Transport for Wales
Key Performance Indicators

Quarter 03 2024/25

TRAFNIDIAETH CYMRU / TRANSPORT FOR WALES
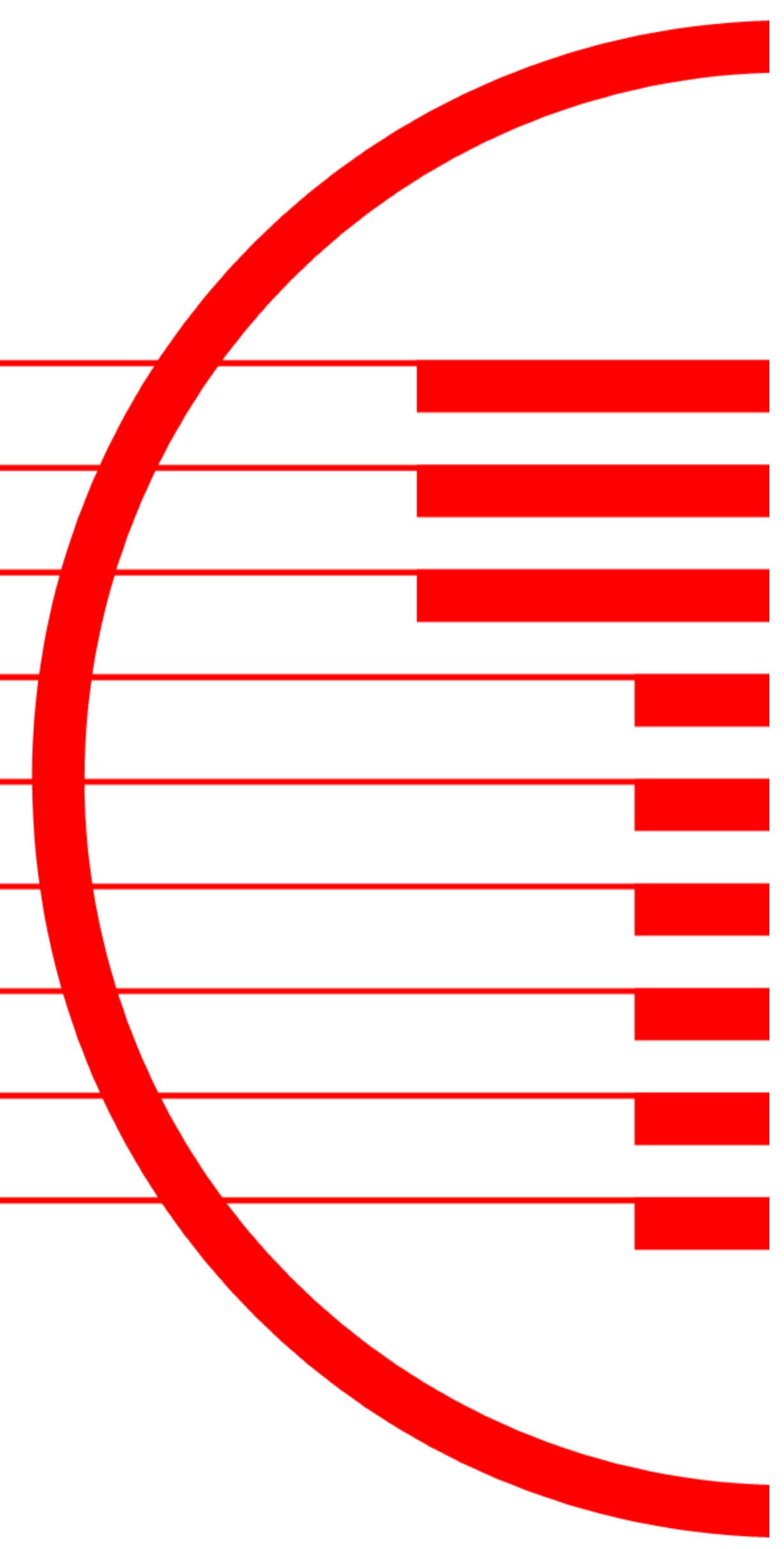
At Transport for Wales, we want to be Wales's favourite way to travel. We must build a sustainable travel network on behalf of the communities we serve. This requires us to be open and transparent in our approach. The publication of these key performance indicators is an important step toward this. It 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**
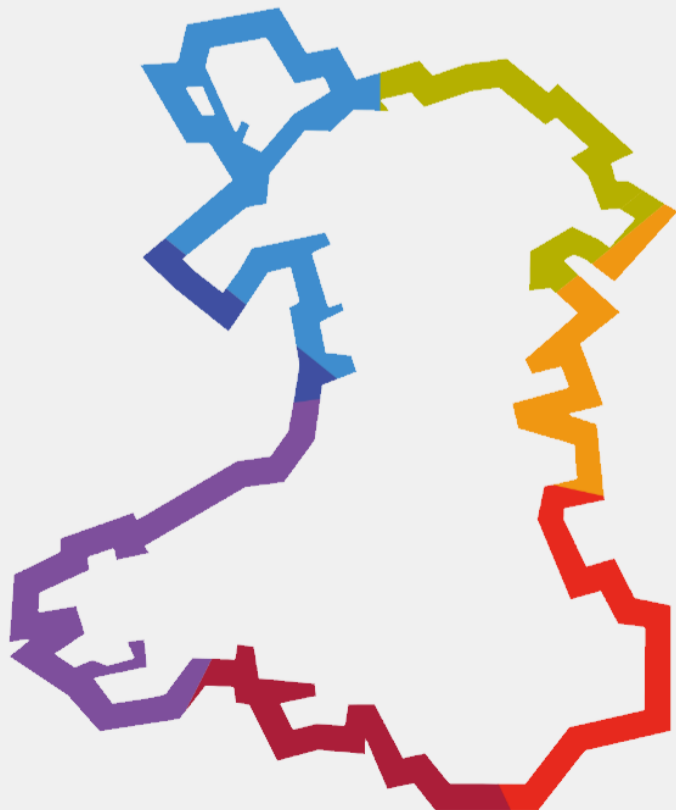
4. **A More Equal Wales**

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	7
Safety	Safety Incidents per 100k Passenger Journeys		2	3			
	Colleague Safety		2	3			
Customer	TrawsCymru Cancellations	1				5	
	TrawsCymru Passenger Journeys	1	2			5	
	TrawsCymru Complaints per 100k Journeys	1				5	
	Pre-Cancellations	1				5	
	On-the-Day Cancellations	1				5	
	Core Valley Lines On Time (to 3 minutes)	1				5	
	Rail Passenger Journeys	1	2			5	
	Complaints per 100k Rail Journeys	1				5	
	Customer Satisfaction	1				5	
People	Colleague Retention	1			4		
	Women Applicants Who Gain Roles With TfW				4	5	
	Applicants who are women				4	5	
Finance	Capital Expenditure	1					
	Operating Expenditure	1					
Sustainability	Carbon Dioxide Emissions per Passenger Kilometre		2	3	4		7

Safety

Colleague Safety

Q3 2023/24	Q3 2024/25
97.6%	97.6%

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

In Q3 2024/25, our colleague safety measure remained high and was in line with the same quarter last year. 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. To consolidate our strong safety performance, we are developing our approach to safety risk by identifying root causes and common themes for incidents involving colleagues.

Safety Incidents per 100k Passenger Journeys

Q3 2023/24	Q3 2024/25
1.4	1.4

KPI Description

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

Overview

In Q3 2025/25, safety incidents per 100k passenger journeys were in line with the same quarter last year. Most customer impacting safety incidents in the quarter 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. In Q4, the Customer Accident Steering Group will continue work on our Customer Accident Prevention Plan. This will involve implementing strategies across the network to further improve passenger safety.

Customer

Customer Satisfaction

Q3 2023/24
81.7%

Q3 2024/25
84.9%

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

In Q3 2024/25, customer satisfaction increased in comparison to the same quarter last year. In our Voice of the Customer forum, we listened to our customer feedback and made changes to our processes to improve customer service.

Forward Look

In 2025, we will launch a new customer survey with an increased sample size. This will allow us to make targeted improvements based on customer feedback.

Complaints per 100k Rail Journeys

Q3 2023/24
144

Q3 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

In Q3 2024/25, complaints per 100k rail journeys reduced in comparison to the same quarter last year. To improve the customer experience, we targeted root causes.

Forward Look

We are continuing to speed up the provision of real time information to our customers and colleagues. This ensures all parties have the most accurate information, particularly at times of disruption.

Customer

Rail Passenger Journeys

Q3 2023/24	Q3 2024/25
6.6M	7.6M

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

In Q3 2024/25, rail passenger journeys increased significantly compared to the same quarter last year. This was due to strong growth in short distance 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. In Q4, we will start to promote Pay As You Go ticketing in South East Wales following the rollout to 95 stations in Q3.

Core Valley Lines On Time (to 3 minutes)

Q3 2023/24	Q3 2024/25
85.2%	83.2%

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 Q3 2024/25, punctuality on the Core Valley Lines decreased in comparison to the same quarter last year. This was due to the enhanced timetable continuing to embed and delays caused by infrastructure faults, trespass incidents, anti-social behaviour, extreme weather and low adhesion during autumn months. In Q3, Wales's first hybrid trains entered into service. Combined with the enhanced timetable, these have improved capacity, punctuality and frequency of service. Our hybrid trains are tri-mode so can run on overhead electric lines, battery or diesel and represent a significant step in decarbonising our fleet and supporting the Welsh Government's 2050 net zero targets.

Forward Look

In 2025, we will introduce more tri-mode hybrid trains to the Core Valley Lines. Enhancements will be made to our infrastructure so that tri-mode hybrd trains can be used in other locations.

Customer

Wales and Cross Borders On Time (to 3 minutes)

Q3 2023/24	Q3 2024/25
63.4%	69.1%

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 Q3 2024/25, punctuality on the Wales and Cross Borders network increased in comparison with the same quarter last year despite extreme weather conditions and low adhesion throughout autumn. In late Q3, a major timetable change was introduced which amended the frequency and pattern of services across much of the network. Our long-distance routes saw an increase in passenger capacity thanks to an increase from four to five carriages on Mark 4 locomotive hauled sets and older model trains being replaced by new Class 197 trains.

Forward Look

We are taking delivery of more Class 197 trains which will reduce journey times and continue to improve punctuality on the Wales and Cross Borders network. In Q4, these will be introduced between Birmingham and Shrewsbury.

On-the-Day Cancellations

Q3 2023/24	Q3 2024/25
5.7%	7.4%

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

In Q3 2024/25, on-the-day cancellations increased in comparison to the same quarter last year. This was the result of infrastructure incidents, low adhesion, train shortages and the Q3 introduction of a new timetable on both the Core Valley Lines and Wales and Cross Borders networks. On-the-day cancellations were also impacted by the extreme weather conditions of Storms Bert and Darragh which caused infrastructure and rolling stock damage due to flooding and high winds.

Forward Look

To enable us to adapt quickly in the event of extreme weather, we are focusing on mitigation strategies and contingency plans that will reduce disruption for passengers. Fleet maintenance and renewal schedules are planned to relieve infrastructure issues caused by seasonal change. In 2025, on-the-day cancellations caused by train shortages should reduce as more new trains are introduced onto the network.

Customer

TRAFNIDIAETH CYMRU TRANSPORT FOR WALES

Pre-Cancellations

Q3 2023/24	Q3 2024/25
1.1%	0.1%

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

In Q3 2024/25, pre-cancellations 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 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 in 2025 when Sundays will be included in the working week.

TrawsCymru Complaints per 100k Journeys

Q3 2023/24	Q3 2024/25
36	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

In Q3 2024/25, complaints per 100k TrawsCymru journeys decreased in comparison to the same quarter last year, when complaints temporarily rose following the introduction of new timetables on the T2 (Bangor - Aberystwyth) and T3 (Wrexham - Barmouth) routes. These timetables have since embedded and complaints reduced. In Q3, we held customer engagement events to gain insight into the customer experience and determine targeted focus areas.

Forward Look

In 2025, we will hold more customer engagement events to gather feedback on our service and identify customer trends. We will continue to track our performance through contract monitoring and driver training to ensure passengers experience consistently high-quality journeys.

Customer

TrawsCymru Passenger Journeys

Q3 2023/24	Q3 2024/25
0.3M	0.3M

KPI Description

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

Overview

In Q3 2024/25, TrawsCymru passenger journeys remained in line with the same quarter last year. Our consistent operating standards and fare structures continued to attract new customers, as shown by the 47% increase in passengers on the T10 (Bangor to Corwen) route this quarter compared to the same quarter last year.

Forward Look

To provide existing and prospective TrawsCymru customers with high standards of service and consistently good value tickets, we are looking at ways of combining rail and bus travel in one ticket. We already provide integrated ticketing on the T1 (Aberystwyth to Carmarthen) service and this will be rolled out to other TrawsCymru routes in 2025. We are also introducing next stop audio and visual announcements which will improve the provision of on board information for passengers.

TrawsCymru Cancellations

Q3 2023/24	Q3 2024/25
0.2%	2.9%

KPI Description

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

Overview

In Q3 2024/25, TrawsCymru cancellations increased in comparison to same quarter last year due to weather related events. Storm Bert caused short notice cancellations on the T1 (Aberystwyth to Carmarthen) and T1C (Aberystwyth to Cardiff) routes due to snow and ice. A red weather warning was issued for Storm Darragh which resulted in the cancellation of all TfW TrawsCymru services for safety reasons. Communities on the T2 (Bangor to Aberystwyth) route were also affected by Storm Darragh as diversions had to be put in place.

Forward Look

In 2025, our focus will remain on identifying root causes of cancellations and working with our contracted TrawsCymru route operators to ensure cancellations are kept to a minumim. In the event of disruption, reducing impact by keeping customers well informed will remain a key priority.

Customer

Complaints to Welsh Language Commissioner per 100k Journeys

Q3 2023/24	Q3 2024/25	KPI Description
0.06	**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

In Q3 2024/25, complaints to the Welsh Language Commissioner per 100k journeys decreased in comparison with the same quarter last year. Complaints in the quarter were about a lack of bilingual signage on board a train and a website error, both of which were resolved swiftly and required no further action.

Forward Look

We continue to monitor our Welsh language provision at stations, on board trains and buses and on our digital services to ensure Welsh language standards are rigorously adhered to. Our Welsh Language Strategy is available on our website and aligns with the Welsh Government's 2050 strategy.

People

Applicants Who Are Women

Q3 2023/24

27.4%

Q3 2024/25

23.8%

KPI Description

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

In Q3 2024/25, we saw a decrease in women applicants compared to the same quarter last year. In Q3, we worked with our community partners: Diverse Cymru, the Muslim Council for Wales and Careers Wales and advertised career opportunities on the Women in Transport, Women in Rail and Working Mums platforms. We continued to feature female colleagues in our poster campaigns and on social media channels.

Forward Look

We remain focused on being one of Wales's leading inclusive employers by promoting opportunities for women from all backgrounds, particularly in engineering and train driving. To encourage young women to apply for roles in TfW, we have joined the School Valued Partnership scheme. This aims to provide young women with an awareness of our career pathways, useful skills for interview and employment.

Women Applicants Who Gain Roles With TfW

Q3 2023/24

33.6%

Q3 2024/25

35.6%

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

In Q3 2024/25 we saw an increase in women applicants gaining roles with TfW compared to the same quarter last year. This was despite the number of women applicants decreasing in Q3. We continued to advertise roles externally using campaigns featuring female colleagues and using platforms such as Working Mums, Women in Rail and LinkedIn.

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 continue 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 promote our opportunities. In 2025, we will launch our 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.

People

Colleague Retention

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.

Q3 2023/24	Q3 2024/25
97.9%	98.8%

Overview

In Q3 2024/25, colleague retention increased in comparison to the same quarter last year. Colleagues applied for internal leadership programmes and secondment opportunities with Welsh Government and Network Rail. The main reason for colleagues leaving in Q3 was retirement.

Forward Look

In Q4, career development opportunities for our colleagues will continue to take place through in-house and external training and partnerships with professionally recognised accreditations.

Finance

Operating Expenditure

2023/24 FY Spend	2024/25 FY Forecast	2024/25 FY Budget
£354.6M	£378.3M	£379.6M

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. The figures below have been updated since the previous report to reflect spend after adjusting for new lease accounting arrangements, to align to our Welsh Government funding basis.

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	2024/25 FY Forecast	2024/25 FY Budget
£446.4M	£326.7M	£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 new trains for the transformation of the services. Reduction since last quarter relates to changes in scope on non-rail activity, particularly bus.

Forward Look

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

Finance

Revenue from Ticket Sales

Q3 2023/24	Q3 2024/25
£36.4M	£41.9M

KPI Description

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

In Q3 2024/25, revenue from ticket sales increased 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 distance journeys of under 20 miles. Passenger journey growth in South Wales and the North Wales and Borders regions drove 72% 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.

Sustainability

Q3 2023/24	Q3 2024/25
78.5	77.3

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 Q3 2024/25, carbon dioxide emissions per passenger kilometre decreased compared to the same period last year. This was due to the introduction of new, more efficient trains and the gradual removal of older, less efficient trains from service.

Forward Look

We have published a Carbon Management Plan and an Energy Efficiency Strategy which aim to manage our carbon emitting activities and increase energy efficiency. In 2025, 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.