Welsh Government's annual compliance is monitored in the Welsh Language Standard report.

People

Women Applicants Who Gain Roles With TfW

Q1 2024/25	Q1 2025/26
28.0%	**42.9%**

KPI Description

The percentage of women applicants who are successful in acquiring a TfW role. We are working to build a diverse team that mirrors the communities we serve.

Overview

The percentage of women applicants who gained roles with TfW increased significantly in Q1 2025/26 when compared to Q1 2024/25. We launched our first Careers Returners Programme this quarter which has had a positive impact in attracting more women applicants, and enabling women to gain roles with TfW.

Forward Look

We are determined to be one of Wales's leading inclusive employers by representing the diverse communities we serve in our workplace. We will continue to work with our community partners to advertise on their job boards and extend the reach of our advertising campaigns. We are also launching our Routes into Employment pathways schemes that will be providing placement opportunities to diverse groups and women.

Colleague Retention

Q1 2024/25	Q1 2025/26
98.2%	**98.2%**

KPI Description

The percentage of TfW colleagues who remained with TfW during the year. We monitor this in conjunction with why TfW colleagues leave the organisation so we can devise initiatives to increase employee retention. This will drive better performance, improve our business outcomes and reduce the risk of negative business performance.

Overview

In Q1 2025/26, Colleague Retention has remained stable. As last year, colleagues benefited from internal leadership programmes and secondment opportunities with Welsh Government and Network Rail. The main reasons for colleagues leaving TfW were resignation and retirement.

In 2025/26, career development opportunities for our colleagues will continue to take place through in-house and external training and through partnerships with professionally recognised accreditations.

Finance

Operating Expenditure

2024/25 FY Spend	2025/26 FY Forecast	2025/26 FY Budget
£376.6M	£431.6M	£431.6M

KPI Description

The latest full year forecast for operational expenditure against full year budgeted operational expenditure.

Overview

The full year outturn is aligned with the TfW Budget within the Business Plan and the revised funding letter received from Welsh Government.

Forward Look

We continue to review spend across TfW to identify risks and opportunities. We build management challenge and efficiency savings into the budget setting process.

Capital Expenditure

2024/25 FY Spend	2025/26 FY Forecast	2025/26 FY Budget
£358.0M	£299.9M	£299.9M

KPI Description

The latest full year forecast for capital expenditure against full year budgeted capital expenditure.

Overview

The full year outturn is aligned to the TfW Budget within the Business Plan plus subsequent funding adjustments agreed with Welsh Government, all reflected in the final funding letter. The majority of 2025/26 spend will be for the Core Valley Lines and new trains for service transformation.

Forward Look

We continue to review spend across TfW to identify risks and opportunities. We build management challenge and efficiency savings into the budget setting process.

Finance

Ticket Sales

Q1 2024/25	Q1 2025/26	KPI Description
£39.1M	**£41.9M**	The revenue earned from rail ticket sales. This is commonly referred to as Passenger Revenue (although Farebox Income is used interchangeably across the industry).

Overview

Revenue from ticket sales increased 7.2% in Q1 2025/26 compared to Q1 2024/25. This was predominantly driven by growth in the number of journeys undertaken on the TfW network, with growth in the North particularly strong.

Forward Look

In 2025/26, the expansion of demand-led pricing and contactless pay-as-you-go ticketing across the network will be key to driving up revenue. Customers will also benefit from the continued transformation of the network and allow us to further increase revenue. This will enable reinvestment into improving the services we offer.

Sustainability

Carbon Dioxide Emissions per Passenger Kilometre

Q1 2024/25	Q1 2025/26
83.0	71.9

KPI Description

The amount of Scope 1 carbon dioxide emissions in grams produced by our rail services per passenger km travelled. Scope 1 emissions are those arising from fuel consumption by our trains. This methodology is in line with Welsh Government reporting criteria for carbon emissions.

Overview

In Q1 2025/26, Carbon Dioxide Emissions per Passenger Kilometre decreased compared to Q1 2024/25. The majority of 2025/26 spend will be for the Core Valley Lines and new trains for service transformation.

Forward Look

We aim to publish a Carbon Management Plan and an Energy Strategy which we will use to manage our carbon emitting activities and increase energy efficiency. In 2026, we expect to see our carbon emissions from diesel decrease as our first hybrid trains and electric tram-trains are introduced onto the Core Valley Lines. These new trains represent a significant step in decarbonising our fleet and supporting the Welsh Government's 2050 net zero targets.