

Transport for Wales

Key Performance Indicators

Quarter 04 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

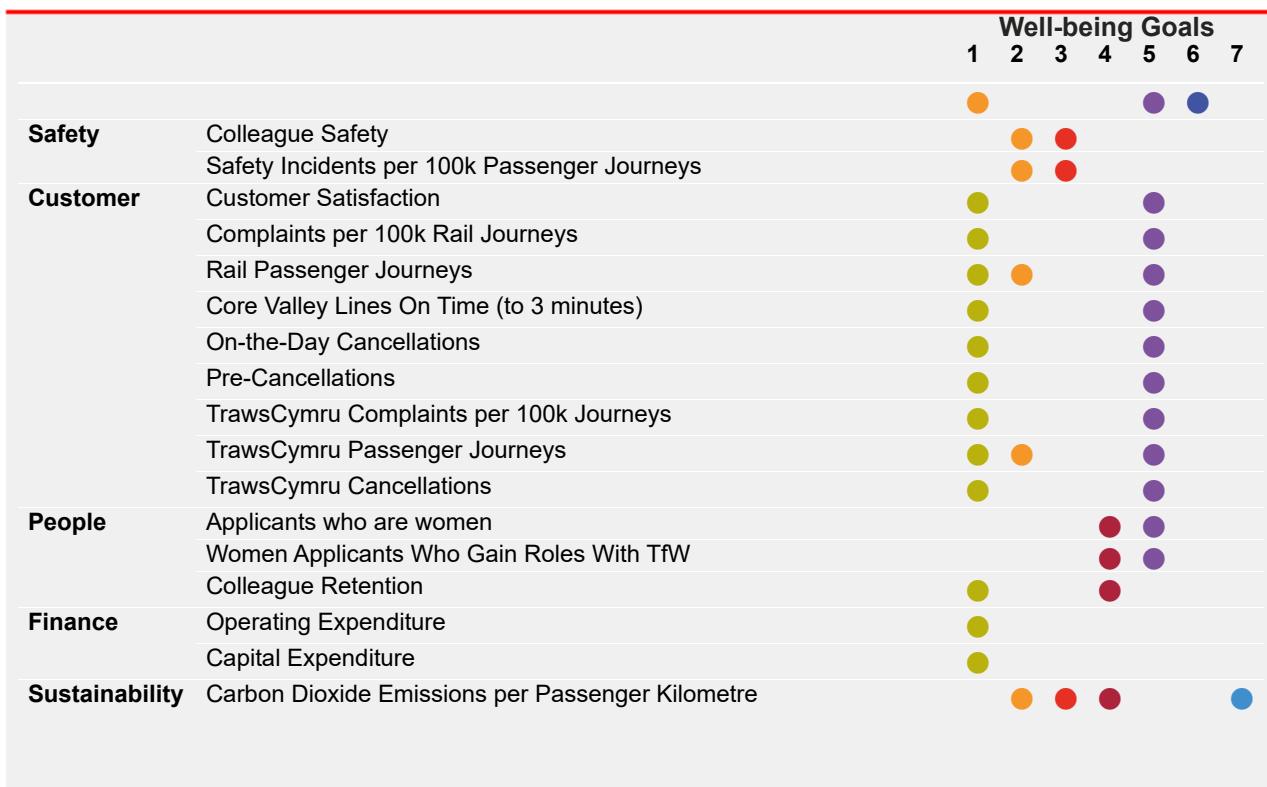
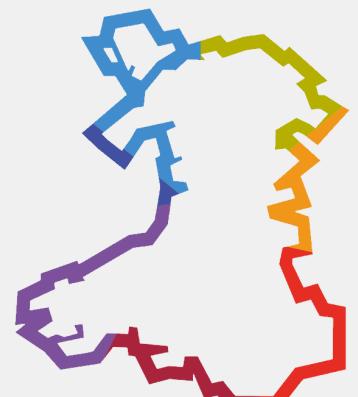
3 A Healthier Wales

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



Safety

			Colleague Safety	
2023/24	2024/25	Q4 2024/25	KPI Description	
99.4%	99.4%	97.3%	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 2024/25, our Colleague Safety measure remained favourable and was in line with 2023/24. 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 themes surrounding incidents involving colleagues.

			Safety Incidents per 100k Passenger Journeys	
2023/24	2024/25	Q4 2024/25	KPI Description	
1.3	1.3	1.0	The number of safety incidents involving any customer, passenger, or a member of public per 100,000 passenger journeys taken.	● ●

Overview

In 2024/25, Safety Incidents per 100k Passenger Journeys were in line with 2023/24. Most customer impacting safety incidents this year took place in stations or while boarding or alighting trains.

Forward Look

The safety and wellbeing of our customers are central to our priorities. In 2025/26, we will continue our commitment to reducing customer accidents. Our Customer Accident Mitigation Steering Group will continue to take a proactive approach to safety risk management to ensure continuous improvement.

Customer



Customer Satisfaction



2023/24	2024/25	Q4 2024/25	KPI Description
82.0%	84.4%	86.3%	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 2.4 percentage points to 84.4%. This year, we closely analysed customer feedback to improve our services and infrastructure.

Forward Look

In Q4 of 2024/25, we launched a new customer satisfaction survey which will increase our feedback sample size. In 2025/26, we will use this to better understand our customers' points of view so we can prioritise and implement targeted improvements across our network.



Complaints per 100k Rail Journeys



2023/24	2024/25	Q4 2024/25	KPI Description
137	106	96	Any expression of dissatisfaction by a customer or potential customer about TfW Rail as a proportion of 100,000 rail passenger journeys.

Overview

In 2024/25 complaints for train travel have fallen when compared to 2023/24. Complaints about delays and cancellations on the network reduced as we've completed the electrification of the Treherbert, Aberdare & Merthyr lines, offered improved accessible boarding and improved the reliability of our services.

Forward Look

In 2025/26 we are researching methods to improve the feedback process, making it easier for customers to contact us.

Customer



Rail Passenger Journeys



2023/24	2024/25	Q4 2024/25	KPI Description
26.6M	31.7M	9.7M	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 2024/25 Rail Passenger Journeys increased significantly compared to 2023/24. This 19.4% increase was primarily driven by shorter-distance journeys across the TfW network, with the South East Wales Metro area and the North East of the TfW network seeing strong growth. The transformation of the Core Valley Lines and the introduction of new trains across the network is likely to have contributed to this strong Year-on-Year growth.

Forward Look

In 2025/26, we will attract new users to the network as we enhance the services we offer. We will also take steps to encourage customers to travel more frequently by simplifying fares and improving value.



Core Valley Lines On Time (to 3 minutes)



2023/24	2024/25	Q4 2024/25	KPI Description
86.5%	85.7%	88.3%	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 2024/25 Core Valley Lines On Time (to 3 minutes) decreased slightly compared to 2023/24. The context of this was a major timetable change in June which increased station stops by 45%, enhancing customer choice and train frequency across the network. After an initial period of adaptation, the new timetable, new trains and infrastructure improvements have resulted in a successful year for punctuality and the Core Valley Lines now have electrified rail services for the first time in their history.

Forward Look

In 2025/26, we will introduce more tri-mode hybrid trains to the Core Valley Lines and make further enhancements to our infrastructure. Focus areas to improve punctuality include working with partners to mitigate the impact of trespass, extreme weather and seasonal variance on train service delivery.

Customer



2023/24	2024/25	Q4 2024/25
69.7%	75.0%	79.1%

Wales & Cross Borders On Time (to 3 minutes)



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 2024/25, Wales and Cross Borders On Time (to 3 minutes) increased compared to 2023/24. This success was due to a major timetable change in December which increased station stops by 19% combined with the continued rollout of new trains and their ability to run in longer formations and our First Class locomotive hauled services running in 5-carriage formation. This improved not just punctuality but also capacity and comfort for customers. We were also awarded a Silver Whistle award by the Chartered Institution of Railway Operators for the most improved regional on-time performance, but we know there is still lots of work to do to drive further improvements.

Forward Look

In 2025/26, we will take delivery of more Class 197 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 and work with Network Rail to improve timetable reliability and mitigate the impact of trespass, extreme weather and seasonal variance on the railway.



On-the-Day Cancellations



2023/24	2024/25	Q4 2024/25
5.0%	5.3%	4.5%

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 2024/25, On-the-Day Cancellations increased in comparison with 2025/26. This was due to the introduction of a new timetable on the Core Valley Lines which initially caused an increase in partial cancellations and skipped stops to protect service punctuality. Pleasingly the year ended well as rolling out new trains on multiple routes helped to reduce cancellations.

Forward Look

In 2025/26, On-the-Day Cancellations caused by train shortages will reduce as more new trains are introduced onto the network. We are also focusing on strategies that will reduce disruption for passengers in the event of extreme weather, fleet maintenance and infrastructure issues.

Customer



Pre-Cancellations



2023/24	2024/25	Q4 2024/25	KPI Description
0.9%	0.1%	0.0%	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 2024/25, Pre-Cancellations significantly reduced compared to 2023/24. 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 a improved Sunday service.

Forward Look

In 2025/26, we are working to 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



2023/24	2024/25	Q4 2024/25	KPI Description
24	20	19	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 2025/26, TrawsCymru Complaints per 100k Journeys halved compared to 2023/24. A key driver for this reduction was improved communication about customer impacting changes to services. We also increased our customer engagement events including Tea with Traws, which was a forum for customers to talk to us openly about our services.

Forward Look

In 2025/26, we will hold more customer engagement events to gather feedback on our service and prioritise areas for improvement. Our successful driver training focused on customer satisfaction will be made mandatory to all TrawsCymru drivers and a second module will be introduced as we continue to focus on improving the consistency and quality of the customer experience across the bus network.

Customer



TrawsCymru Passenger Journeys



2023/24	2024/25	Q4 2024/25	KPI Description
1.1M	1.2M	0.3M	The total number of passengers carried on the TrawsCymru T1, T1C, T2, T3, T6, T10 routes.

Overview

In 2024/25, TrawsCymru Passenger Journeys increased compared to 2023/24. Our consistent operating standards, fare structures and integrated rail and bus tickets continued to attract new customers with passenger numbers increasing on the T10 (Bangor to Corwen) and the T2 (Bangor to Aberystwyth) routes. We rolled out Tap On Tap Off across the network which made journeys simpler for customers and provided value for money. Nine new buses were introduced to the T2 (Bangor to Aberystwyth) and T3 (Barmouth to Wrexham) routes which improved service delivery for customers.

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.



TrawsCymru Cancellations



2023/24	2024/25	Q4 2024/25	KPI Description
0.6%	1.1%	0.3%	The percentage of scheduled TrawsCymru T1, T1C, T2, T3, T6, T10 journeys that were cancelled on-the day.

Overview

In 2024/25, TrawsCymru Cancellations increased compared to 2023/24. These cancellations were made in the interests of colleague and public safety during Storms Bert and Darragh. Storm Darragh had the highest impact on cancellations as it caused all TfW TrawsCymru services to be cancelled for a whole day. This year, we continued to improve communication to our customers in the event of disruption using the TrawsCymru website, TrawsCymru app and social media.

Forward Look

In 2025/26, our focus will remain on monitoring trends and root causes of cancellations to help us minimise disruption to customers by reducing service recovery time in the event of cancellations. We intend to build upon the previous success of temporary timetables for planned road works. This will involve liaising with local authorities and highway agencies which in the past, has proven to give the customer more consistency when road works affect service delivery. We will also continue to focus on improving communication to our customers in the event of disruption.

2023/24	2024/25	Q4 2024/25	Complaints to Welsh Language Commissioner per 100k Journeys
0.06	0.02	0.01	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 2024/25, Complaints to the Welsh Language Commissioner per 100k Journeys decreased significantly in comparison with 2023/24. This year these complaints were about announcements on board our trains and at our stations, and e-marketing content.

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



Applicants Who Are Women

2023/24	2024/25	Q4 2024/25	KPI Description
27.2%	27.7%	26.7%	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 increased slightly in 2024/25 compared to 2023/24. This year, to encourage women to apply for roles in TfW, we ran strategic advertising campaigns aimed specifically at women which featured posters, social media platforms, collaborations with Careers Wales and 'A Day in the Life Of' videos. In Q4, we worked to challenge gender stereotypes through the School Valued Partnership, where we promoted roles in our Engineering and Driving functions to girls in STEM.

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. In 2025/26, we intend to host positive action virtual events, which will be a forum where women from all backgrounds will be able to interact with our female Drivers and Engineers and ask questions about the roles. Participants will also have the opportunity to register on our website for job alerts. We are working with our Early Talent programme to ensure the design of all talent campaigns is inclusive and improves engagement from women. This will be supported by continuous review of our recruitment data, to identify and address barriers in the recruitment process.



Women Applicants Who Gain Roles With TfW

2023/24	2024/25	Q4 2024/25	KPI Description
33.2%	31.8%	31.0%	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 with TfW slightly decreased in 2024/25 compared to 2023/24. However, this year we welcomed our first all-woman apprentice and intern cohort which was a milestone for our Early Talent Programme and reflected the intentional work that has taken place encouraging women applicants. Three of our female apprentices were finalists in the Apprentice of the Year category at the Young Rail Professionals and Women in Rail Awards. In the final quarter of the year, several female graduates and apprentices secured permanent roles in their respective teams.

Forward Look

We are determined to be one of Wales's leading inclusive employers by representing the diverse communities we serve in our workplace. In 2025/26, we will continue to work with our community partners to advertise on their job boards and extend the reach of our advertising campaigns. In 2025/26, we are also launching our Returners Program which is a supported pathway back into work for those who have had a career break due to childcare, caring responsibilities or illness.

People

2023/24	2023/24	Q4 2024/25	Colleague Retention
92.9%	94.7%	99.1%	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 2024/25, Colleague Retention increased in comparison to 2023/24. This year colleagues enjoyed internal leadership programmes and secondment opportunities with Welsh Government and Network Rail. The main reason for colleagues leaving TfW this year was retirement.

Forward Look

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



2023/24 FY Spend

2024/25 FY Forecast

2024/25 FY Budget

£354.6M**£376.6M****£379.6M****KPI Description**

The latest full year actuals 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



2023/24 FY Spend

2024/25 FY Forecast

2024/25 FY Budget

£446.4M**£358.0M****£331.9M****KPI Description**

The latest full year actuals 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 spend was on the Core Valley Lines and new trains 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 into the budget setting process.

			Ticket Sales	
2023/24	2024/25	Q4 2024/25	KPI Description	
£148.4M	£174.8M	£51.9M	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

In 2024/25, Revenue from Ticket Sales increased significantly compared to 2023/24, growing at 17.8%. A key driver for this increase was the growth in passenger journeys, particularly on shorter-distance journeys, with the South-East Wales Metro area and the North-East of the TfW network seeing particularly strong growth. The phased expansion of demand-led pricing across the network helped to drive a significant proportion of the strong growth in revenue Year-on-Year.

Forward Look

In 2025/26, the continued 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 as we take steps to maximise revenue and enable reinvestment into improving the services we offer.

Sustainability

	Carbon Dioxide Emissions per Passenger Kilometre			   
2023/24	2024/25	Q4 2024/25	KPI Description	
84.1	80.5	83.0	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 2024/25, Carbon Dioxide Emissions per Passenger Kilometre decreased compared to 2023/24. This was due to the introduction of new, more efficient trains replacing older, less efficient trains and an increase in passenger kilometres.

Forward Look

In 2025/26, we aim to publish a Carbon Management Plan and an Energy Strategy which will 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.