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Llyr Gruffydd MS  
Chair of the Climate Change, Environment, and Infrastructure Committee

17 November 2025

Dear Llyr Gruffydd MS

I am writing to you with an update on progress on a number of the Climate Change, Environment and Infrastructure Committee's recommendations made [the report on Transport for Wales' performance 2024-25](#).

We welcome the Committee's comments during the debate on the report in the Senedd on 15 October 2025. Your recognition of the progress we made in 2024/25 is good to hear and, as ever, we take onboard the continued challenge to improve our services and performance. In my letter to the Committee dated 30 May 2025, I promised to update you on several of the recommendations this autumn. As well as doing this, I will reflect on some of the key points raised during the debate to ensure you are fully informed on the work we are carrying out to deliver on our commitments.

I would also like to take this opportunity to update you on some of the major milestones we've reached since I last wrote to you in May. We've continued to introduce our new rolling stock across the network and in July, we began introducing our Class 756 tri-mode trains for services between Coryton, Caerphilly and Penarth. The new trains were introduced after a successful performance trial on the Coryton line that saw a big improvement in trains arriving on time earlier this year. Further to this, as of 27 September 2025, we have now introduced all 24 of our Class 756 tri-mode trains onto the Valleys lines.

At our Public Transport Summit in Wrexham in May, the Cabinet Secretary for Transport and North Wales launched Network North Wales, a multi-billion-pound investment vision for an integrated, high-frequency transport network for the region. Network North Wales aims to connect people and communities in North Wales and the surrounding regions with jobs, opportunities, leisure and a better quality of life. Improvements planned include more frequent trains; new rail connections between north Wales and Liverpool; new bus routes; electrification of trains and buses; easier to use ticketing systems; and introduction of Pay As You Go (PAYG).

So far, as part of the vision, we've begun the delivery of new customer shelters at seven stations on the Wrexham-Bidston line. Installation of these shelters is set to be completed very soon this year and will significantly improve customer facilities and experience. Further to this, at the end of September, we introduced a new Traws Cymru bus service which connects communities between Rhyl, Denbigh, Ruthin and Wrexham, as part of Network North Wales. This service replaces the previous 51/X51 service and is operated by Arriva. The T51 now has hourly buses between Ruthin and Wrexham (an upgrade from a two-hourly service); an hourly service between Wrexham and Rhyl on a Sunday; and simplified fares and digital ticketing options.



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Over the next few months, we'll be continuing to deliver further improvements as part of the Network North Wales vision, including the introduction of a shuttle service between Wrexham – Chester in the December 2025 timetable change which will increase frequency of services on this part of the line.

In the text below I have provided a more detailed update on several key areas of our delivery, reflecting both the Committee's recommendations and the points raised during the Senedd debate on 15 October. These are areas where we can now offer substantive updates following our earlier acceptance of the Committee's recommendations.

### **Workforce Diversity**

Over the last two years, TfW has made significant improvements in this area. However, we recognise the importance of continually challenging ourselves, to ensure Transport for Wales is a welcoming and inclusive workplace for all.

**Recommendation 1** in your report asked TfW to take further action to recruit women into key operational roles, such as train driving and engineering. Past recruitment campaigns have seen us achieving an increase in women securing roles in these areas during a period of growth over the last twelve months. The percentage of women applications who gained roles with TfW increased significantly in Q1 2025/26 (42.9%) when compared to Q1 2024/25 (28.0%). A key focus for us is retaining and developing those colleagues who have recently joined TfW and leveraging these success stories to raise awareness and change perceptions for other women who may be interested in future opportunities as they become available.

We have actively spotlighted colleagues in stories shared on our social media channels, as well as featuring case studies in career focused media outlets. A recruitment campaign showcasing stories from women in frontline and engineering roles at TfW was featured in the Summer 2025 edition of Jobs and Careers with Karen Brady. This was well received by audiences, specifically in the return-to-work demographics, and placed among the top 15% of most read articles. We are continuing to utilise targeted recruitment and advertisement such as this to attract more women to consider careers, particularly in under-represented roles such as engineering and train driving.

Earlier this year, our Career Returners Programme offered support and experience for women who have been out of employment for over 18 months. This programme directly led to an individual gaining an opportunity with us, and we received positive feedback from others who joined the programme. Following this success and the positive impact the programme has had in attracting more women applicants, we will be looking at running another programme in 2026.

**Recommendation 2** from the Committee was to accelerate efforts to improve workforce diversity by broadening targeted recruitment campaigns across more regions of Wales and strengthening partnerships with organisations that support inclusivity in the workplace. Since my last letter, we've made progress in developing our Pathways programmes, which are designed as alternative ways to access careers within TfW. These Pathways include schemes for ex-offenders, refugees, disabled people and veterans. We are in the process of developing this scheme to ensure the right partnerships are in place to support the



scheme, but the Pathways programmes will offer opportunities to people from different communities across Wales. We expect to have a framework for this scheme in place by March 2026.

We're continuing to work with and strengthen our relationships with existing partners to identify more opportunities to recruit people from diverse communities, including working with United 2 Change and the South Wales Police & Crime Commissioner to explore joint opportunities across South Wales.

We're continuing to promote our other opportunities to attract people from underrepresented groups on our usual recruitment channels by using content such as photos and videos that highlight stories from colleagues that represent diverse communities.

### **KPI Review**

We also committed to updating you on **recommendation 4**, regarding the review of our KPIs, once we had a significant update to share. Since the start of this Financial Year, we've been taking the opportunity to review our KPIs so that they remain fit for purpose, to ensure transparency and facilitate appropriate levels of challenge.

This review is a staged process and will extend beyond the six-month period following the publication of the report. I'd like to assure you that this process is still ongoing and we aim to share an update with you as soon as we are in a position to do so. In the meantime, we will be reporting as per our current KPIs for Q2.

### **Bus Recovery Passenger Numbers in Wales**

In the Committee's report, and as raised in the debate, it was proposed that TFW identify key factors contributing to the slower recovery of bus passenger numbers in Wales compared to England and Scotland (**recommendation 6**). We accepted this recommendation and as part of our preparation for bus franchising, we have recently undertaken a major engagement exercise in South West Wales to receive feedback on our network proposals.

We are due to publish an initial finding report later this month, and then the full report in December 2025. The exercise has returned some insight into the barriers that people face in accessing bus services and we will share these publications with the Committee as a full update. However, I can share that we received 679 survey responses as part of the public engagement, from both people who use buses (74.1% of participants) and people who do not (22.7% of participants). We are currently analysing this data, but much of it is related to the current low frequency of bus services and the lack of evening and weekend services.

In addition, TFW will be participating in the Your Bus Journey survey in 2025/26, which will explore the experience of people using bus services. To further support our understanding of the barriers to bus travel in Wales, we have also included questions on satisfaction, safety, accessibility, welcomeness, and factors that would encourage greater bus use in the National Travel Survey.



## **Tap On, Tap Off and Concessionary Fares**

Another recommendation (**recommendation 7**) that was discussed in the debate, was the suggestion to use Tap On, Tap Off (TOTO) technology to capture better data and improve the experience for concessionary bus passengers.

Whilst we recognise the potential benefits of doing this, we face potential difficulties in terms of incentivising concessionary passengers to use TOTO. For fare paying passengers, TOTO on buses and trains means a cap on their daily and weekly travel at a level that reflects the actual journeys they've made. This offers passengers the best value fares for their travel. However, while applying this technology to concessionary travel could yield valuable data, encouraging passengers to tap out would be a significant challenge without a clear reason or incentive to do so.

Each concessionary travel card is, however, a unique smart card and the data generated by the individual journeys can be analysed and a reasonably accurate pattern of travel can be built. Consistent with this, Tfw has also procured a revenue management system that will undertake this analysis and support in both the planning and operation of the franchised bus network.

## **Climate Adaptation Plan**

**Recommendation 8** in the Committee's report asked that we provide an update on the implementation of our Climate Adaptation and Resilience Plan (CARP). We are currently finalising our full annual update on the report, which we are planning to publish by the end of this month.

As I mentioned in my letter in May, the update will include an assessment of the scale of future climate risk to Tfw assets; details on the results of our Climate Change Risk Assessment site surveys; an update on our management and response plans for extreme weather events; our contributions to cross-discipline Climate Change Adaptation Working Groups for the UK and Welsh Infrastructure Owners; our partnership work with Network Rail to implement resilience standards and develop adaptation pathways; and more.

We will ensure to share the annual update with the Committee once complete.

## **Performance data**

During the debate, a reference was made to the report's recommendation that Tfw regularly publish route-level performance data for its services in a way that is accessible to passengers.

We recognise that some customers and key stakeholders, including Senedd Members, may sometimes wish to drill down into a wider range of performance data. To be clear, we're absolutely committed to transparency and the committee's point about the accessibility of performance data is also important and a balance we are keen to strike.



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With the support of our new Chair, I have challenged the team to look at all this afresh. This will include a quarterly performance bulletin, aligned to the ORR's reporting cycle – to provide context on performance that is jargon free and easy for our customers and stakeholders to understand. I am confident that being open and honest will build trust over time, even when performance falls short, and this will underpin our approach.

In the meantime, we will continue to link to the Office of Rail and Road's (ORR) 'performance at stations' data on our train performance webpage. This externally validated data is valuable, as it allows customers to view periodic (4-weekly) information on punctuality and reliability of trains at the stations that are relevant to their individual journeys. It includes the percentage of trains arriving at the station within three minutes of their scheduled arrival and the percentage of trains that are scheduled but did not ultimately call at the station.

I will provide an update on this as part of the paper we submit ahead of annual scrutiny in early January. This would support further challenge from committee members during that scrutiny session.

I trust that the Committee finds the detail provided in this update to be useful. If I can be of further assistance, do not hesitate to get in touch.

Kind regards,

James Price  
Prif Weithredwr / Chief Executive