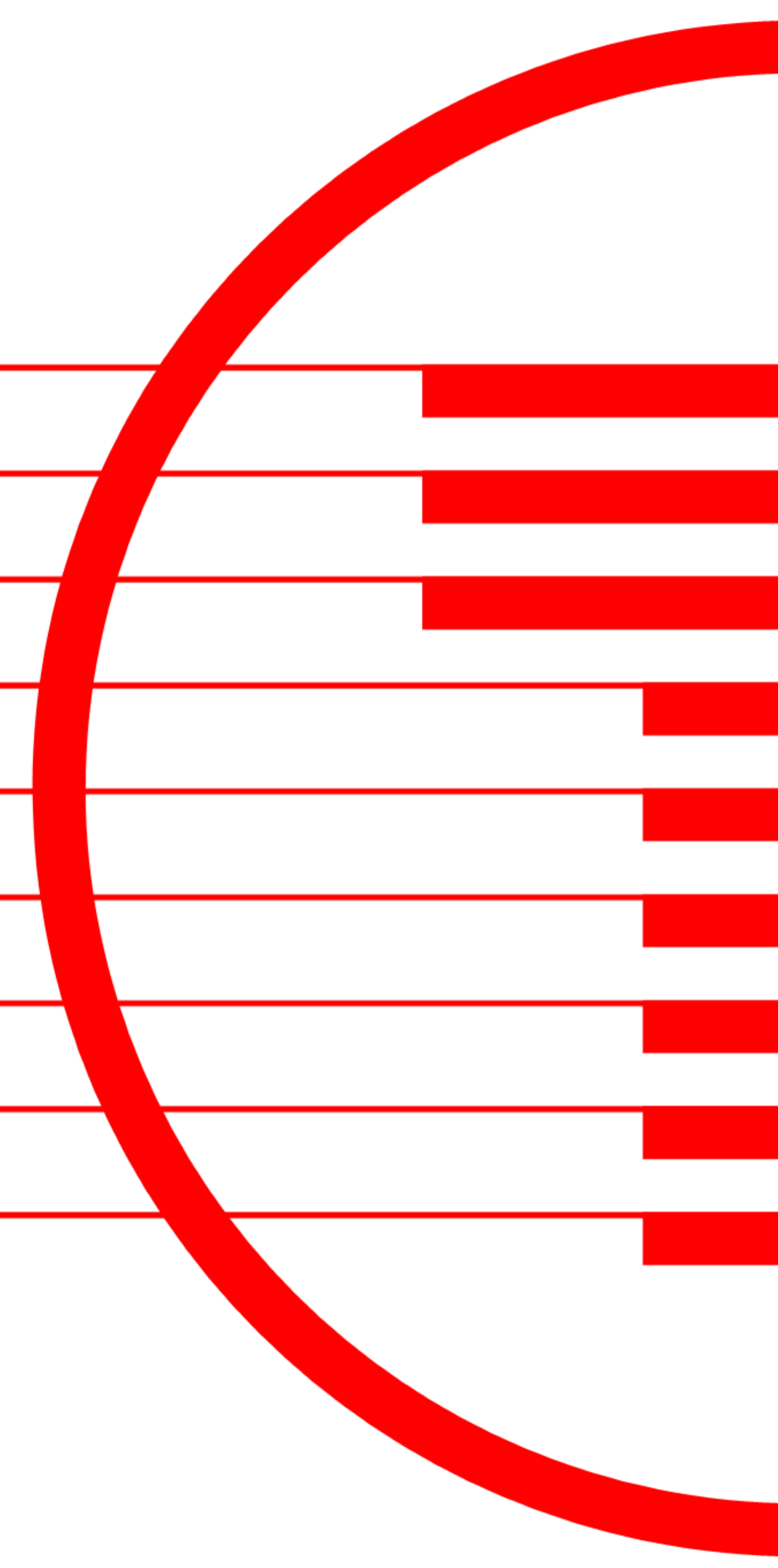


# Transport for Wales

## Key Performance Indicators

*Quarter 02 2024/25*



# Introduction

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

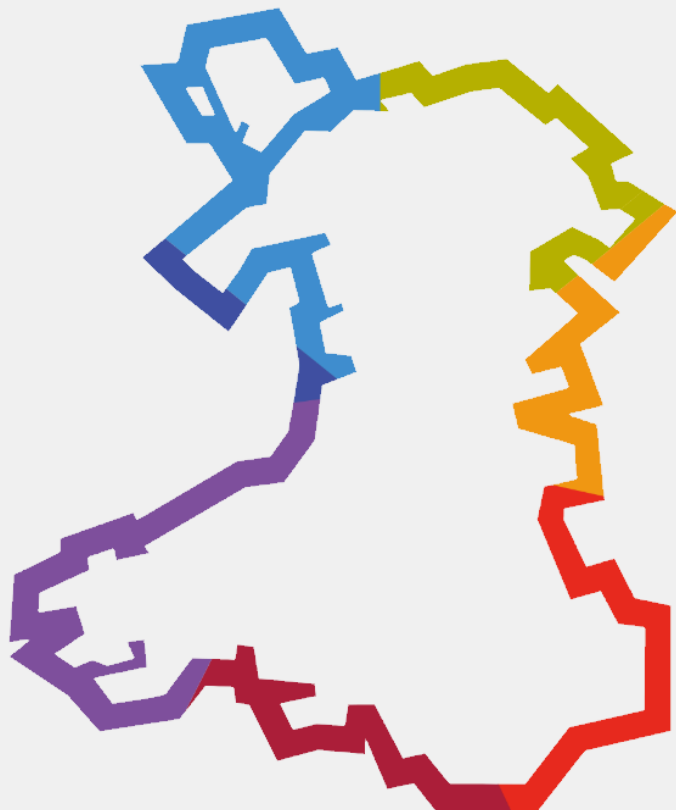
A Wales of Cohesive Communities

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 & Cross Borders On Time (to 3 minutes)							
	On-the-Day Cancellations							
	Pre-Cancellations							
	TrawsCymru Complaints per 100k Journeys							
	TrawsCymru Passenger Journeys							
	TrawsCymru Cancellations							
People	Applicants who are women							
	Women Applicants Who Gain Roles With TfW							
Finance	Colleague Retention							
	Operating Expenditure							
	Capital Expenditure							
Sustainability	Ticket Sales							
	Carbon Dioxide Emissions per Passenger Kilometre							



## Colleague Safety



Q2 2023/24	Q2 2024/25	KPI Description
97.7%	97.6%	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

In Q2 2024/25, our colleague safety measure remained high and was in line with the same quarter last year. To maintain this standard, we continue 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. To consolidate our strong safety performance, we are using our Health, Safety, Security and Business Resilience Plan to provide an over-arching safety plan.



## Safety Incidents per 100k Passenger Journeys



Q2 2023/24	Q2 2024/25	KPI Description
1.4	1.3	The number of safety incidents involving any customer, passenger, or a member of public per 100,000 passenger journeys taken.

### Overview

Safety incidents involving our passengers per 100k journeys reduced in Q2 2024/25 compared to the same quarter last year. Most customer impacting safety incidents took place in stations or while boarding or alighting trains.

### Forward Look

The safety of our customers is of utmost importance to us and is planned for in all aspects of our work. A Customer Accident Steering Group has been established to provide a collaborative forum for stakeholders to share knowledge and expertise and identify target areas for improvement. The group has enlisted a Behavioural Scientist to help implement strategies to keep customers safe when travelling with us. This group is also refreshing our safeguarding policy to further protect our most at risk customers: children, the elderly and people of reduced mobility.



## Customer Satisfaction



Q2 2023/24

79.4%

Q2 2024/25

83.0%

### KPI Description

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

We have maintained high customer satisfaction in Q2 2024/25, compared to the same quarter last year. In our Voice of the Customer forum, we listened to customer feedback and made changes to our timetable and increased traincrew numbers.

### Forward Look

We are designing a more robust customer survey with an increased sample size, which will allow us to further improve the customer experience. Following the opening of the Cardiff Bus Interchange, we are working with our bus partners to introduce an integrated transport service, combining rail, bus and active travel to make public transport a viable alternative to the car.



## Complaints per 100k Rail Journeys



Q2 2023/24

138

Q2 2024/25

114

### KPI Description

Any expression of dissatisfaction by a customer or potential customer about TfW Rail as a proportion of 100,000 rail passenger journeys.

### Overview

Complaints per 100k rail journeys in Q2 2024/25 reduced in comparison to the same quarter last year. We prioritised customer concerns during the CVL transformation works and continue to ensure complaints are responded to within industry timeframes.

### Forward Look

We ensure that real-time information is available at stations and on our digital platforms to support journey planning. Our focus remains on deploying staff quickly when responding to customers at peak times and during disruption.



## Rail Passenger Journeys



Q2 2023/24

5.9M

Q2 2024/25

7.4M

### 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 by 1.5m (26.2%) in Q2 2024/25 compared to the same quarter last year. This increase was due to strong growth in journeys made on our short journeys of under 20 miles. This quarter, the volume of rail journeys increased, but the average distance of rail journeys reduced.

### Forward Look

We are enhancing the customer experience by providing easier ways of purchasing the best value tickets. We will continue to roll out Pay-As-You-Go ticketing in southeast Wales over the next year.



## Core Valley Lines On Time (to 3 minutes)



Q2 2023/24

89.4%

Q2 2024/25

83.6%

### 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

Punctuality on the Core Valley Lines in Q2 2024/25 reduced in comparison to the same quarter last year but the overall percentage remains high. Delays in the quarter were caused primarily by infrastructure faults, trespass incidents and the embedding of our new timetable. The new timetable represents the biggest change to our network in 20 years and has provided our passengers with more choice on our Core Valley Lines routes by offering more frequent services and more evening services.

### Forward Look

The introduction of the new timetable on the Core Valley Lines will improve capacity, punctuality and frequency of services. Wales's first hybrid trains and electric tram trains will enter into passenger service on the Core Valley Lines in late 2024 and 2025. The Class 756s are tri-mode so can run on overhead electric lines, battery or diesel, offer modern, spacious carriages and can travel at speeds of up to 75mph. The Class 398s can operate on both electric lines and battery power, hold 252 passengers and travel at speeds of up to 100km per hour. These new models represent a significant step in decarbonising our fleet and supporting the Welsh Government's 2050 net zero targets.



# Customer



Q2 2023/24	Q2 2024/25
68.5%	74.4%


Wales & Cross Borders On Time (to 3 minutes)
<div><div>KPI Description</div><div>The percentage of rail services arriving within 3 minutes of the scheduled arrival time across Wales &amp; 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 &amp; New Inn.</div></div>

Overview

Punctuality on the Wales and Cross Border network in Q2 2024/25 increased in comparison to the same quarter last year. Throughout the network, older model trains are steadily being replaced by brand-new Class 197 air-conditioned trains. Our long-distance routes saw an increase in passenger capacity thanks to the expansion of Mark 4 locomotive hauled sets from four to five carriages. Service frequency increases were implemented on the Ebbw Vale, Cheltenham and Wrexham to Bidston lines route and are performing well.

Forward Look

We are taking delivery of more Class 197 trains which will reduce journey times and improve punctuality on the Wales and Cross Borders network. 5-carriage formation will commence between Cardiff and Manchester to improve capacity and comfort for passengers.



Q2 2023/24	Q2 2024/25	On-the-Day Cancellations
4.2%	5.4%	<div><div>KPI Description</div><div>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.</div></div>

Overview

On-the-day cancellations rose during Q2 2024/25 in comparison to the same quarter last year. This was a result of infrastructure incidents, train shortages and the introduction of a new timetable. The timetable change was the biggest change to our network in 20 years and was necessary to bring Wales' first electric tram trains and tri-mode trains, the Class 398s and 756s into passenger service and help resolve train shortage issues.

Forward Look

During the autumn and winter months of Q3, extreme weather events affect on-the-day cancellations. We are focused on mitigation strategies that will reduce disruption for passengers in the event of extreme weather and have produced a climate change adaptation and resilience plan which will enable us to adapt quickly during significant weather events. To relieve infrastructure issues caused by seasonal change, we use data to inform maintenance and renewal schedules. In the coming months, on-the-day cancellations caused by train shortages should reduce as more new trains are introduced onto the network.



## Pre-Cancellations



Q2 2023/24	Q2 2024/25	KPI Description
0.7%	0.1%	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 in Q2 2024/25 decreased in comparison to the same quarter last year. This reflected our careful resource planning, ensuring there were enough train drivers, conductors and other safety critical colleagues to operate the timetable. The risk of driver shortages on Sundays has been reduced due to Sundays now being included in the working week.

### Forward Look

We are working to maintain numbers of drivers, conductors and other safety critical colleague 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 in 2025 when Sundays will be included in the working week.



## TrawsCymru Complaints per 100k Journeys



Q2 2023/24	Q2 2024/25	KPI Description
16	20	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 100k TrawsCymru journeys increased in Q2 2024/25 when compared to the same quarter last year. TrawsCymru services provided by TfW increased to include the T1C (Aberystwyth to Cardiff), the T2 (Bangor to Aberystwyth), the T3 (Barmouth to Wrexham) and the T6 (Brecon to Swansea) routes. Roadworks in August affected the punctuality of the T3 service and this was a key driver for complaints in the quarter. We are currently reviewing the T3 timetable to improve resilience for roadworks and minor diversions.

### Forward Look

To ensure passengers receive a consistent standard of service, we continue to track our performance through contract monitoring and driver training.



## TrawsCymru Passenger Journeys



Q2 2023/24

0.3M

Q2 2024/25

0.3M

### KPI Description

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

### Overview

TrawsCymru passenger journeys increased by 38,720 (14%) in Q2 2024/25 compared to the same quarter last year. This increase was due to successful marketing campaigns for the T6 (Brecon to Swansea) and the T10 (Bangor to Corwen) routes, and increased T10 frequency on weekends and during the school holidays. New electric buses entered into service on the T2 (Bangor to Aberystwyth) and T3 (Barmouth to Wrexham) routes, offering passengers quieter journeys, wireless charging facilities, USB ports at every seat and next stop displays and announcements.

### Forward Look

To provide our existing and prospective TrawsCymru customers with a high standard of service and consistently good value tickets, we are looking at ways of combining rail and bus travel in one ticket. We currently provide integrated ticketing on the T1 (Aberystwyth to Carmarthen) service and this will be rolled out to other TrawsCymru routes.



## TrawsCymru Cancellations



Q2 2023/24

0.7%

Q2 2024/25

1.0%

### KPI Description

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

### Overview

TrawsCymru cancellations remained low in Q2 2024/25 but saw a slight increase in comparison to the same quarter last year. Our service delivery remained consistent and where cancellations occurred, the primary causes were short notice road closures due to road traffic collisions and increased traffic congestion.

### Forward Look

We continue to work with our contracted TrawsCymru route operators to ensure cancellations are kept to a minimum. We are monitoring operator performance in line with agreed performance standards, while identifying any risks that may affect service delivery, such as long term road works and diversions. We are putting mitigating actions in place to keep disruption to a minimum.



Complaints to Welsh Language Commissioner per 100k Journeys		
<div>Q2 2023/24</div> <div>0.12</div>	<div>Q2 2024/25</div> <div>0.03</div>	<div>KPI Description</div> <div>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.</div>

**Overview**

Complaints to the Welsh Language Commissioner per 100k passenger journeys decreased in Q2 2024/25 compared to the same quarter last year. This was due an increase in bilingual station signage and the capacity for bilingual announcements on our new trains. New complaints in the quarter centred around Welsh Language discrepancies at stations, on trains or on our digital services. For complaints where a language change was required, the case was remedied immediately and resulted in no further action by the Welsh Language Commissioner.

**Forward Look**

We continue to monitor our Welsh language provision at stations, on board and on our digital services to ensure Welsh language standards are rigorously observed. Our Welsh Language Strategy 2024-2029 is available on our website and aligns with the Welsh Government’s 2050 strategy



Applicants Who Are Women



Q2 2023/24	Q2 2024/25	KPI Description
25.9%	30.4%	The percentage of people who apply for TfW roles who are women. Historically, the transport industry has employed fewer women than men. We want to change that. We are building a diverse team that mirrors the communities we serve.

Overview

Women applying for roles in TfW in Q2 2024/25 increased compared to the same quarter last year. During the quarter, we encouraged applications from women for all roles in TfW, particularly train driving and engineering. These opportunities were promoted by running Positive Steps events attended by people from diverse communities. We featured female role models in advertisements at stations and on board and released our first "Day in the Life" video, following one of our female trainee drivers. To ensure we reached a broad audience, we advertised on the Working Mums, Women in Rail and LinkedIn websites.

Forward Look

We remain focused on being one of Wales's leading inclusive employers by continuing to promote opportunities for women and ethnic minorities. We will continue to use positive action recruitment campaigns to promote our opportunities for women from all backgrounds. We are working with our community partners, Diverse Cymru and the Muslim Council for Wales to increase applications from talent in underrepresented areas such as women from ethnic minority backgrounds.



Women Applicants Who Gain Roles With TfW



Q2 2023/24	Q2 2024/25	KPI Description
37.1%	35.1%	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

Women applicants who gained roles in TfW in Q2 2024/25 reduced in comparison with the same quarter last year. However, in Q2 our first female Director of Operations was appointed and women applicants gained leadership roles including People Director and Marketing and Sales Director.

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 use targeted recruitment campaigns featuring female colleagues as role models, to encourage women to apply for roles in TfW, particularly in Engineering and Train Driving. We are continuing to work with our community partners, United for Change, Careers Wales, Women In Transport and Women in Rail and will advertise on their job boards to increase awareness of our opportunities. We are launching our first Returners Program which is a supported pathway back into work for women who have had a career break due to childcare, caring responsibilities or illness. We are continuously developing our employee value proposition and offer attractive salaries, terms and conditions and flexible working practices which we believe are attractive to women.



## Colleague Retention



<div>Q2 2023/24</div> <div>97.7%</div>	<div>Q2 2024/25</div> <div>98.5%</div>	<div>KPI Description</div> <div>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.</div>
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### Overview

Colleague retention has improved in Q2 2024/25 in comparison to the same quarter last year. Retention and colleague engagement are closely linked as engaged colleagues are more likely to stay with an organisation. We offered colleagues the opportunity to apply for internal leadership programmes and secondment opportunities with Welsh Government and Network Rail. We ran colleague engagement sessions on our Welsh Language Strategy, Strategic Equality Plan and the Cardiff Crossrail and promoted wellbeing campaigns which corresponded with national campaigns including World Suicide Day, National Inclusion Week and Menopause Awareness.

### Forward Look

We will continue to offer career development opportunities to our colleagues through in-house and external training and partnerships with professionally recognised accreditations.



## Operating Expenditure



2023/24 FY Spend

£396.9M

2024/25 FY Forecast

£433.2M

2024/25 FY Budget

£438.8M

### KPI Description

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

### Overview

The full year forecast aligns with the TfW Budget within the Business Plan. Difference from prior year reflects higher costs associated with readiness for the introduction of increased services.

### 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



2023/24 FY Spend

£446.4M

2024/25 FY Forecast

£330.4M

2024/25 FY Budget

£331.9M

### KPI Description

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

### Overview

The full year forecast remains aligned to the TfW Budget within the Business Plan with the majority of spend on the Core Valley Lines and also new rail rolling stock for the transformation of the services.

### Forward Look

We continue to review spend across TfW to identify risks and opportunities. We build management challenge and efficiency savings in the forecast process.



## Ticket Sales



<div>Q2 2023/24</div> <div>£34.7M</div>	<div>Q2 2024/25</div> <div>£41.9M</div>	<div>KPI Description</div> <div>The revenue earned from rail ticket sales; this is commonly referred to as Passenger Revenue (although Farebox Income is used interchangeably across the industry).</div>
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### Overview

Ticket sales increased significantly in Q2 2024/25 compared to the same quarter last year. A key driver for this increase was the growth in the number of passenger journeys, particularly on short journeys of under 20 miles. Passenger journey growth in South Wales and the North Wales & Borders region drove 75% of the increase in journeys Year-on-Year.

### Forward Look

We will continue to enhance ticket buying by exploring innovative approaches to fares and pricing such as Pay-As-You-Go ticketing in South Wales. To make journeys easier for rail and bus customers, we are looking at ways of combining rail and bus travel in one ticket.





## Carbon Dioxide Emissions per Passenger Kilometre



Q2 2023/24	Q2 2024/25	KPI Description
86.4	78.4	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

Carbon Dioxide emissions per passenger kilometre decreased in Q2 2024/25 compared to the same period last year despite an increase in passenger journeys. This was due to the introduction of new, more efficient trains and the gradual removal from service of older, less efficient trains.

### Forward Look

We continue to tackle the climate emergency, by publishing a Carbon Management Plan which aims to manage our carbon emitting activities, and an Energy Efficiency Strategy which aims to reduce carbon emissions by increasing energy efficiency. We also 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.