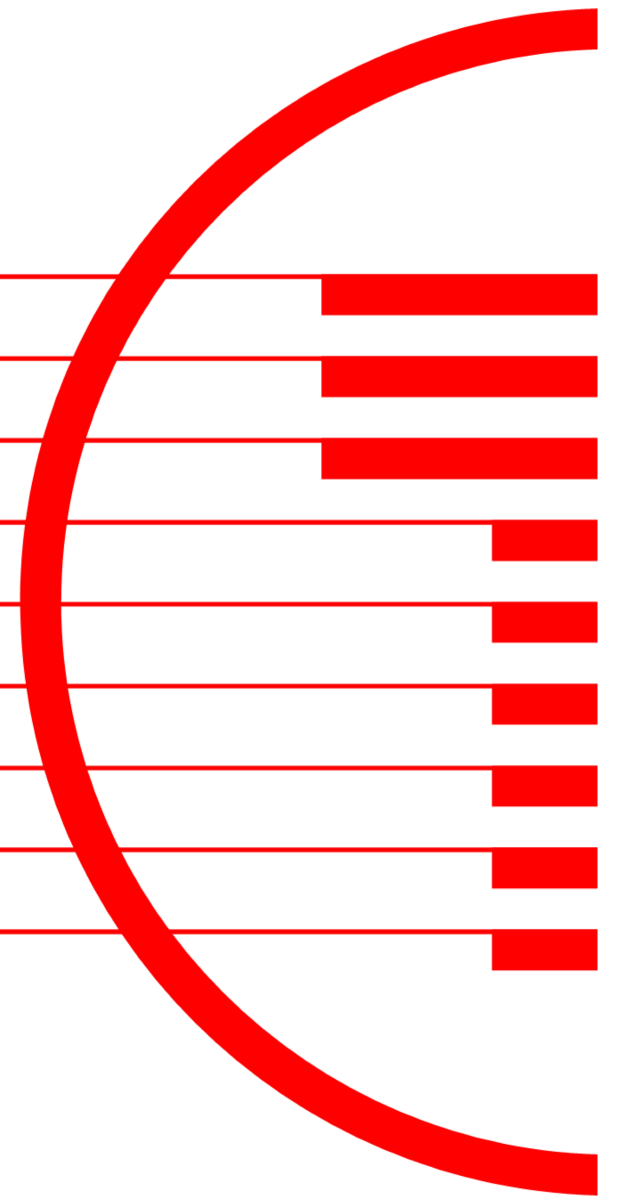


Transport for Wales Key Performance Indicators

Quarter 03 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



Q3 2024/25

97.4%

Q3 2025/26

97.8%

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 Q3 2025/26 continues to improve when compared to the same quarter in 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



Q3 2024/25

1.5

Q3 2025/26

1.1

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 2025/26 Safety Incidents per 100K Passenger Journeys reduced when compared to the same quarter in 2024/25. The type of incidents remain in line with previous quarters with incidents primarily taking place at stations.

Forward Look

The safety and well-being of our customers are paramount. We have launched 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.

Customer



Customer Satisfaction



Q3 2024/25	Q3 2025/26	KPI Description
85.1%	86.5%	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 our customer satisfaction increased by over 1 percentage point compared to Q3 2024/25. The customer experience survey was redesigned this year and from this quarter onward we are receiving more comprehensive insights into the customer experience. The updated approach, along with a larger response rate, has provided a more representative view of our customer base, strengthening the reliability of the data.

Forward Look

We're strengthening our customer insight capability by increasing the reach of our satisfaction survey and relaunching our customer panel to provide more consistent feedback. In parallel, we continue to benchmark performance through the Rail Customer Experience Survey, monitor and respond to Trustpilot feedback, and track our position in the UK Customer Satisfaction Index.



Complaints per 100k Rail Journeys



Q3 2024/25	Q3 2025/26	KPI Description
117	94	Any expression of dissatisfaction by a customer or potential customer about TfW Rail as a proportion of 100,000 rail passenger journeys.

Overview

Our Q3 average for 2025/26 is 94 complaints per 100k rail journeys. The complaints per 100k journeys has significantly decreased compared to Q3 in period 24/25 which was 117 complaints per 100k journeys.

Forward Look

We continually review the key issues highlighted by customer complaints, and take actions to improve the customers experience off the back of customer contact. We are working more collaboratively with other areas of the business such as performance and local T network groups to share customer feedback to help drive improvements.

Customer



Rail Passenger Journeys



Q3 2024/25

7.4M

Q3 2025/26

8.6M

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

Rail passenger journeys increased by 15.5% in Q3 2025/26 compared to Q3 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)



Q3 2024/25

83.2%

Q3 2025/26

90.7%

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 Q3 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.

Forward Look

We'll shortly introduce more new trains to the Core Valley Lines (including our new Class 398 tram-trains) and make further improvements to our infrastructure. We'll continue to work with Network Rail and Amey Infrastructure Wales to increase punctuality and reduce disruption.

Customer



Wales and Cross Borders On Time (to 3 minutes)



Q3 2024/25

69.1%

Q3 2025/26

71.8%

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, punctuality on the Wales and Cross Borders route reduced in comparison to Q1 and Q2 as we were impacted by autumnal weather and extreme storms. Regardless this was significantly improved in comparison to the equivalent period in 2024.

Forward Look

We'll shortly introduce more new trains across wider routes 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 people trespassing on the railway and mitigate the impact of other disruptions.



On-the-Day Cancellations



Q3 2024/25

7.4%

Q3 2025/26

4.0%

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

We've improved cancellations significantly in comparison to Q3 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



Q3 2024/25	Q3 2025/26	KPI Description
0.1%	0.2%	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



Q3 2024/25	Q3 2025/26	KPI Description
21	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 continue to 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 are benefiting from personalised travel alerts. We are also working much more closely with operators to manage service levels where road works have an impact.

Forward Look

In the spring of 2026 we will be launching 30 new vehicles across the Traws Cymru network, which will enhance the customer experience with more services having audio and visual next stop announcements. We will also be implementing our second driver training course which will rolled out across the network which will equip drivers with the skills that will further enhance the customer experience. Our new live customer feedback system has launched and this will enable us to obtain live customer feedback about specific journeys and we will be able to target key areas for improvement based on this feedback.

Customer



TrawsCymru Passenger Journeys


Q3 2024/25
0.3M
Q3 2025/26
0.4M
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. Our consistent operating model is now embedded, Q3 has seen a 12% increase. This increase will partially be due to journeys made on the T4 and T5 services which were introduced on 31st August 2025. The integration of the T4 and T5 into the TfW TrawsCymru network in September with revised timetables and fares and the early indications are that we are starting to see increased usage of these services.

Forward Look

We'll improve customer experience in the future by introducing new buses and offering more drivers training in customer service skills. We'll use our new customer feedback system to pinpoint where we can improve.



TrawsCymru Cancellations


Q3 2024/25
2.9%
Q3 2025/26
0.9%
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, we operated 99.1% of all scheduled journeys. The primary reasons for cancellations were due to road traffic congestion, driver availability and mechanical failure.

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



Q3 2024/25	Q3 2025/26	KPI Description
0.03	0.02	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 Q3 2024/25. We've run a programme 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 promoted.

People



Women Applicants Who Gain Roles With TfW



Q3 2024/25

35.6%

Q3 2025/26

40.4%

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 are successful in acquiring a TfW role increased when compared to the same quarter last year. This improvement is testament to our active promotion of opportunities to women and running campaigns for people who have been out of the workplace for several years.

Forward Look

We'll continue to run programmes to support underrepresented groups, including young people and women, by providing meaningful career pathways, valuable work experience, and employability skills.



Colleague Turnover



Q3 2024/25

1.5%

Q3 2025/26

1.9%

KPI Description

The percentage of TfW colleagues who leave the organisation for any reason. We monitor this in conjunction with why TfW colleagues leave the organisation to devise initiatives to reduce attrition and increase employee retention.

Overview

Colleague turnover remained low at 1.9%, consistent with previous periods and indicative of a stable workforce. Leavers were mainly due to retirements and voluntary resignations.

Forward Look

We are continuing to focus on our Early Talent to build a strong pipeline of future leaders, prioritising 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	2025/26 FY Forecast	2025/26 FY Budget	KPI Description
£376.6M	£433.1M	£431.6M	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	KPI Description
£358.0M	£295.6M	£299.9M	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



Q3 2024/25	Q3 2025/26	KPI Description
£41.6M	£46.3M	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 11.4% in Q3 2025/26 compared to Q3 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 our network and contactless pay-as-you-go in Metro regions will be key to driving up revenue, alongside the benefit from the continued transformation of the network. All increases in revenue will be reinvested into improving the services we offer.



Carbon Dioxide Emissions per Passenger Kilometre



Q3 2024/25	Q3 2025/26	KPI Description
75.8	74.2	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 2025/26, Carbon Dioxide Emissions per Passenger Kilometre decreased compared to Q3 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.