



# Train Operating Company key statistics

April 2022 to March 2023

**3 August 2023**

## TfW Rail

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

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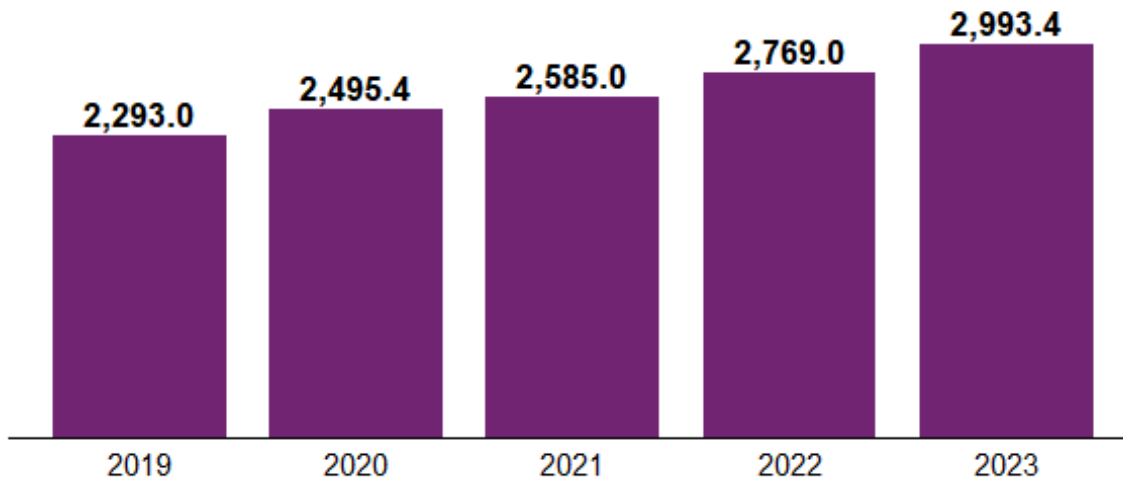
**Media enquiries:** Tel: 07856 279808

**Next publication:** July 2024

## Key statistics

**Number of full-time equivalent (FTE) employees** is calculated by comparing an employee's average number of hours worked to the average hours of a full-time worker.

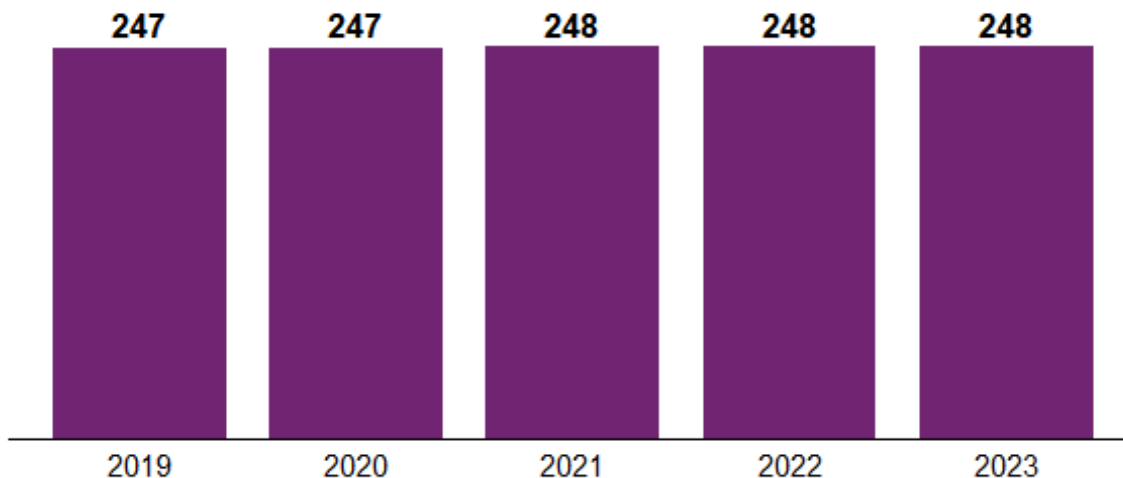
### Number of FTE employees, TfW Rail, as of 31 March, 2019 to 2023



TfW Rail's number of FTE employees was 2,993.4 as of 31 March 2023.

**Number of stations managed** only includes stations called at by a mainline train service as of 31 March. Stations which have been permanently closed or where mainline services have ceased indefinitely are not included.

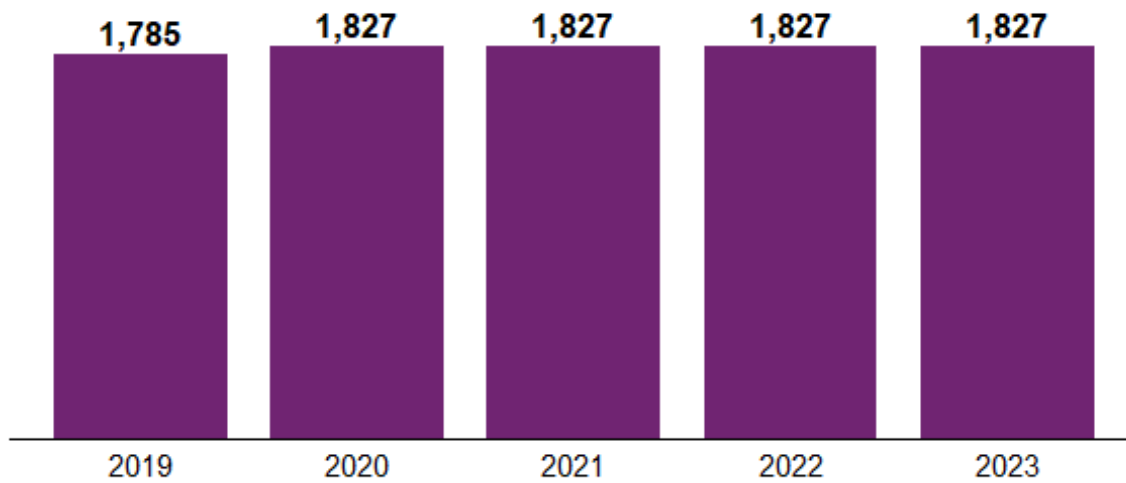
### Number of stations managed, TfW Rail, as of 31 March, 2019 to 2023



TfW Rail managed 248 stations as of 31 March 2023.

**Route kilometres operated** includes the total extent of route available to operate on as of 31 March. It does not take into account multiple track routes (i.e. double tracks are only counted as one route kilometre but would be two track kilometres).

**Route kilometres operated, TfW Rail, as of 31 March, 2019 to 2023**

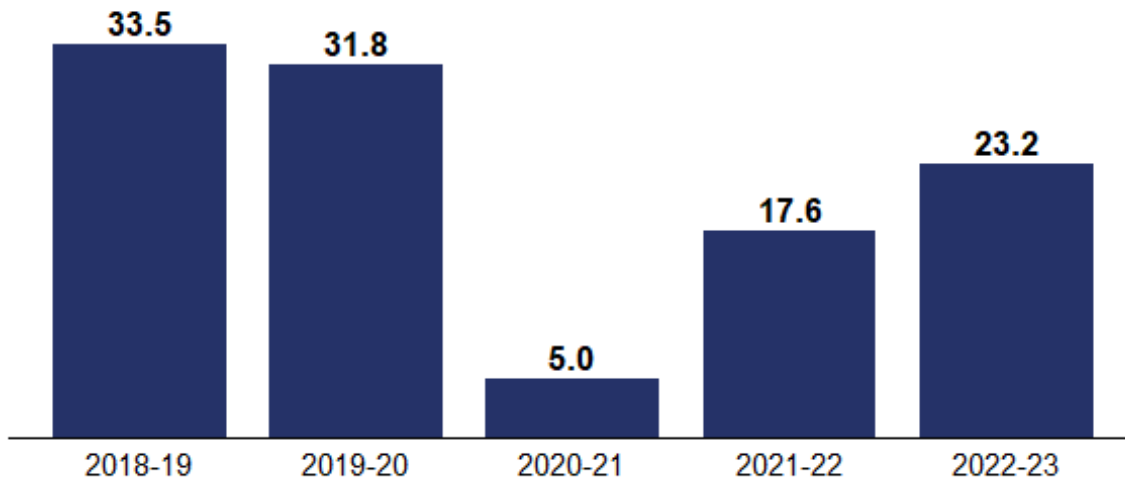


TfW Rail operated on 1,827 kilometres of route as of 31 March 2023.

## Passenger rail usage

**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.

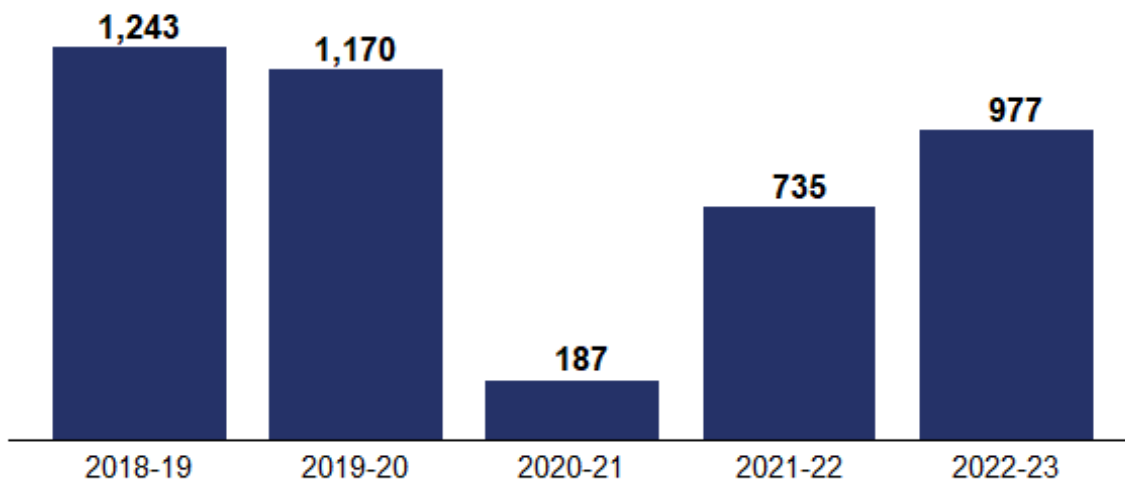
**Passenger journeys (millions), TfW Rail, annual data, April 2018 to March 2023**



Between April 2022 and March 2023, there were 23.2 million passenger journeys.

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

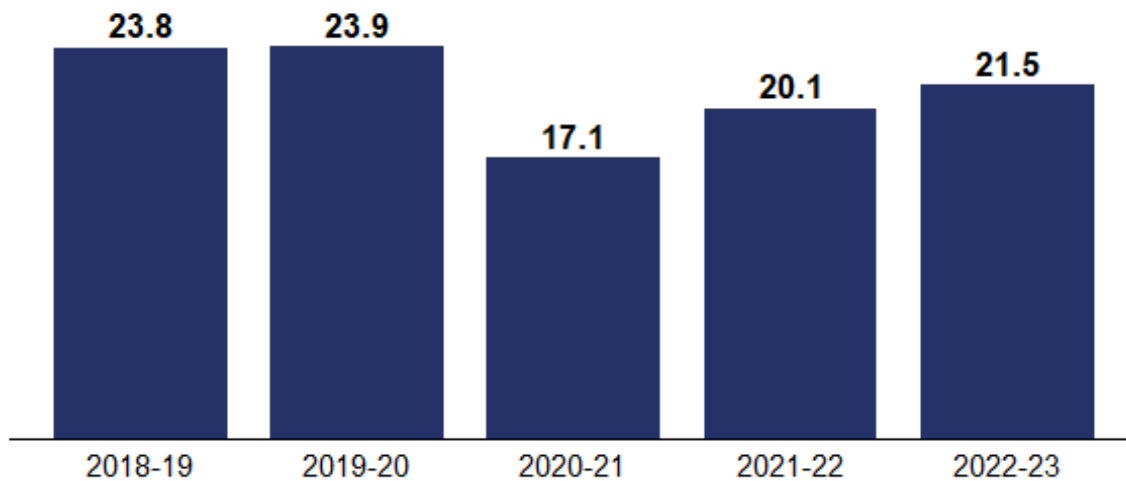
**Passenger kilometres (millions), TfW Rail, annual data, April 2018 to March 2023**



Between April 2022 and March 2023, there were 977 million passenger kilometres travelled.

**Passenger train kilometres** refers to the number of train kilometres travelled by revenue earning passenger trains.

**Passenger train kilometres (millions), TfW Rail, annual data, April 2018 to March 2023**



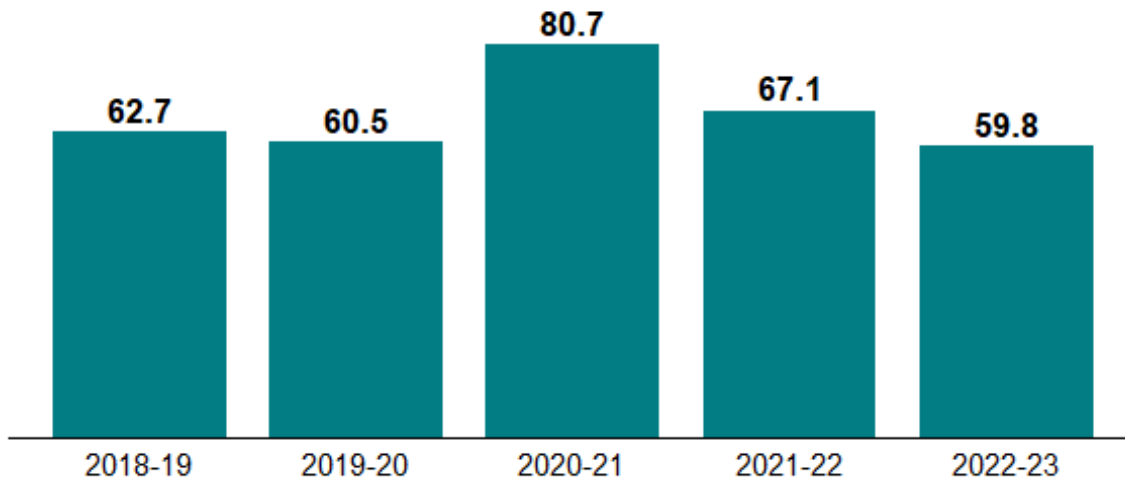
Between April 2022 and March 2023, there were 21.5 million passenger train kilometres.

More information on passenger journeys, kilometres and revenue as well as passenger train and vehicle kilometres can be found on the [Passenger rail usage](#) page on the data portal.

# Passenger rail performance

**On Time** is the percentage of recorded station stops that were early or less than one minute after the scheduled arrival time.

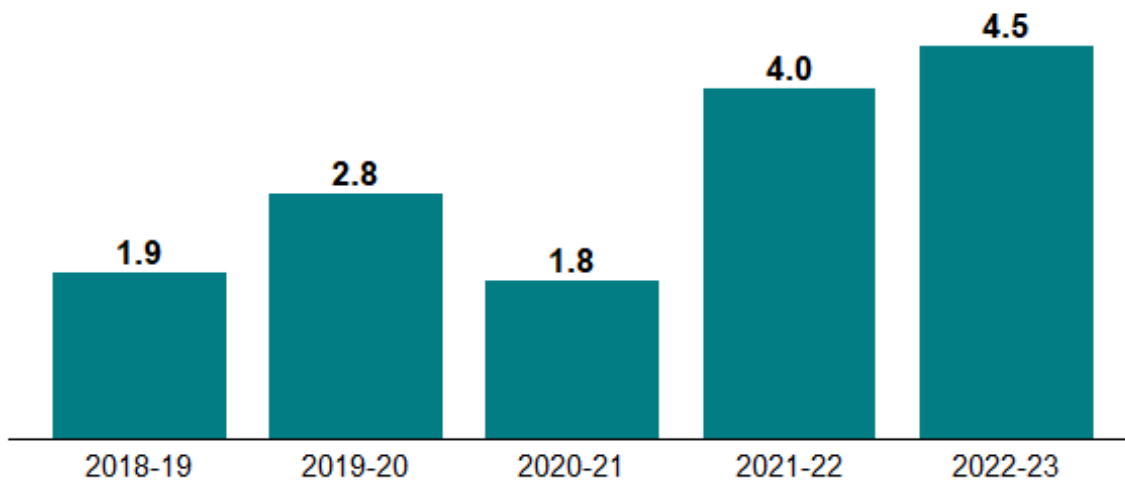
**On Time (%), TfW Rail, annual data, April 2018 to March 2023**



The percentage of trains On Time between April 2022 and March 2023 was 59.8% compared with 67.1% in the previous year.

The **Cancellations score** is the percentage of trains planned that were cancelled, whereby full cancellations are counted as one and part cancellations as half.

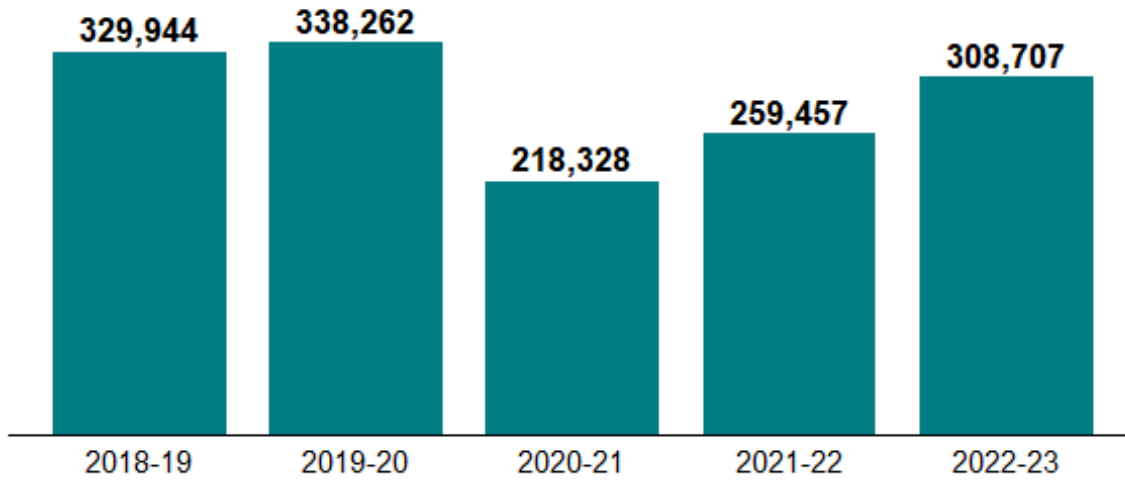
**Cancellations score (%), TfW Rail, annual data, April 2018 to March 2023**



The Cancellations score between April 2022 and March 2023 was 4.5% compared with 4.0% in the previous year.

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.

**Trains planned, TfW Rail, annual data, April 2018 to March 2023**



There were 308,707 trains planned between April 2022 and March 2023.

**Delay minutes** are defined as the time lost between consecutive timing points on the rail network. Delay incidents producing three or more minutes of delay on Britain’s railways are attributed to either Network Rail or a train operator.

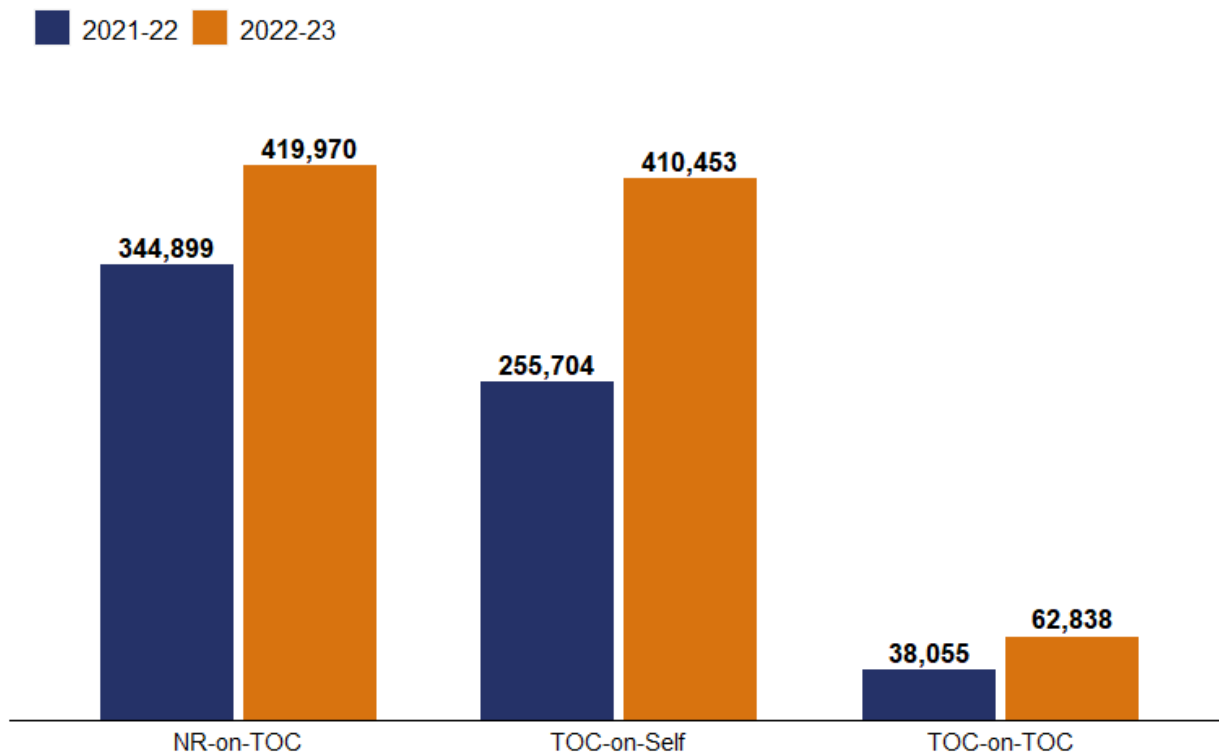
There are three types of responsibility category:

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

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

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

### Delay minutes on the rail network by responsibility, TfW Rail, annual data, April 2021 to March 2023





## Delay minutes by responsibility, TfW Rail, annual data, April 2018 to March 2023

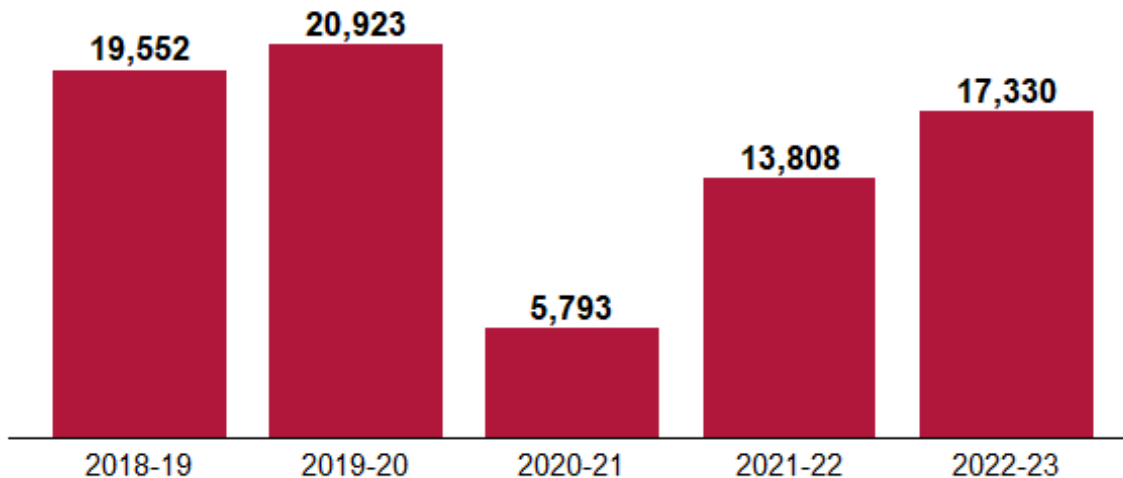
<b>Delay type</b>	<b>Apr 2018 to Mar 2019</b>	<b>Apr 2019 to Mar 2020</b>	<b>Apr 2020 to Mar 2021</b>	<b>Apr 2021 to Mar 2022</b>	<b>Apr 2022 to Mar 2023</b>
<b>NR-on-TOC</b>	286,546	370,140	193,511	344,899	419,970
<b>TOC-on-Self</b>	236,051	325,870	102,260	255,704	410,453
<b>TOC-on-TOC</b>	70,064	86,108	19,267	38,055	62,838

More information on punctuality, reliability and causes of delay for passenger trains can be found on the [Passenger rail performance](#) page on the data portal.

## Passenger experience

**Complaints** are defined as ‘any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy’.

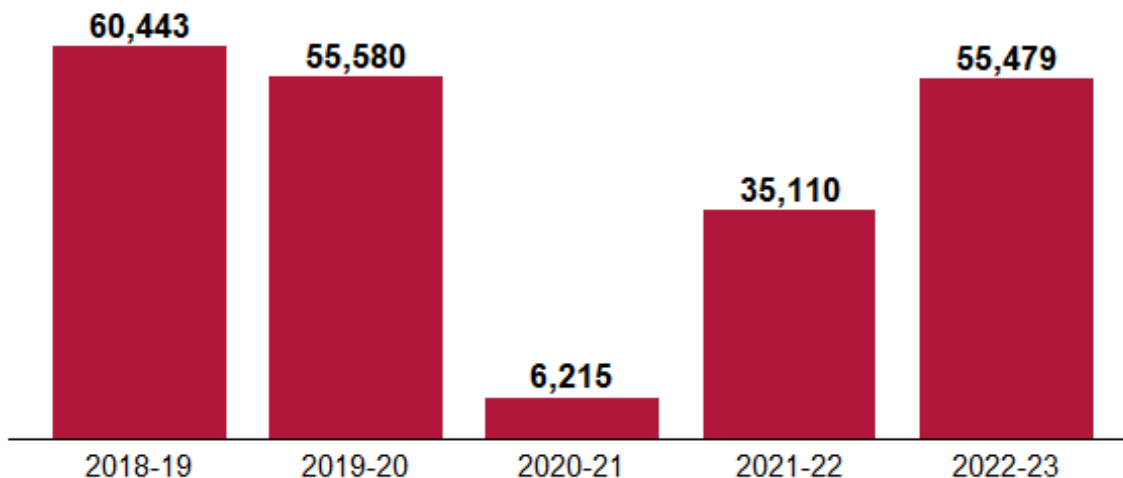
### Complaints closed, TfW Rail, annual data, April 2018 to March 2023



The number of complaints closed between April 2022 and March 2023 was 17,330.

**Passenger assists** data shows the number of assists that have been requested through the National Passenger Assistance Booking System (unbooked assistance such as ‘Turn Up and Go’ assists is not included).

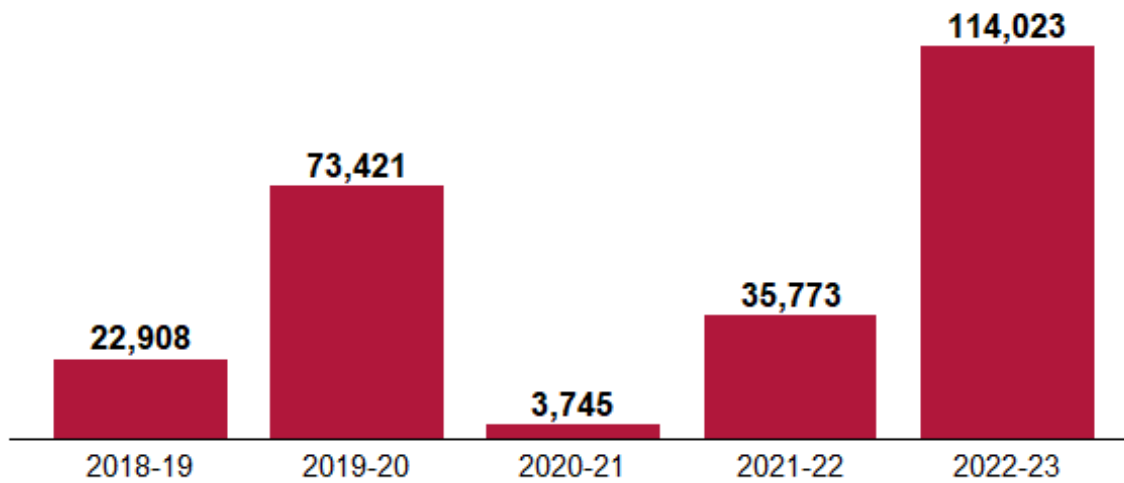
### Number of passenger assists, TfW Rail, annual data, April 2018 to March 2023



There were 55,479 passenger assists booked between April 2022 and March 2023 compared with 35,110 in the previous year.

**Delay compensation claims closed** refers to volume of claims closed when the train operator issues payment for a successful claim or when the passenger was informed that their claim was rejected.

**Delay compensation claims closed, TfW Rail, annual data, April 2018 to March 2023**



114,023 delay compensation claims were closed between April 2022 and March 2023, compared with 35,773 in the previous year.

More information on [complaints](#), [delay compensation claims](#) and [passenger assistance](#) can be found on their respective pages on the data portal.



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