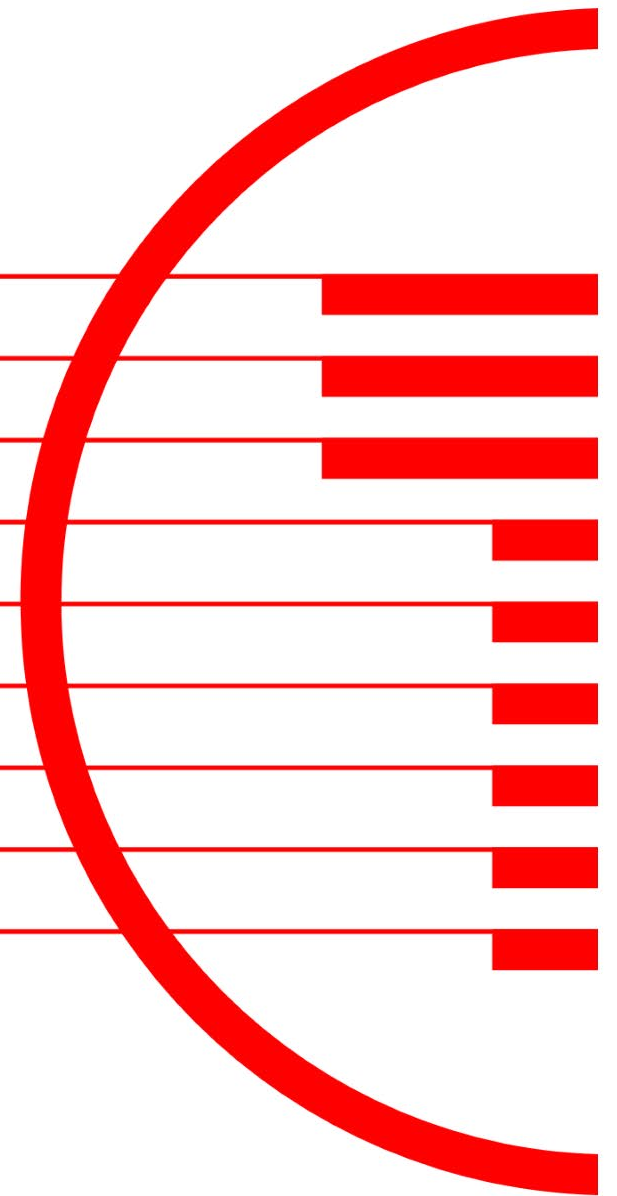


Transport for Wales Key Performance Indicators

Quarter 02 2025/26



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 and Cross Borders On Time (to 3 minutes)	●						●
	On-the-Day Cancellations	●						●
	Pre-Cancellations	●						●
	TrawsCymru Complaints per 100k Journeys	●						●
	TrawsCymru Passenger Journeys	●	●					●
	TrawsCymru Cancellations	●						●
People	Welsh Language External Complaints per 100k Journeys							●
	Women Applicants Who Gain Roles With TfW					●	●	
Finance	Colleague Turnover	●				●		
	Operating Expenditure	●						
	Capital Expenditure	●						
Sustainability	Revenue from Ticket Sales	●						
	Carbon Dioxide Emissions per Passenger Kilometre		●	●	●			●



Colleague Safety



Q2 2024/25

97.2%

Q2 2025/26

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 Q2 2025/26 increased by 1.4 percentage points in comparison with Q2 2024/25. 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. In 2025/26, we're developing our approach to safety risk by identifying root causes and common factors.



Safety Incidents per 100k Passenger Journeys



Q2 2024/25

1.3

Q2 2025/26

1.3

KPI Description

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

Overview

In Q2 2025/26 Safety Incidents per 100K Passenger Journeys remained at the same level as the same period in 2024/25. The number of incidents remain in line with previous quarters with incidents primarily taking place at stations such as while boarding or alighting trains.

Forward Look

The safety and well-being of our customers are paramount. We have developed a safety campaign to help reduce the incidents at our stations, bus interchanges and on our transport network. The aim of the campaign is to encourage thinking before acting, being mindful of our surroundings, and to avoiding rushing, by utilising impactful upside-down imagery.



Customer Satisfaction



Q2 2024/25

81.1%

Q2 2025/26

86.6%

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

Customer satisfaction increased by five percentage points compared to Q2 2024/25. We're improving how we gather feedback to help us build a network that works for our customers and communities.

Forward Look

We're working to increase the visibility of our internal customer satisfaction survey to strengthen the quality of our insights.



Complaints per 100k Rail Journeys



Q2 2024/25

114

Q2 2025/26

115

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

Pleasingly complaints per 100K journeys stayed at roughly the same level when compared to the same quarter last year, taking into account the increase in customer journeys.

Forward Look

We are continually reviewing the key issues highlighted by customer complaints, and taking action to improve the customers experience. Examples of this include improved messaging on the use of Pay As You Go, as well as monitoring of our ticketing equipment to ensure that customers are able to Tap In and Tap Out as required.



Rail Passenger Journeys



Q2 2024/25

7.4M

Q2 2025/26

8.2M

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 10.3% in Q2 2025/26 compared to Q2 2024/25. The growth in journeys was driven predominantly by travel on the South Wales Main Line and the Welsh Marches routes.

Forward Look

In 2025/26, we aim to attract new customers and continue to grow rail journeys. We'll increase demand by simplifying fares and improving value.



Core Valley Lines On Time (to 3 minutes)



Q2 2024/25

83.6%

Q2 2025/26

91.7%

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 Q2 of 2025/26, punctuality on the Core Valley Lines further increased and represented our best period of performance since a major timetable change in June 2024 which increased services. We continued to roll out more of our brand new tri-mode trains (with 19 now in daily service) on additional routes, which helped improve punctuality.

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 and Amey Infrastructure to increase punctuality and reduce disruption.

Customer



Wales and Cross Borders On Time (to 3 minutes)



Q2 2024/25

74.4%

Q2 2025/26

76.0%

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 Q2, punctuality on the Wales & Cross Borders route remained steady. However, this was offset by a number of rail infrastructure incidents. We continue to improve train reliability and availability, with the carriages offered and customer capacity increasing month-on-month.

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, reduce railway trespass and mitigate the impact of other disruptions.



On-the-Day Cancellations



Q2 2024/25

5.4%

Q2 2025/26

4.3%

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 have improved significantly in comparison to Q2 2024/25. This has been facilitated by improving train availability on previously poorly performing routes. We've also implemented contingency plans to improve rapid service recovery of both passengers and trains when things do go wrong.

Forward Look

On-the-Day Cancellations caused by train shortages will 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



Q2 2024/25	Q2 2025/26	KPI Description
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

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

Forward Look

We will maintain the number of Drivers, Train Managers and other safety critical colleagues so that future timetable improvements can be delivered and colleague training for our new trains can take place.



TrawsCymru Complaints per 100k Journeys



Q2 2024/25	Q2 2025/26	KPI Description
20	15	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 journeys remain at a consistent low level throughout the quarter and follows the trend of the previous financial year. Our communication to customers about delays and disruption has improved significantly and customers can now benefit from personal travel alerts.

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 are monitoring bus capacity following the introduction of the £1 youth scheme and will be evaluating if additional capacity is needed at certain times of the day.

Customer



TrawsCymru Passenger Journeys



Q2 2024/25

0.3M

Q2 2025/26

0.5M

KPI Description

The total number of passengers carried on the TrawsCymru T1, T1C, T2, T3, T6, T10 routes, this includes the T4 and T5 services as of 31st of August 2025.

Overview

TrawsCymru Passenger Journeys continue to increase. As of 31st August 2025 this figure also includes journeys made on the T4 and T5 services. The T6 service saw a 12% increase in patronage in Q2 25/26 compared to Q12024/25 last year.

Forward Look

We'll increase passenger journeys by standardising fares and improving value. We'll continue to modernise our fleet of buses with new vehicles expected to enter service in the spring of 2026.



TrawsCymru Cancellations



Q2 2024/25

1.0%

Q2 2025/26

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 consistent. Cancellations were primarily due to road works and driver availability.

Forward Look

In 2025/26, our focus will remain on monitoring trends and root causes of cancellations to help us minimise disruption to customers. Our primary focus will be on any cancellation that is within our control and maintaining standards across our network.



Welsh Language External Complaints per 100k Journeys



Q2 2024/25	Q2 2025/26	KPI Description
0.03	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

Welsh Language External Complaints per 100K Journeys decreased when compared to Q2 2024/25 as a result of our programmes of work to improve Welsh Language provision across our network.

Forward Look

In 2025/26, we'll 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.

People



Women Applicants Who Gain Roles With TfW



Q2 2024/25	Q2 2025/26	KPI Description
35.1%	36.7%	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 secured roles at TfW increased slightly to 36.7% in Q2 2025/26, compared to 35.1% in Q2 2024/25. While the improvement is incremental, it reflects positive progress in our efforts to attract and appoint more women into roles across the business. This supports our broader commitment to diversity and inclusion.

Forward Look

We are committed to being one of Wales’s most inclusive employers, working with community partners to extend our recruitment reach. In November 2025, we’ll launch the second Routes into Employment scheme—part of our Pathways programme—supporting underrepresented groups, including young people, women, by providing valuable experience and employability skills.



Colleague Retention



Q2 2024/25	Q2 2025/26	KPI Description
98.6%	98.0%	The percentage of TfW colleagues who remain working with the organisation across the quarter. We monitor this in conjunction with why TfW colleagues leave the organisation to devise initiatives to reduce attrition and increase employee retention to reduce the negative impact on TfW’s performance

Overview

Retention remained strong at 98%, consistent with previous periods and indicative of a stable workforce. Leavers were mainly due to retirements and voluntary resignations. Importantly, we retained our early talent—graduates and apprentices—by successfully placing them in roles across the business, supporting our commitment to internal growth and capability building.

Forward Look

We are continuing to focus on our Early Talent to build a strong pipeline of future leaders, strengthening diversity and inclusion which is important to our success. We will continue to offer training and leadership programmes to ensure our colleagues are engaged and offer career development opportunities.

Finance



Operating Expenditure



2024/25 FY Spend

£376.6M

2025/26 FY Forecast

£430.6M

2025/26 FY Budget

£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

£358.0M

2025/26 FY Forecast

£293.0M

2025/26 FY Budget

£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.



Ticket Sales



Q2 2024/25

£42.1M

Q2 2025/26

£46.1M

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

Revenue from ticket sales increased 10.4% in Q2 2025/26 compared to Q2 2024/25. This was predominantly driven by growth in the number of journeys undertaken on the TfW network.

Forward Look

In 2025/26, the expansion of demand-led pricing across the network and contactless pay-as-you-go in Metro regions will be key to driving up revenue. Customers will also benefit from the continued transformation of the network in parallel. All increases in revenue will be reinvested into improving the services we offer.



Carbon Dioxide Emissions per Passenger Kilometre



Q2 2024/25	Q2 2025/26	KPI Description
81.2	67.3	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 Q2 2025/26, Carbon Dioxide Emissions per Passenger Kilometre decreased compared to Q2 2024/25. as a result of our transformation programme with the entry into service of new trains and increased usage of our services.

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.