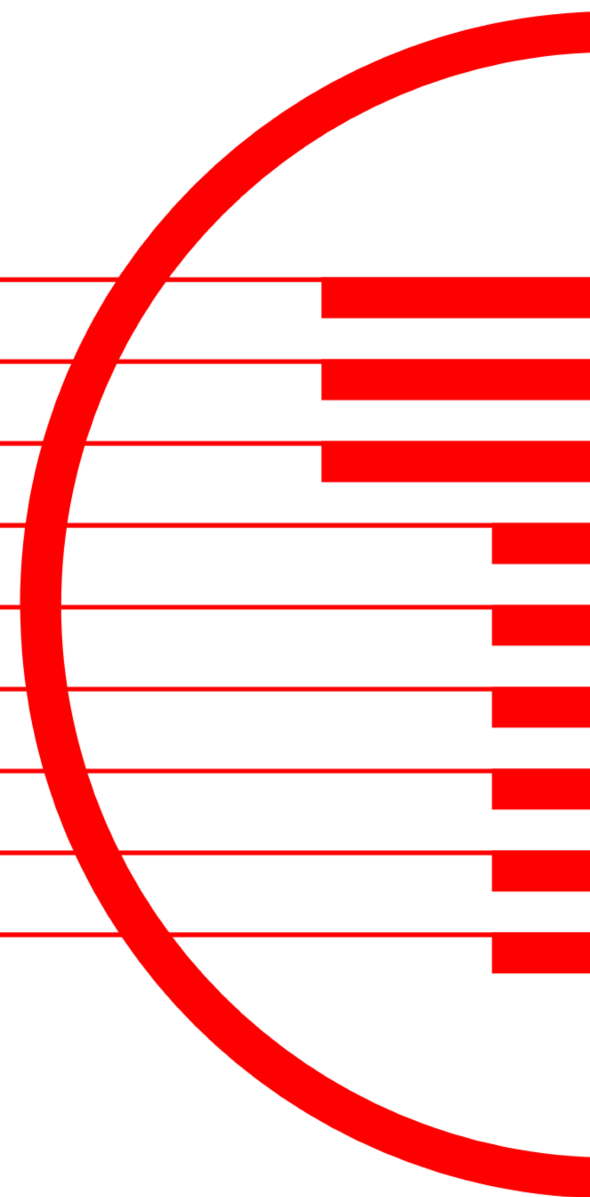


Transport for Wales Key Performance Indicators

Quarter 04 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	●				●		
	Welsh Language External Complaints per 100k Journeys							●
	Women Applicants Who Gain Roles With Tfw				●	●		
People	Colleague Turnover	●			●			
	Operating Expenditure	●						
Finance	Capital Expenditure	●						
	Revenue from Ticket Sales	●						
Sustainability	Carbon Dioxide Emissions per Passenger Kilometre		●	●	●			●

Colleague Safety			
2024/25	2025/26	Q4 2025/26	KPI Description
92.2%	92.1%	97.7%	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 2025/26 remains level when compared to 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 2026/27, we're developing our approach to safety risk by identifying root causes and common factors.

Safety Incidents per 100k Passenger Journeys			
2024/25	2025/26	Q4 2025/26	KPI Description
1.1	0.9	0.8	The number of safety incidents involving any customer, passenger, or a member of public per 100,000 passenger journeys taken.

Overview

Over the year, safety incidents impacting our cutomers reduced when compared to 2024/25. We continue to take proactive action to reduce risk by learning from every incident, strengthening safety measures and putting additional support in place where trends indicate it is needed.

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



2024/25	2025/26	Q4 2025/26	KPI Description
84.4%	87.7%	90.1%	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 for 2025/26 stands at 87.7%, representing a 3.3 percentage point increase from last year. In Period 8, the new Rail Customer Experience Survey survey was introduced. The expanded survey audience has given us a broader and more representative range of our customers perspectives.

Forward Look

We will further strengthen our customer insight capability by continuing to invest in and develop our customer data and insights team. Alongside this, we will continue to benchmark our performance through the Rail Customer Experience Survey, actively monitor and respond to Trustpilot reviews (current score 3.9), and track our progress within the UK Customer Satisfaction Index.



Complaints per 100k Rail Journeys



2024/25	2025/26	Q4 2025/26	KPI Description
106	104	90	Any expression of dissatisfaction by a customer or potential customer about TfW Rail as a proportion of 100,000 rail passenger journeys.

Overview

The average number of complaints per 100,000 journeys in 2025/26 was 104 and represents a slight reduction of two complaints compared with 2024/25.

Forward Look

We will continue to review the key themes and issues identified through customer complaints and wider customer contact, using these insights to drive targeted improvements to the customer experience. We will build on our established ways of working with T Network leads, ensuring customer feedback informs local and regional priorities and actions. We'll work closely with colleagues across the business to share insight, track progress and embed a joined-up approach to service improvement, with the goal of delivering more consistent outcomes and a better overall experience for our customers.



Rail Passenger Journeys



2024/25	2025/26	Q4 2025/26	KPI Description
31.7M	34.9M	10.6M	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 9.9% in FY26 vs the previous year. This was primarily driven by growth in the South East Wales, South / West Wales and Wales & Borders regions.

Forward Look

In 2026/27, 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)



2024/25	2025/26	Q4 2025/26	KPI Description
85.3%	92.6%	94.2%	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 2025/26, punctuality on the Core Valley Lines further increased and represented our best period since these KPIs have been published, with industry leading levels of punctuality and year-on-year improvement. Due to the introduction of new trains and investment in the infrastructure we own we have improved the number of services running on time (to three minutes).

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 & 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.
2024/25	2025/26	Q4 2025/26	
74.7%	77.1%	81.3%	

Overview

In 2025/26, punctuality on the Wales and Cross borders route further increased and demonstrated significant year-on-year improvement, while also delivering additional services and enhanced timetables.

Forward Look

We'll shortly introduce more new trains and additional services 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, and work to mitigate delays from external disruptions.

On-the-Day Cancellations			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.
2024/25	2025/26	Q4 2025/26	
5.4%	3.9%	3.5%	

Overview

We've improved cancellations significantly in comparison to 2024/25. This has been achieved 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

2024/25	2025/26	Q4 2025/26	KPI Description
0.1%	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 across the course of the year. 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

To make sure that we can deliver future timetable improvements and colleague training for our new trains, we'll maintain the number of Drivers, Train Managers and other safety critical colleagues.

 TrawsCymru Complaints per 100k Journeys

2024/25	2025/26	Q4 2025/26	KPI Description
20	16	14	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 year and is below the previous financial year. Our communication to customers about delays and disruption has improved. We are also working much more closely with operators to manage service levels where road works have an impact and making prompt changes to timetables reduce the risk of cancellations.

Forward Look

We have begun the rollout of 30 new vehicles across the TrawsCymru 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. 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.



TrawsCymru Passenger Journeys			
2024/25	2025/26	Q4 2025/26	KPI Description
1.2M	1.7M	0.4M	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 August 2025.

Overview

TrawsCymru passenger journeys continue to increase. We're now running more consistent services across Wales and we expect further improvements as we roll out new vehicles. We have also simplified tickets and this has made it easier for customers to travel on multiple services with just one ticket.

Forward Look

We'll improve customer experience in the future by providing further driver training and continuing to focus on punctuality, where we analyse the journeys that are not punctual and the root causes to ensure the customer feels the benefit of any timetable changes we make. We will continue working with the rail team to improve connections with rail, where the bus interacts with rail and have a consistent approach around connection times.



TrawsCymru Cancellations			
2024/25	2025/26	Q4 2025/26	KPI Description
1.2%	1.1%	2.0%	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 last financial year. The primary reasons for cancellations were road traffic congestion, driver availability, mechanical failure and adverse weather.

Forward Look

In 2026/27, 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.



Complaints to Welsh Language Commissioner per 100k Journeys



2024/25	2025/26	Q4 2025/26	KPI Description
0.02	0.01	0.00	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 2024/25. We've run a programme of work to improve Welsh Language provision across our network.

Forward Look

In 2026/27, 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			
2024/25	2025/26	Q4 2025/26	KPI Description
35.1%	44.8%	45.4%	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

We have seen increased representation of women across the business including early talent schemes and STEM disciplines. Last financial year, we have seen an improvement of 9 percentage points in women's applicants who gain roles in TfW.

Forward Look

We will continue to deliver programmes that support under-represented groups, including young people and women, by providing meaningful career pathways, valuable work experience, and the development of employability skills. We will continue to feature women in recruitment campaigns and deliver positive-action events targeted at under-represented roles, building on the positive outcomes already achieved. In addition, we will deliver a 'HER Place in Tech' event to attract women into STEM roles.

 Colleague Turnover			
2024/25	2024/25	Q4 2025/26	KPI Description
5.4%	6.3%	1.2%	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 6.3%, consistent with 2024/25 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, 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 Actuals	2025/26 FY Budget	KPI Description
£376.6M	£431.6M	£431.6M	The latest full year forecast for operational expenditure against full year budgeted operational expenditure.

Overview

The full year actuals 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 Actuals	2025/26 FY Budget	KPI Description
£358.0M	£299.9M	£299.9M	The latest full year forecast for capital expenditure against full year budgeted capital expenditure.

Overview

The full year actuals 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 was related to Core Valley Lines and new trains for service transformation.

Forward Look

The 2026/27 funding letter has been received from Welsh Government. 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			
2024/25	2025/26	Q4 2025/26	KPI Description
£174.8M	£190.3M	£55.8M	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 by 8.9% year on year. Growth during the year was primarily driven by increased journeys on the network, with an additional 9.9% passenger journeys made compared to 2024/25.

Forward Look

In 2026/27, the expansion of contactless pay as you go in North Wales and the continued success in South East Wales 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			
2024/25	2025/26	Q4 2025/26	KPI Description
80.5	71.2	75.4	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

In 2025/26, the carbon intensity of our rolling stock decreased compared to 2024/25. This is largely due to our transformation programme with the entry into service of new trains and increased use of our services. We will use the newly published Carbon Management Plan and an Energy Strategy to manage our carbon emitting activities and increase energy efficiency.

Forward Look

In 2026/27, we expect to see our carbon emissions from diesel decrease as our hybrid trains and electric tram-trains are introduced onto the Core Valley Lines.