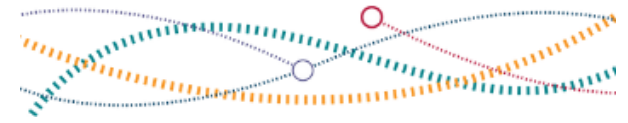




Train operating company key statistics 2019-20



Train operating company

TfW Rail

Owner group

Keolis Amey

Franchise start date

14/10/2018

Franchise end date

15/10/2033

Number of FTE employees

2,495

Key statistics - Notes

This page includes key information about the train operating company (TOC): owner group, franchise start and end dates, number of full-time equivalent (FTE) employees* and number of stations managed by the train operator as at 31 March 2020.

*A full-time equivalent employee is calculated by comparing an employee's average number of hours worked to the average number of hours of a full-time worker.

Stations map

Stations managed map is derived from the stations the operator manages, sourced from the National Rail Enquiries (NRE) website. Stations are only included if they were served by a mainline rail service as of 31 March 2020. For operators that do not manage any stations the map is derived from the operators main stations stops.

This publication is an annual summary of key statistics for each passenger train operating company covering passenger usage, performance and passenger experience alongside reference data on number of employees, route kilometres operated and number of stations managed.

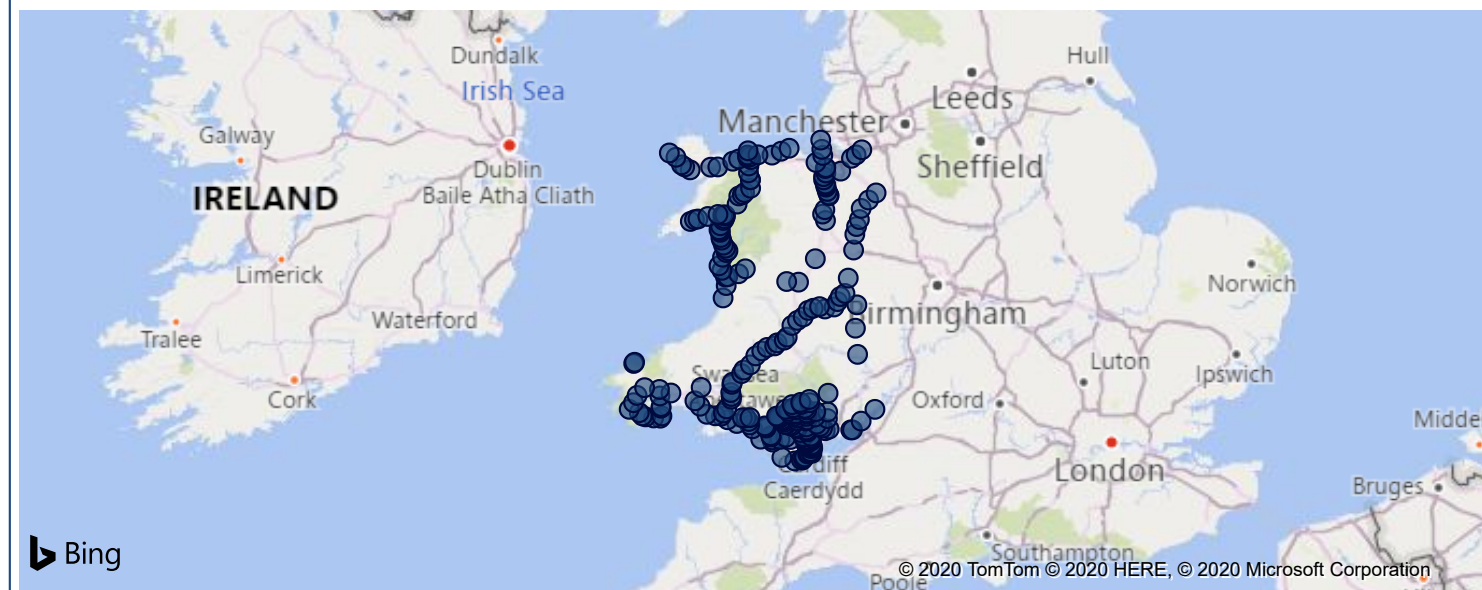
Most of the data in this publication is also available on the various [ORR data portal](#) theme pages. [TOC key statistics](#) brings all the information together from the range of topics as a summary for each operator.

Public enquiries: rail.stats@orr.gov.uk

Number of stations managed

247

Stations managed



Passenger usage 2019-20

Train operating company

TfW Rail



Passenger usage - Notes

Passenger journeys are estimated based on travel from an origin station to a destination station. Where travel includes one or more changes of train, each train used is counted as one journey.

Passenger kilometres are calculated by multiplying the number of passenger journeys on a particular flow by the number of corresponding track kilometres between stations.

Passenger train kilometres refers to the number of train kilometres travelled by revenue earning passenger trains, sourced from Network Rail's Track Access Billing System (TABS). Only kilometres run on Network Rail infrastructure are included in the data.

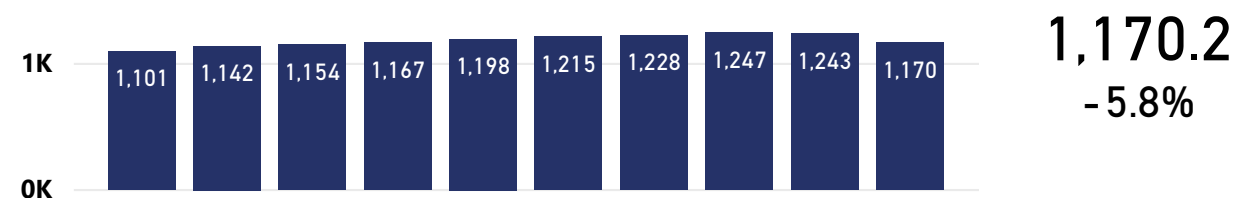
For information see the [Passenger rail usage](#) page on the data portal, including the latest statistical release and quarterly data.

Route kilometres operated are as at 31 March each year. This is the total extent of route available for the train operator to operate on. It does not take into account multiple track routes (e.g. double tracks are only counted as one route kilometre, but would be two track kilometres).

Passenger journeys (millions)



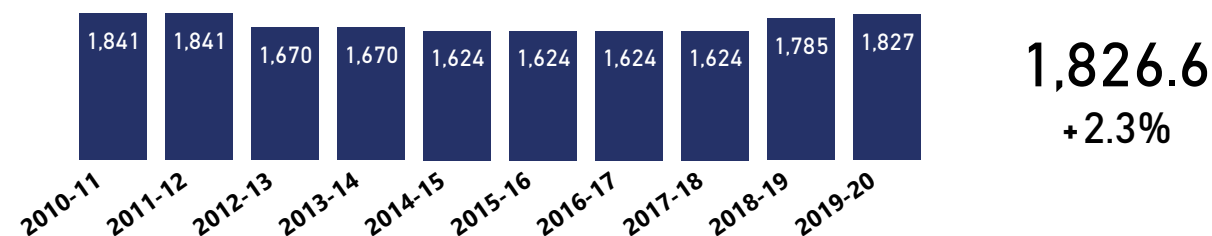
Passenger kilometres (millions)



Passenger train kilometres (millions)



Route kilometres operated



Punctuality and reliability 2019-20

Train operating company

TfW Rail



Punctuality and reliability - Notes

Trains on time (within 59 seconds) measures the percentage of recorded station stops arrived at early or less than one minute after the scheduled time.

Public performance measure (PPM) shows proportion of trains that arrive at final destination on time within five minutes, or within ten minutes for the long distance train operators.

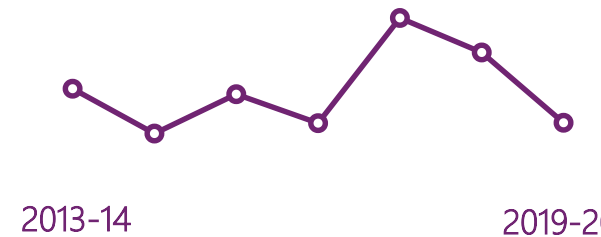
Cancellations is a weighted score, which counts full cancellations as one and part cancellations as half and is presented as a percentage of all trains planned. A train is classed as a full cancellation if it ran less than half of its planned journey length. A train is classed as a part cancellation if it ran at least half its planned journey length, but failed to stop at one or more of its planned stations.

The number of **trains planned** is based on the daily schedule as agreed between the train operator and Network Rail at 22:00 on the previous evening. These plans, called 'plan of the day', are usually the same as the published timetable with amendments reflecting pre-published engineering amendments.

[Passenger rail performance](#) page on the data portal, includes the latest statistical release and quarterly data.

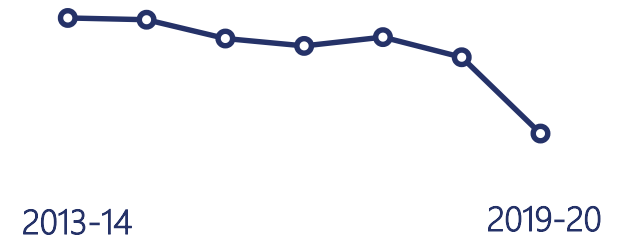
Trains on time (within 59 seconds)

60.4%



Public performance measure

88.1%



Cancellations with comparison to 2018-19

2.8% +0.9%

Trains planned between 2013-14 and 2019-20

2013-14	320,929
2014-15	321,971
2015-16	326,158
2016-17	328,168
2017-18	329,878
2018-19	329,968
2019-20	338,300

Passenger experience 2019-20

Train operating company

TfW Rail



Passenger experience - Notes

A complaint is defined as 'any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy'. As some train operators carry more passengers than others, we have presented the data as **Complaint per 100,000 journeys (rate)**. [Passenger rail service complaints](#) page on the data portal, includes the latest statistical release and quarterly data.

Delay compensation claims received refer to the volume of claims made by passengers on rail services within Great Britain. **Delay compensation claims approved** is the volume of closed claims which were successfully approved for payment to the claimant. [Delay compensation claims](#) page on the data portal, includes the latest fact sheet and periodic data.

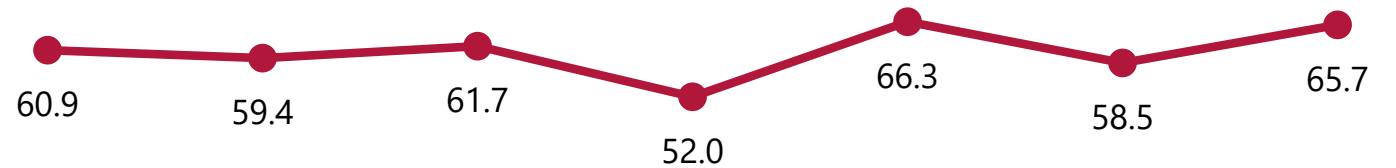
Passenger assistance data shows the number of booked passenger assists on the rail network (unbooked assistance such as 'Turn Up and Go' assists is not included). [Passenger assistance](#) page on the data portal, includes the latest fact sheet and periodic (4-weekly) data.

Note: The passenger assistance visual will be blank if the operator does not manage any stations.

Complaint per 100,000 journeys (rate) with comparison to 2018-19 :

65.7 +12.4%

Complaint rate time series between 2013-14 and 2019-20



2013-14 2014-15 2015-16 2016-17 2017-18 2018-19 2019-20

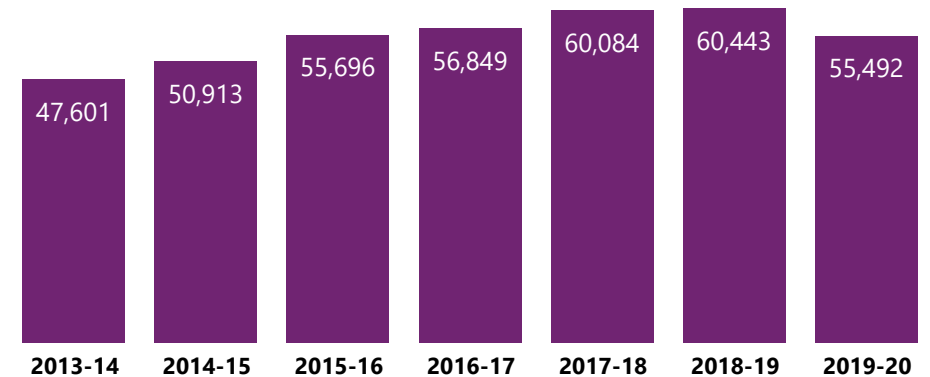
Delay compensation claims received in 2019-20

75,869

Delay compensation claims approved in 2019-20

66,201

Passenger assistance between 2013-14 and 2019-20



Delay minutes 2019-20

Train operating company

TfW Rail



Delay minutes on the rail network - Notes

Delay minutes are a performance measure for punctuality of trains. A delay is defined as a loss of time against a schedule between two consecutive locations on the train's journey. Only delays on Network Rail owned infrastructure are included. There are three types of responsibility category:

NR-on-TOC are delays attributed to Network Rail on train operating companies (e.g. Track, Network management, etc).

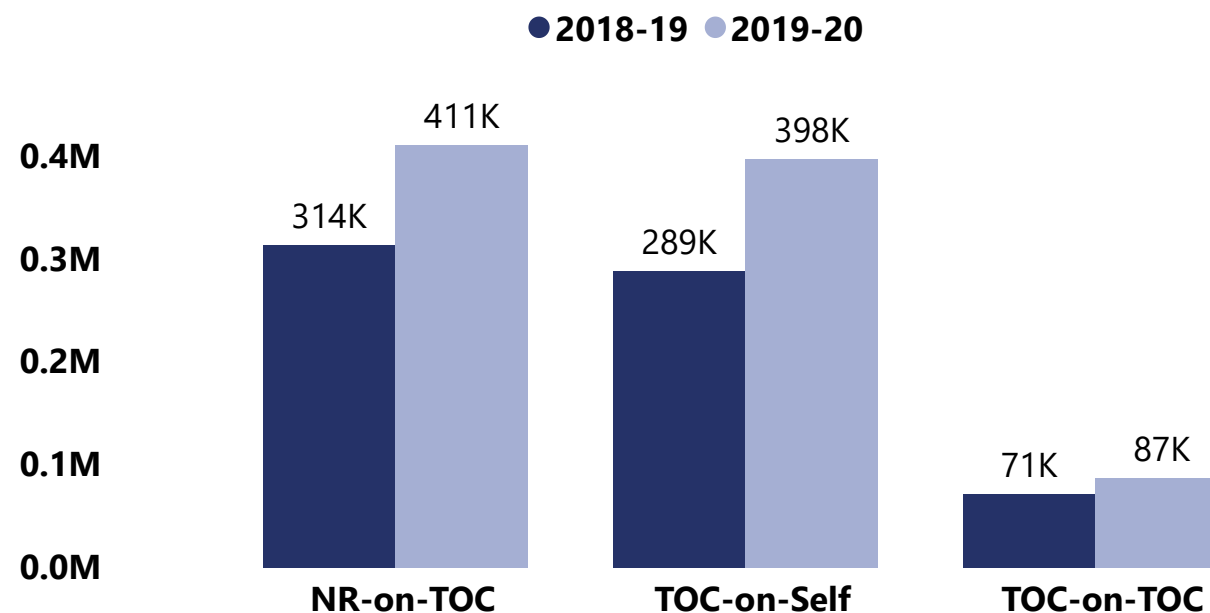
TOC-on-Self are delays attributed to train operating companies by the same train operating company (e.g. their own fleet, train crew, etc).

TOC-on-TOC are delays attributed to train operating companies by other train operating companies (e.g. another operator's fleet, train crew, etc).

More detailed data on [delay minutes on the rail network](#) can be found in the table on the data portal, including latest periodic (4-weekly) data and a more detailed breakdown of each category.

Delay minutes on the rail network by responsibility

2019-20 compared with 2018-19



Delay minutes by responsibility between 2015-16 and 2019-20

Delay type	2015-16	2016-17	2017-18	2018-19	2019-20
NR-on-TOC	345,365	344,586	331,660	313,715	411,260
TOC-on-Self	235,787	256,994	239,034	288,630	397,687
TOC-on-TOC	66,787	55,358	62,514	71,330	87,358
Total delay minutes	647,939	656,938	633,208	673,674	896,305



© Crown copyright 2020

This publication is licensed under the terms of the [Open Government Licence v3.0](#) except where otherwise stated.

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available on the [ORR data portal](#).

Any media enquiries regarding this publication should be sent to us at [orr.gov.uk/contact-us](#).

