



Passenger and Freight Rail Performance 2018-19 Q2 Statistical Release

Publication date: 6 December 2018

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Background

This release contains information on passenger and freight rail performance in Great Britain with the latest quarterly data referring to July, August and September 2018.

All data in this release are sourced from Network Rail. Passenger performance is assessed using two measures: **Public Performance Measure (PPM)** and **Cancellations and Significant Lateness (CaSL)**.

In addition to the PPM and CaSL data in this release, **delay minute data** are published quarterly on the [Data Portal](#).

The **Freight Delivery Metric (FDM)** is the primary measure of freight performance in Great Britain.

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Nationally, **85.9%** of trains were on time in the year ending **2018-19 Q2 (Public Performance Measure (PPM) moving annual average (MAA))**.

PPM MAA - 2018-19 Q2

		Compared with 2017-18 Q2
National (GB)	85.9%	↓ -2.5 pp
Regional and Scotland	86.8%	↓ -4.4 pp
London and South East	86.0%	↓ -0.6 pp
Long Distance	80.6%	↓ -7.1 pp

The proportion of trains **Cancelled or Significantly Late (CaSL)** in the year ending 2018-19 Q2 was **4.6%** (CaSL MAA).

CaSL MAA - 2018-19 Q2

		Compared with 2017-18 Q2
National (GB)	4.6%	↑ 1.1 pp
Regional and Scotland	3.7%	↑ 1.3 pp
London and South East	4.7%	↑ 0.6 pp
Long Distance	7.7%	↑ 3.1 pp

The national **Freight Delivery Metric (FDM)** was **93.0%** in the year ending 2018-19 Q2 (FDM MAA).

Responsible Statistician: Tom Leveson Gower

Public Enquiries: Email: Rail.Stats@orr.gsi.gov.uk

Media Enquiries: Tel: 020 7282 2094

Website: <http://orr.gov.uk/statistics/published-stats/statistical-releases>

Public Performance Measure (PPM) and Cancellations and Significant Lateness (CaSL)



This release contains information on passenger and freight rail performance in Great Britain since 1997-98. The latest data in this release refer to 2018-19 Q2 (1 July to 30 September 2018).

Punctuality (PPM) and Reliability (CaSL) are judged against what is known as the plan of the day. The train operator and Network Rail confirm this at 22:00 on the previous evening. Trains removed from the railway systems before this time are excluded from the PPM and CaSL calculations.

For further information on the collection of this data, please refer to [Annex 2](#).

Public Performance Measure (PPM) is a measure of **Punctuality**. It is the proportion of trains that arrive at their final destination on time. On time is defined as arriving at the destination within five minutes of the planned timetable for London and South East, Regional and Scotland operators, or within ten minutes for Long Distance operators. The **moving annual average (MAA)** reflects the proportion of trains on time in the past 12 months. In Q4, the MAA also represents the PPM for the financial year.

A higher PPM score indicates higher performance.

Cancellations and Significant Lateness (CaSL) is a measure of **Reliability**. It captures the percentage of trains that have caused significant disruption to at least some passengers. The **moving annual average (MAA)** reflects the proportion of trains cancelled or significantly late in the past 12 months. In Q4, the MAA also represents the CaSL for the financial year.

A lower CaSL score indicates higher performance.

A train is considered to be **significantly late** if it calls at all booked stations, completes its entire booked journey and arrives between 30 and 119 minutes after the scheduled arrival time at the final destination.

A train is considered to be a **part cancellation** if it covers more than half the scheduled mileage and either failed to run the whole journey or failed to stop at one or more scheduled stations on the way. Trains completing their scheduled journey but arriving at their final destination late by 120 minutes or more also count as part cancellations.

A train is considered to be a **full cancellation** if it covers less than half the scheduled mileage, or does not run at all.

A train that fails CaSL also fails PPM.

Delay Minutes, PPM Failures and CaSL Failures

Delay incidents producing **three or more minutes** of delay on Britain's railways are attributed to either Network Rail or a train operator. As well as infrastructure and operational delays such as signal failures and overrunning engineering works, delays caused by external factors such as severe weather, vandalism, cable theft and trespass are also attributed to Network Rail. This is because they are considered best placed to mitigate for such incidents.

A **PPM failure** is when a passenger train does not arrive at its final destination within five minutes of its scheduled arrival time (within ten minutes for Long Distance services). Delay minutes are used to apportion responsibility for PPM failures and can be split between multiple causes of delay. It is not possible to attribute every part of every PPM failure to specific delay minutes. These components of PPM failures remain unmapped.

A **CaSL failure** is when a passenger train does not arrive at its final destination within 30 minutes of its scheduled arrival time and/or is cancelled either in full or in part. Delay minutes and other intelligence are used to apportion responsibility for CaSL failures and can be split between multiple causes of delay. It is not possible to attribute every part of every CaSL failure to specific delay minutes. These components of CaSL failures remain unmapped.

We currently publish limited Network Rail caused delay minute data in [Table 3.46](#) on the [Data Portal](#). Further [delay minute, PPM failure and CaSL failure data](#) are published on the [ORR website](#). These tables are updated twice a year in April/May and November/December.

Network Rail attributed delays are also available in the Annual Return which reports Network Rail achievements, developments and challenges for each financial year and the historical record of Network Rail stewardship on the [Network Rail website](#).

New Passenger Rail Performance Measures

The rail industry has developed a new set of performance measures to monitor punctuality and reliability of passenger trains: **Train Punctuality at recorded station stops**, **Cancellations**, and **Severe Disruption**. Periodic data for these measures are published in tables [3.65](#), [3.66](#) and [3.67](#) on the data portal.

A factsheet with a summary of performance against these measures for the year 2017-18 can be found under *Factsheets* on the statistical release page of the [ORR website](#): **Train punctuality, cancellations, and severe disruption**.

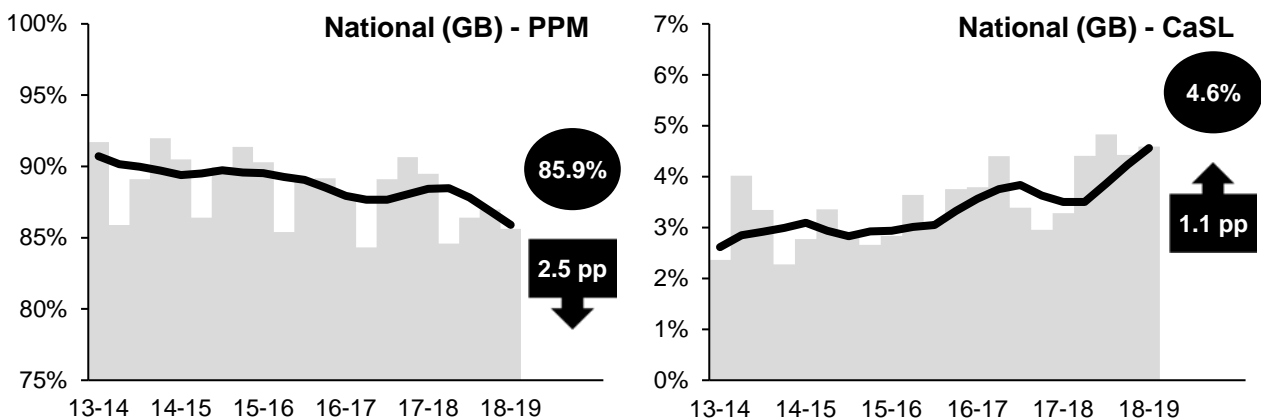
1. National Performance

Overall, the punctuality of GB rail services has worsened in the second quarter of 2018-19, compared with both the same quarter a year earlier, and with the year ending 2017-18 Q2. The reliability of GB rail services has also worsened, compared with both the same quarter a year earlier, and with the year ending 2017-18 Q2.

National Punctuality (PPM) in Q2 was 85.6%. This has worsened by 3.9 pp compared with 2017-18 Q2. The MAA stands at 85.9%, which is a decrease of 2.5 pp compared with a year earlier and it is the lowest quarterly PPM MAA since Q3 of 2005-06.

National Reliability (CaSL) in Q2 was 4.6%. This has worsened (increased) by 1.3 pp compared with 2017-18 Q2. The MAA stands at 4.6%, an increase of 1.1 pp compared with a year earlier. This is the highest the MAA has been since 2001-02 Q3.

Figure 1.01: PPM and CaSL, National (GB), 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



All sectors had a year-on-year worsening of both PPM and CaSL MAAs.

The Timetable change in May 2018 caused disruption on the network during Q1, particularly for Northern services. For further information on the disruption caused by the timetable change, please refer to [Annex 3](#). Govia Thameslink Railway was also affected significantly by this change.

The worsening in the punctuality of Northern contributed a decrease of 1.2 pp to the National PPM in 2018-19 Q2. The combined punctuality of all other operators contributed a 2.7 pp decrease, leaving an overall decline in the National PPM of 3.9 pp. Likewise, Northern contributed -0.9 pp to the National PPM MAA, and as all other operators also contributed a 1.7 pp decrease, this left an overall decline in the National PPM MAA of 2.5 pp. More information on these calculations of the relative contribution of train operators to national performance can be found in the previous statistical releases in this series.

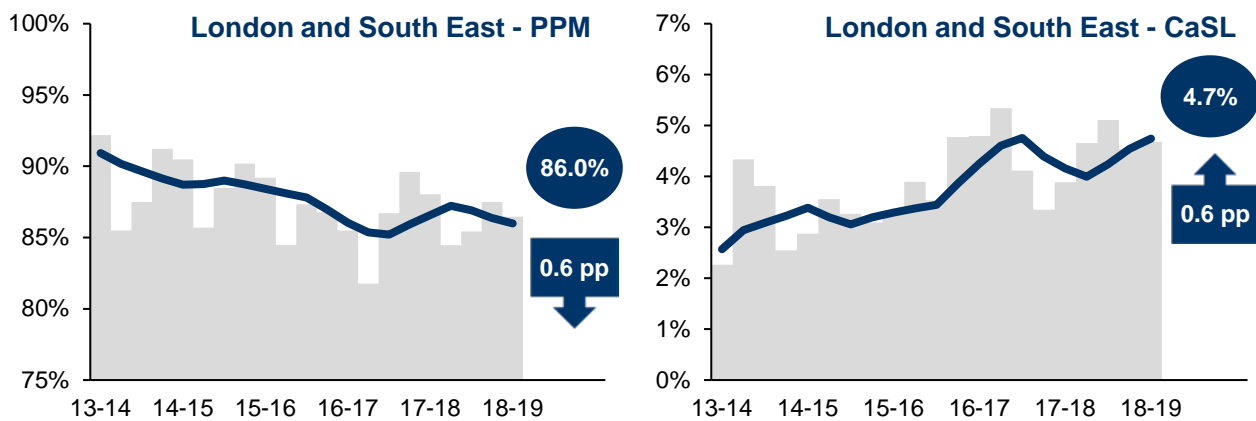
2. Sector Performance

London and South East Sector

Punctuality (PPM) in the London and South East sector in Q2 was 86.5%. This has worsened by 1.6 pp compared with 2017-18 Q2. The MAA stands at 86.0%, a decrease of 0.6 pp compared with the 2017-18 Q2 MAA.

Reliability (CaSL) in the London and South East sector in Q2 was 4.7%. This has worsened by 0.8 pp compared with 2017-18 Q2. The MAA stands at 4.7%, which is 0.6 pp worse than it was at the end of 2017-18 Q2.

Figure 2.01: PPM and CaSL, London and South East Sector, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



2018-19 Quarter 2 London and South East Train Operator Headlines:

- The lowest [c2c](#) Q2 punctuality (93.2%) since 2003-04, with PPM failures attributed to c2c fleet failures up by 400% year-on-year.
- The lowest [Chiltern](#) Q2 punctuality (90.5%) since 2005-06, with PPM failures attributed to signal failures up by 95% year-on-year.
- The second highest (worst) [GTR](#) Q2 reliability (7.6%) since the time series began in 2004-05, with CaSL failures attributed to train crew up by 45% year-on-year.
- The lowest [Greater Anglia](#) Q2 punctuality (86.4%) since the time series began in 2004-05, with PPM failures attributed to track faults increasing by 57%.

Route Information

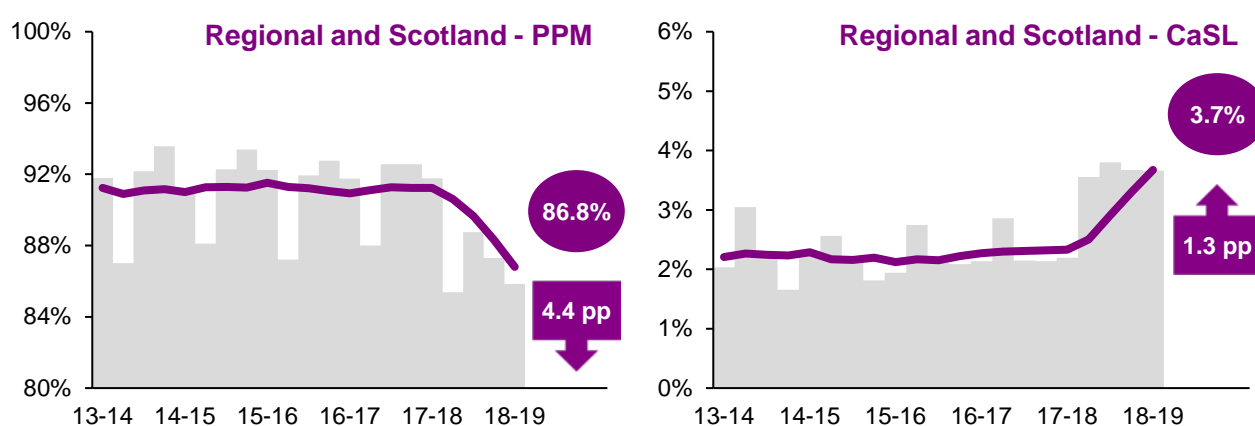
- Services to and from London termini and other services in South East England.

Regional and Scotland Sector

Punctuality (PPM) in the Regional and Scotland sector in Q2 was 85.8%. This has worsened by 5.9 pp compared with 2017-18 Q2, and is the worst Q2 PPM since 2005-06. The MAA stands at 86.8%, which is down 4.4 pp since 2017-18 Q2.

Reliability (CaSL) in the Regional and Scotland sector in Q2 was 3.7%. This has worsened by 1.5 pp compared with 2017-18 Q2, and is the highest (worst) Q2 CaSL since 2002-03. The MAA stands at 3.7%, which is 1.3 pp higher compared with a year earlier.

Figure 2.02: PPM and CaSL, Regional and Scotland Sector, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



2018-19 Quarter 2 Regional and Scotland Operator Headlines:

- The highest (worst) [Great Western Railway](#) reliability MAA (5.2%) since 2001-02 Q2, with CaSL failures attributed to GWR fleet failures up by 51% year-on-year.
- The lowest [Northern](#) punctuality (80.6%) for any quarter since the time series began in 2009-10, with PPM failures attributed to signal failures up by 144% year-on-year.
- The lowest [ScotRail](#) Q2 punctuality (87.9%) since 2005-06, with over 2,000 PPM failures attributed to weather this quarter.
- The lowest [West Midlands Trains](#) Q2 punctuality (85.8%) since 2006-07, with PPM failures attributed to track faults increasing by 57%.

Route Information

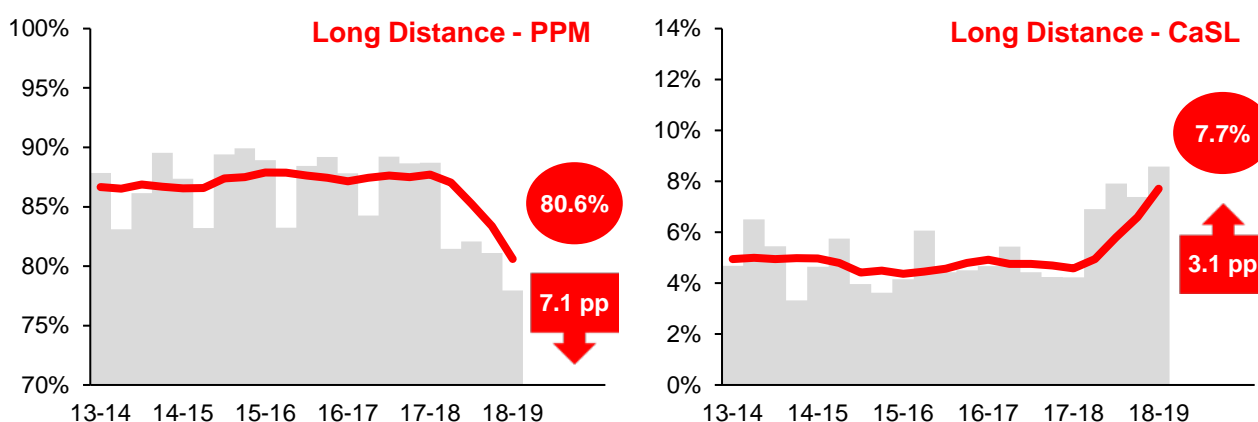
- Rural services outside of London and the South East of England.
- Non-Long Distance services within and between metropolitan areas such as Bristol, Birmingham, Manchester, Liverpool, Sheffield, Leeds and Newcastle-upon-Tyne.
- Services provided by Arriva Trains Wales and ScotRail.

Long Distance Sector

Punctuality (PPM) in the Long Distance sector (figures do not include Caledonian Sleeper) in Q2 was 78.0%. This is the lowest Q2 PPM since 2003-04. The MAA stands at 80.6%, which has worsened by 7.1 pp since 2017-18 Q2.

Reliability (CaSL) in the Long Distance sector in Q2 was 8.6%. This has worsened by 4.4 pp compared with 2017-18 Q2, and is the highest (worst) Q2 CaSL since 2003-04. The MAA stands at 7.7%, which is 3.1 pp worse compared with a year earlier.

Figure 2.03: PPM and CaSL, Long Distance Sector, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



2018-19 Quarter 2 Long Distance Operator Headlines:

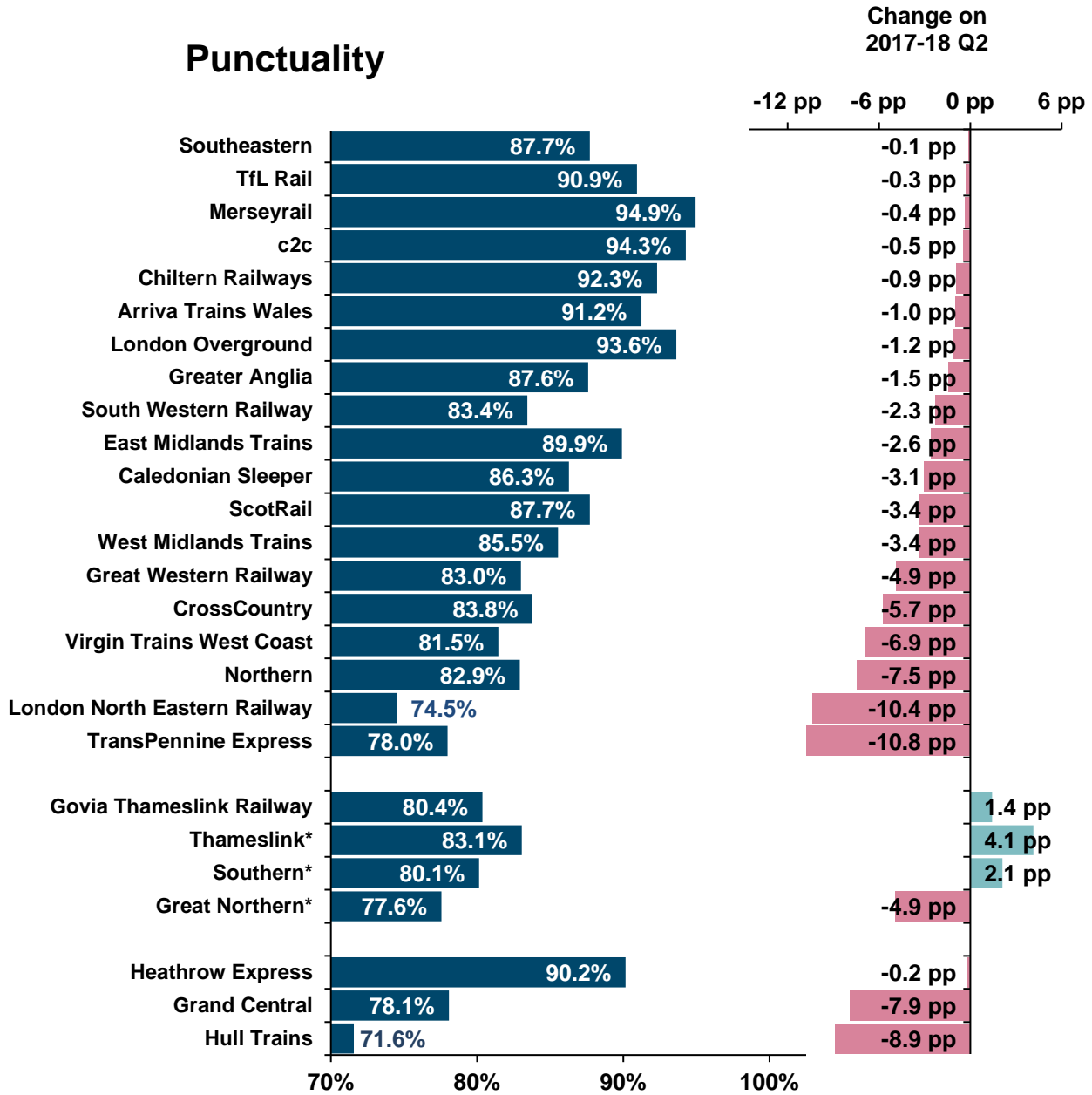
- The lowest [CrossCountry](#) Q2 punctuality (80.9%) since 2004-05, with PPM failures attributed to track faults up by 169% year-on-year.
- The highest (worst) [Hull Trains](#) reliability MAA (11.1%) since the time series began in 2007-08. Fleet PPM failures increased from 18 in 2017-18 Q2 to 47 in 2018-19 Q2.
- The lowest [London North Eastern Railway](#) Q2 punctuality (70.9%) since 2003-04, with track fault PPM failures increasing by 166%.
- The highest (worst) [TransPennine Express](#) reliability for any quarter (14.1%) since the time series began in 2009-10.

Route Information

- Long distance services between metropolitan areas such as London, Bristol, Norwich, Birmingham, Manchester, Liverpool, Sheffield, Leeds and Newcastle-upon-Tyne.
- The Caledonian Sleeper franchise is let by Transport Scotland. It is not officially part of the Long Distance sector and is not included in the overall figures. It has an entry at the end of section 3.

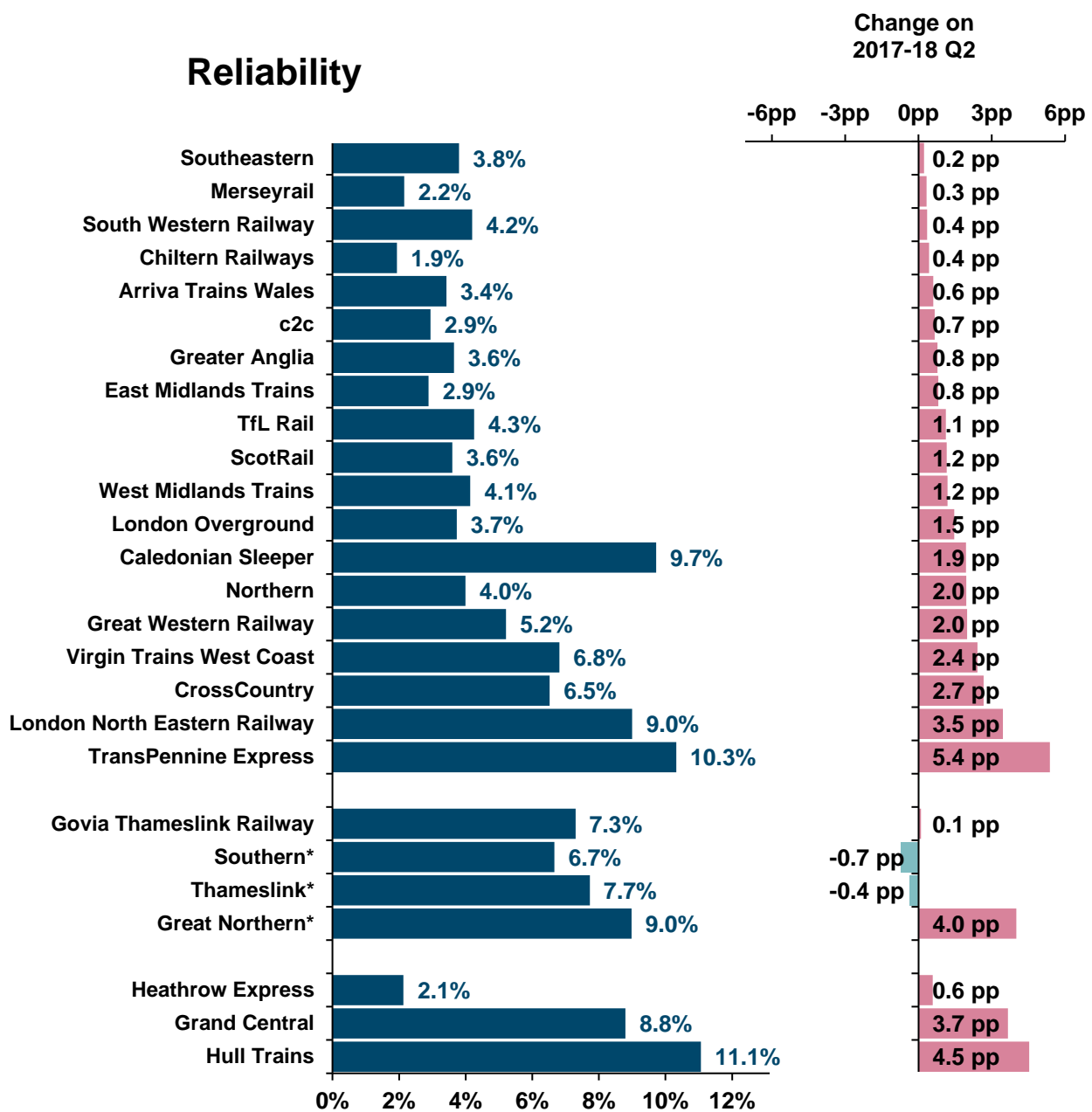
3. TOC Performance

Figure 3.01: PPM MAA by TOC, Great Britain, 2018-19 Q2 change on 2017-18 Q2



*Thameslink, Great Northern, Southern are sub-operators of Govia Thameslink Railway

Figure 3.02: CaSL MAA by TOC, Great Britain, 2018-19 Q2 change on 2017-18 Q2



*Thameslink, Great Northern, Southern are sub-operators of Govia Thameslink Railway

Arriva Trains Wales

This was the last full quarter of operations by Arriva Trains Wales before it was replaced by Transport for Wales Rail (TfW Rail).

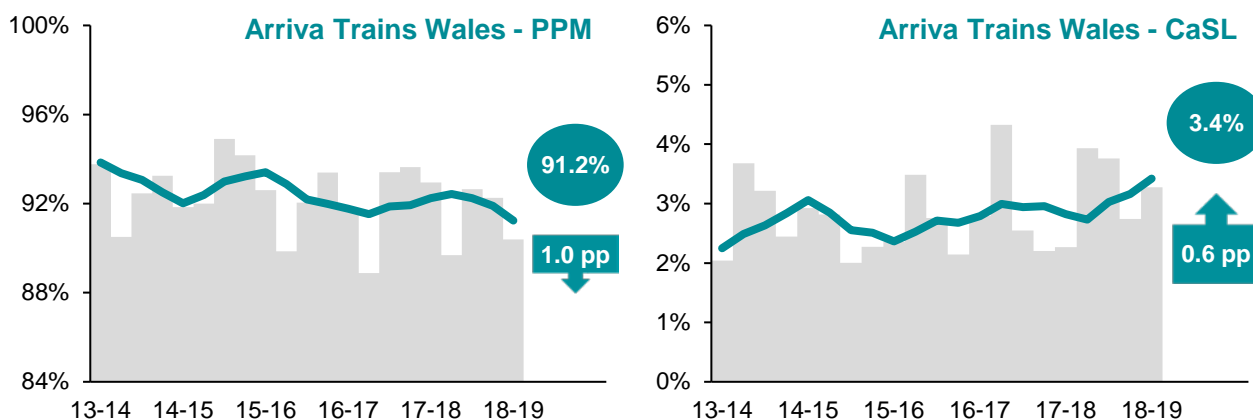
Rail Punctuality (PPM) in Q2 was 90.4%. This was 2.6 pp worse than 2017-18 Q2 and the lowest Q2 performance since 2006-07. The MAA stands at 91.2%, which is down 1.0 pp compared with a year ago.

Reliability (CaSL) in Q2 was 3.3%. This was 1.0 pp worse compared with 2017-18 Q2, and the highest (worst) Q2 CaSL since 2006-07. The MAA stands at 3.4%, which has worsened by 0.6 pp compared with 2017-18 Q2.

PPM failures attributed to Arriva Trains Wales increased by 57% in 2018-19 Q2 compared with 2017-18 Q2. This was mainly due to train crew PPM failures more than doubling and an increase of 58% in PPM failures attributed to Fleet delays.

Weather accounted for 219 PPM failures in 2018-19 Q2, which was double the amount in 2017-18 Q2. Network Rail infrastructure causes also contributed to the increase in delays in Q2: Track faults (97%), signal failures (59%) and points failures (87%) all had large increases in PPM failures this quarter compared with a year earlier.

Figure 3.03: PPM and CaSL, Arriva Trains Wales, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Regional)

- Services between Birmingham and Shrewsbury, Aberystwyth, Pwllheli, Chester and Holyhead.
- Services between Swansea and Shrewsbury (via the Heart of Wales line) and Holyhead.
- Services between Holyhead and Manchester, Chester and Crewe.
- Services between Cardiff and the Valleys.

c2c

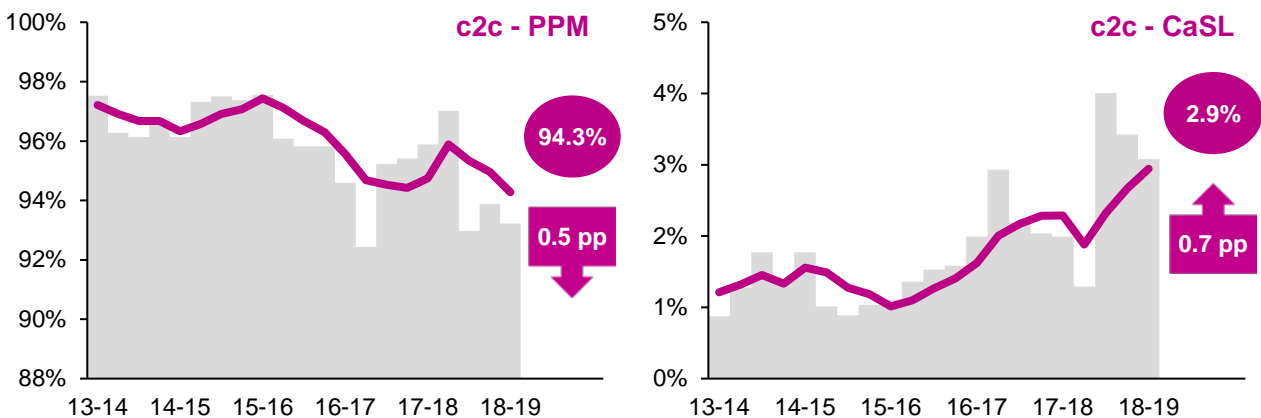
Punctuality (PPM) in Q2 was 93.2%. This was 2.7pp worse than last year, and is the lowest Q2 PPM since 2003-04. The MAA stands at 94.3%, which has worsened by 0.5 pp compared with a year ago.

Reliability (CaSL) in Q2 was 3.2%. This was 1.1 pp worse than 2017-18 Q2, and is the highest (worst) Q2 CaSL since 2003-04. The MAA stands at 2.9%, which has worsened by 0.7 pp compared with 2017-18 Q2.

PPM failures due to weather increased from 25 in 2017-18 Q2 to 107 in 2018-19 Q2. There were 43 PPM failures due to points failures, compared with one a year earlier. Track faults accounted for 133% more PPM failures, but signal failures were down 33% compared with the same quarter last year.

PPM failures due to c2c train crew were down 12% in 2018-19 Q2 compared with 2017-18 Q2. However, c2c fleet failures accounted for 652 PPM failures in 2018-19 Q2. This was up 400% compared with a year ago and represents around 30% of all c2c trains that failed PPM this quarter.

Figure 3.04: PPM and CaSL, c2c, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (LSE)

- Services between London Fenchurch Street and Grays, Tilbury, Southend, and Shoeburyness.

Chiltern Railways

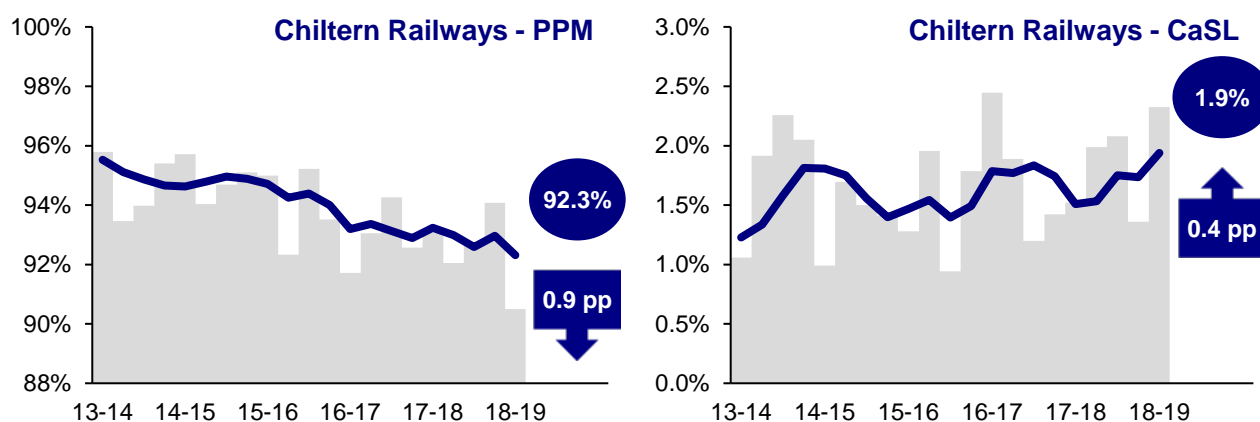
Punctuality (PPM) in Q2 was 90.5%. This was 2.6 pp worse than a year earlier and the lowest (worst) Q2 PPM since 2005-06. The MAA stands at 92.3%, which has worsened by 0.9 pp compared with the 2017-18 Q2.

Reliability (CaSL) in Q2 was 2.3%, which was 0.8 pp worse compared with Q2 last year. The MAA stands at 1.9% and it has worsened by 0.4 pp compared with 2017-18 Q2.

Speed restrictions due to track condition between and Bicester and Princes Risborough resulted in 15,000 delay minutes in Q2. PPM failures due to fatalities and trespass increased by 62% in Q2 compared with last year. There were also more PPM failures due to signal failures (up 95%) and points failures (up 521%).

PPM failures due to Chiltern Railways train crew (38%) and operations (47%) were up in Q2 compared with last year; however, PPM failures due to fleet problems fell by 19% compared with 2017-18 Q2. PPM failures caused by other operators fell by 40%.

Figure 3.05: PPM and CaSL, Chiltern Railways, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (LSE)

- Services between London Marylebone and High Wycombe, Aylesbury, Oxford, Banbury, Birmingham, and Kidderminster.
- Services between Leamington and Birmingham and Stratford-upon-Avon.

CrossCountry

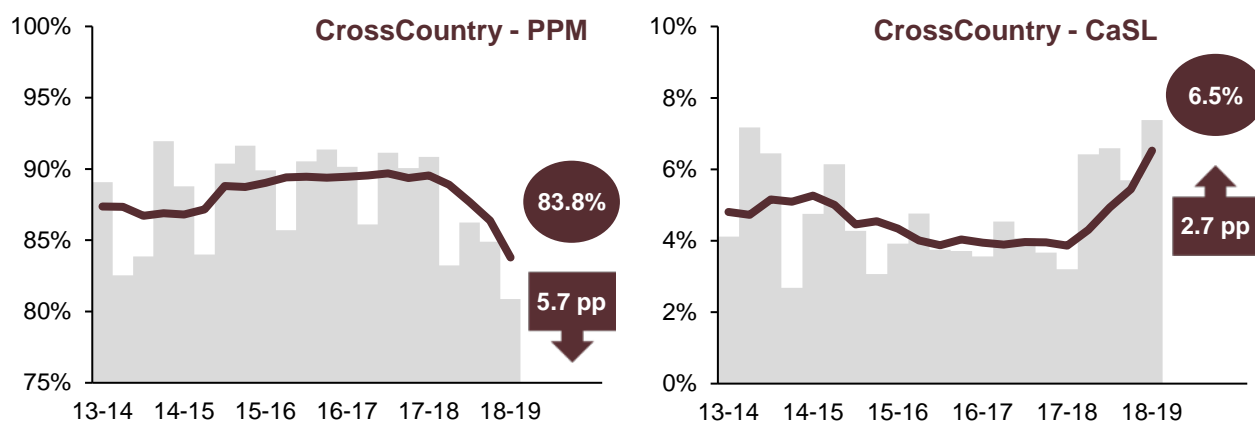
Punctuality (PPM) in Q2 was 80.9%. This was 10.0 pp worse than 2017-18 Q2, and is the lowest Q2 PPM since 2004-05. The MAA stands at 83.8%, which has worsened by 5.7 pp compared with a year ago, and is the lowest it has been since 2005-06 Q4.

Reliability (CaSL) in Q2 was 7.4%. This was 4.2 pp worse compared with 2017-18 Q2. The MAA stands at 6.5%, which is 2.7 pp worse than a year ago.

Delays in most categories increased this quarter. Weather related PPM failures increased by nearly 800% and fatalities and trespass caused 82% more PPM failures in Q2 compared with last year. Track faults (up 182%), signal failures (up 108%) and points failures (up 66%) all contributed considerably more PPM failures in 2018-19 Q2 compared with 2017-18 Q2.

PPM failures attributed to CrossCountry fleet failures were up 129% in 2018-19 Q2 compared with 2017-18 Q2. Train crew failures caused by CrossCountry were up 138%. CrossCountry PPM failures caused by other operators more than doubled in Q2. The derailment of a freight train at Hams Hall near Birmingham resulted in 8,800 delay minutes and 99 cancellations to all operators.

Figure 3.06: PPM and CaSL, CrossCountry, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Long Distance)

- Services between Plymouth and Glasgow/Edinburgh.
- Services between Southampton and Newcastle-upon-Tyne.
- Services between Manchester and Bristol and Bournemouth.
- Services between Cardiff and Nottingham, and between Birmingham and Stansted and Leicester.

East Midlands Trains

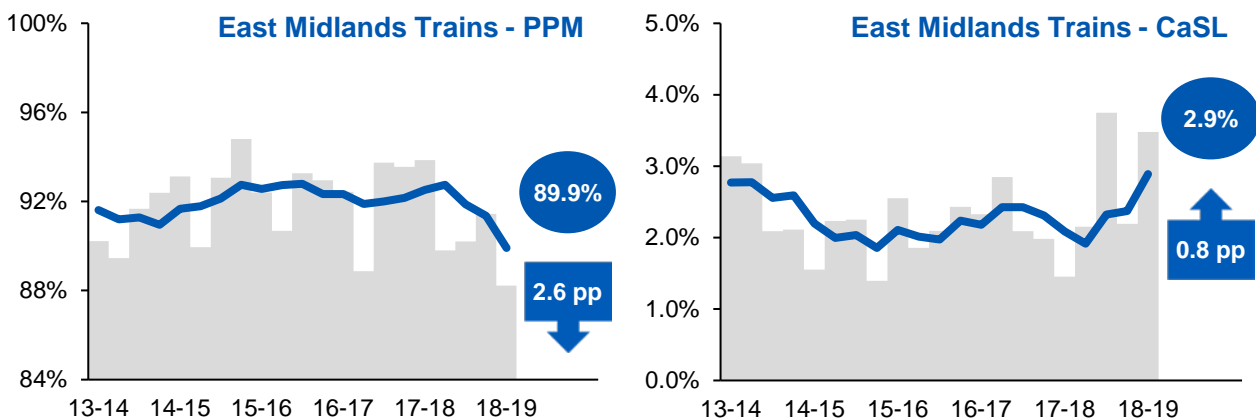
Punctuality (PPM) in Q2 was 88.2%. This was 5.6 pp worse compared with 2017-18 Q2, and is the lowest Q2 PPM since 2007-08. The MAA stands at 89.9%, which is down 2.6 pp compared with a year ago.

Reliability (CaSL) in Q2 was 3.5%. This was 2.0 pp worse compared with 2017-18 Q2. The MAA stands at 2.9%, which has worsened by 0.8 pp compared with a year ago.

Weather caused PPM failures were up 164% in Q2 compared with a year earlier, and fatalities and trespass caused 134% more PPM failures than a year earlier. Signal failures (up 57%), points failures (up 176%) and track faults (up 129%) all caused more PPM failures in 2018-19 Q2 than the same quarter last year.

PPM failures attributed to East Midlands Trains was up 67% in 2018-19 Q2 compared with 2017-18 Q2. Fleet caused PPM failures were up 54% and train crew caused PPM failures were up 160%. PPM failures caused by other operators more than doubled.

Figure 3.07: PPM and CaSL, East Midlands Trains, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Regional)

- Local services in the East Midlands and Yorkshire and the Humber

Route Information (Long Distance)

- Services between London St Pancras and East Midlands and Yorkshire and the Humber
- Services between Norwich and Liverpool.

Govia Thameslink Railway

Punctuality (PPM) in Q2 was 82.1%. This was 0.9 pp worse than 2017-18 Q2, and is the second lowest Q2 PPM since the time series began in 2004-05 (after 2016-17). The MAA stands at 80.4%, which has improved by 1.4 pp compared with a year ago.

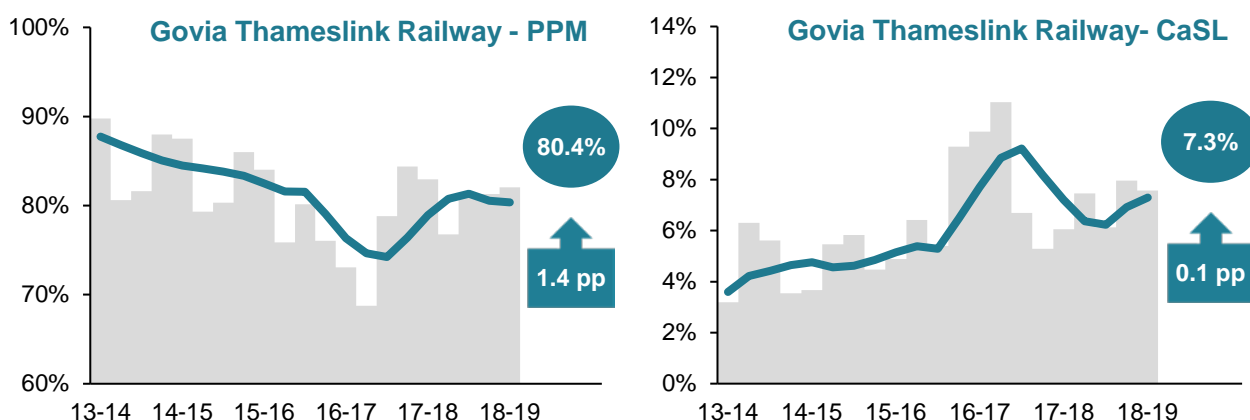
Reliability (CaSL) in Q2 was 7.6%. This was 1.5 pp worse than 2017-18 Q2. The MAA stands at 7.3%, which has worsened by 0.1 pp compared with the 2017-18 Q2.

CaSL failures attributed to GTR increased by 45% in Q2 compared with last year. Train crew caused PPM failures were up 58% and operations¹ failures were up 435%.

Network Rail infrastructure delays increased in Q2 compared with last year. Signal failures (up 58%), points failures (up 36%) and third rail and overhead line equipment faults (up 178%) all caused more CaSL failures. Fatalities and trespass (up 28%) caused CaSL failures were also up, but weather related CaSL failures were down 36%.

There were two incidents this quarter that caused more than 10,000 delay minutes to all operators: A power supply failure at Balham (15,500 minutes) and trespass incident at East Croydon (11,300 minutes).

Figure 3.08: PPM and CaSL, Govia Thameslink Railway, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (LSE)

- Services between London Victoria/London Bridge and South London and Sussex.
- Coastway services between Ashford (Kent), Brighton and Southampton, and local Coastway services
- Services between Brighton/Wimbledon and Bedford/Luton via London Blackfriars
- Services between London King's Cross/Moorgate and Peterborough and King's Lynn.

¹ This is likely to relate to the May 2018 timetable change.

Thameslink, Southern and Great Northern

On 26 July 2015, the Thameslink, Southern and Great Northern franchises began operation as Govia Thameslink Railway (GTR).

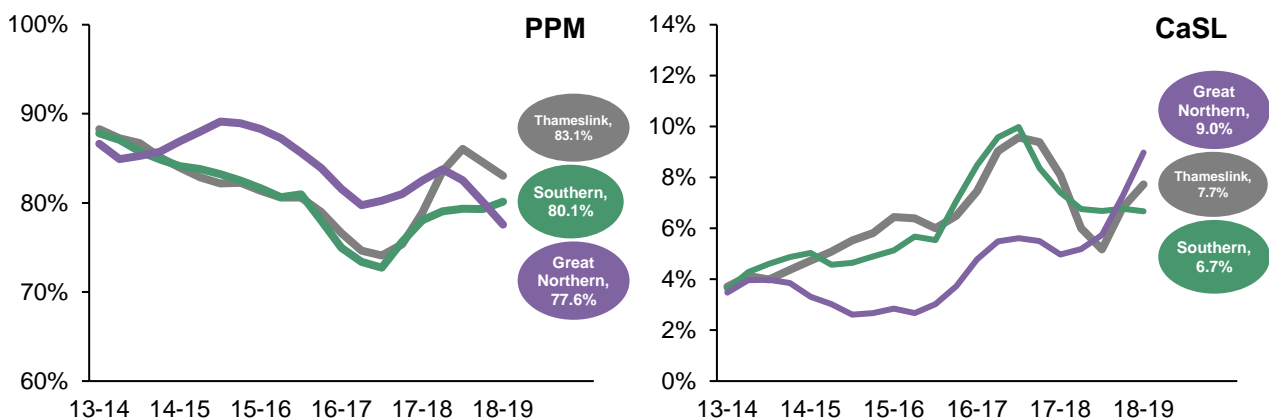
At the end of 2018-19 Q2, the MAAs for punctuality (PPM) for the sub operators were:

- Southern: 80.1% (up 2.1 pp on 2017-18 Q2).
- Thameslink: 83.1% (up 4.1 pp on 2017-18 Q2).
- Great Northern: 77.6% (down 4.9 pp on 2017-18 Q2).

At the end of 2018-19 Q2, the MAAs for reliability (CaSL) for the sub operators were:

- Southern: 6.7% (down 0.7 pp on 2017-18 Q2).
- Thameslink: 7.7% (down 0.4 pp on 2017-18 Q2).
- Great Northern: 9.0% (up 4.0 pp on 2017-18 Q2).

Figure 3.09: PPM and CaSL MAA, Southern, Thameslink, and Great Northern, 2013-14 Q2 to 2018-19 Q2



Route Information - Southern

- Services between London Victoria/London Bridge and South London and Sussex.
- Coastway services between Brighton and Lewes, Seaford, Ore and Ashford (Kent).
- Coastway services between Brighton and Hove, Worthing, Portsmouth, Southampton, and between Littlehampton and Bognor Regis and Portsmouth.

Route Information - Thameslink

- Services between Brighton/Wimbledon and Bedford/Luton via London Blackfriars.

Route Information – Great Northern

- Services between London King's Cross/Moorgate and Peterborough and King's Lynn.

Grand Central

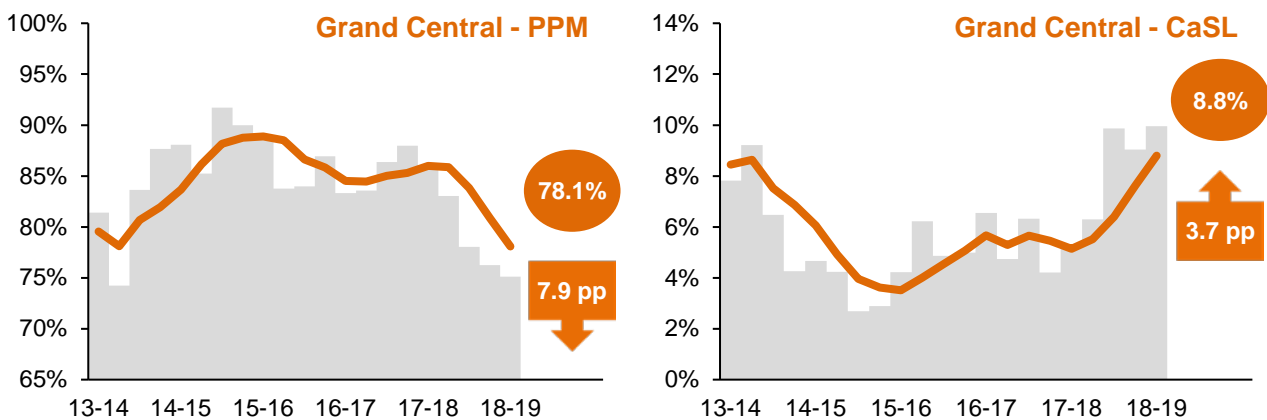
Punctuality (PPM) in Q2 was 75.1%. This was 10.9 pp worse compared with 2017-18 Q2 and is the worst Q2 PPM recorded since the time series began in 2008-09. The MAA stands at 78.1%, which is 7.9 pp worse than a year ago.

Reliability (CaSL) in Q2 was 10.0%. This was 4.6 pp worse than 2017-18 Q2. The MAA stands at 8.8%, which has worsened by 3.7 pp in the last year.

PPM failures attributed to weather increased from one in 2017-18 Q2 to 21 in 2018-19 Q2. A lightning strike near York resulted in 10,600 delay minutes to all operators. Fatalities and trespass incidents accounted for 27 PPM failures this quarter, up from 18 a year earlier. PPM failures due to track faults also increased from 14 to 22.

Grand Central fleet failures accounted for more than twice as many PPM failures in 2018-19 Q2 (109) as in 2017-18 Q2 (52). Train crew caused PPM failures increased from six in Q2 last year to 19 in Q2 this year. PPM failures caused by other TOCs doubled from 47 to 95.

Figure 3.10: PPM and CaSL, Grand Central, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Long Distance)

- Services between London King's Cross and Sunderland and Bradford.

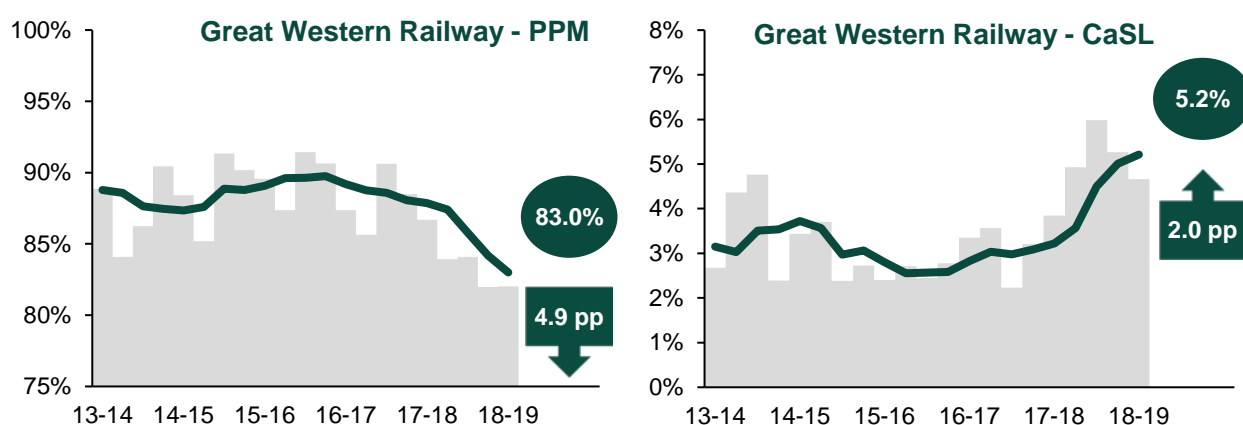
Great Western Railway

Punctuality (PPM) in Q2 was 82.0%. This was 4.7 pp compared with 2017-18 Q2, and is the lowest Q2 PPM since 2003-04. The MAA stands at 83.0%, which has worsened by 4.9 pp compared with a year ago.

Reliability (CaSL) in Q2 was 4.7%. This was 0.8 pp worse compared with 2017-18 Q2. The MAA stands at 5.2%, which has worsened by 2.0 pp compared with the 2017-18 Q2, and is the highest (worst) CaSL MAA for any quarter since 2001-02 Q2.

In 2017-18 Q2, the worst three signal failures on the Western Region resulted in 643 cancellations to all operators. In Q2 this year the worst three signal failures caused 79 cancellations to all operators. CaSL failures² due to points failures (up 34%) and track faults (up 74%) increased between 2017-18 Q2 and 2018-19 Q2. GWR fleet failures caused 1,900 CaSL failures in 2018-19 Q2, which was 51% higher than a year earlier. CaSL failures caused by other train operators increased by 48%.

Figure 3.11: PPM and CaSL, Great Western Railway, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Regional)

- Services between Bristol and Cardiff.
- Services between Gloucester and Swindon and Weymouth.
- Services between Portsmouth and Cardiff.
- Services in Devon and Cornwall

Route Information (LSE)

- Services between London Paddington and Reading and Oxford.
- Branch lines to Greenford, Windsor, Marlow, and Henley
- Services between Reading and Basingstoke, and Gatwick Airport.

Route Information (Long Distance)

- Services between London Paddington and Westbury, Taunton, Exeter, Paignton, Plymouth, and Penzance.
- Services between London Paddington and Swindon, Bristol, Cardiff, Swansea, and Carmarthen.
- Services between London Paddington and Worcester, Hereford, and Cheltenham.

² The PPM/CaSL failure figures do not account for the Heathrow Connect services transferring from Great Western Railway to TfL Rail.

Greater Anglia

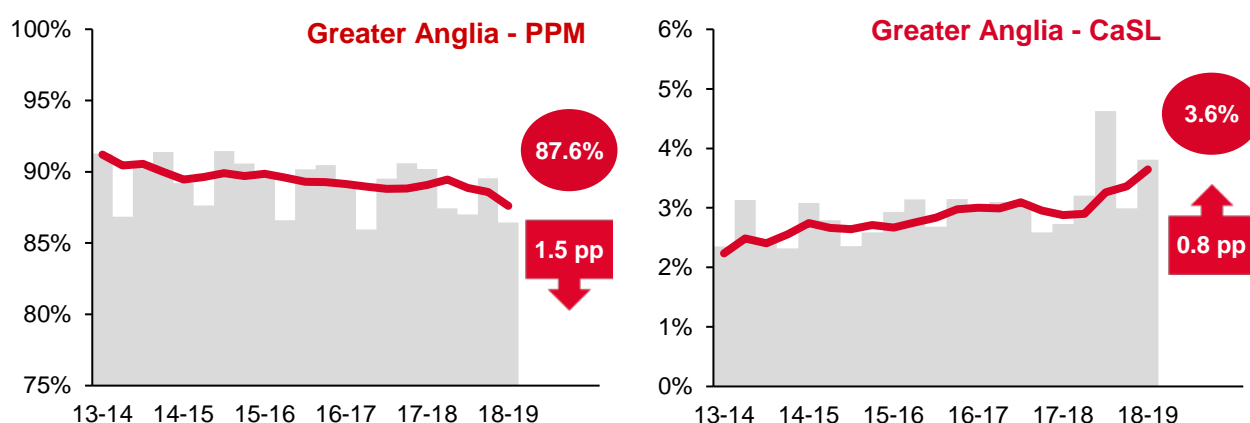
Punctuality (PPM) in Q2 was 86.4%. This was 3.8 pp worse than 2017-18 Q2, and is the lowest Q2 PPM since the time series began in 2004-05. The MAA stands at 87.6%, which has worsened by 1.5 pp in the last year.

Reliability (CaSL) in Q2 was 3.8%. This was 1.1 pp worse than 2017-18 Q2 and is the highest Q2 CaSL since the time series began in 2004-05. The MAA stands at 3.6%, which has worsened by 0.8 pp in the last year, and is the highest it has been since the time series began in 2004-05.

Weather related PPM failures in 2018-19 Q2 were 156% higher compared with 2017-18 Q2. A lineside failure at Colchester resulted in 12,800 minutes of delay and 223 cancellations. Overhead line equipment failures (up 539%), points failures (up 198%), and track faults (up 50%) all caused more PPM failures in Q2 compared with a year earlier.

Greater Anglia caused 23% more PPM failures in 2018-19 Q2 compared with 2017-18 Q2. Fleet failures (up 21%), operational delays (up 235%), station delays (up 23%), and train crew delays (up 16%) all caused more PPM failures in Q2 compared with a year earlier.

Figure 3.12: PPM and CaSL, Greater Anglia, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (LSE)

- Services between London Liverpool Street and East London, Stansted Airport, Cambridgeshire, Essex, and Ipswich.
- Local services in Norfolk and Suffolk
- Services between Norwich and Ipswich, and Lowestoft, Cambridge, and Peterborough.

Route Information (Long Distance)

- Services between London Liverpool Street and Norwich

Heathrow Express

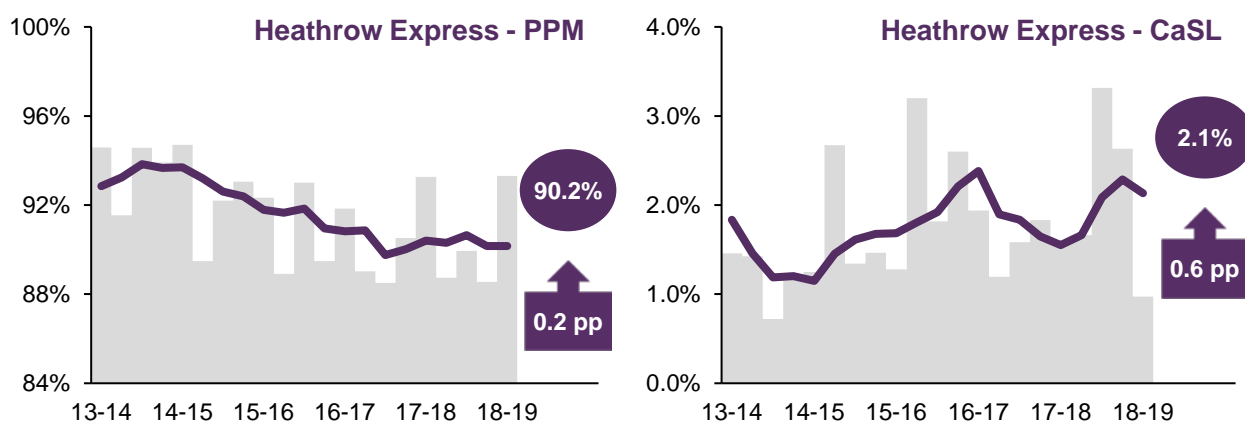
Punctuality (PPM) in Q2 was 93.3%, which was the same as in 2017-18 Q2. The MAA stands at 90.2%, which has improved by 0.2 pp compared with a year ago.

Reliability (CaSL) in Q2 was 1.0%. This was 0.6 pp better compared with 2017-18 Q2 and is the best Q2 CaSL since 2011-12. The MAA stands at 2.1%, which is 0.6 pp worse than a year earlier.

In 2017-18 Q2, five signal failures between London Paddington and Heathrow Airport resulted in 771 cancellations to all operators. The number of CaSL failures caused by signal failures in 2018-19 Q2 was 29, 68% lower than in 2017-18 Q2.

Overall, CaSL failures caused by Heathrow Express increased by 36% between 2017-18 Q2 and 2018-19 Q2. Fleet failures caused twice as many CaSL failures in 2018-19 Q2 compared with a year earlier. However, there were no CaSL failures due to train crew (four in 2017-18 Q2) and one due to station delays (12 in 2017-18 Q2).

Figure 3.13: PPM and CaSL, Heathrow Express, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (LSE)

- Services between London Paddington and Heathrow Airport.

Hull Trains

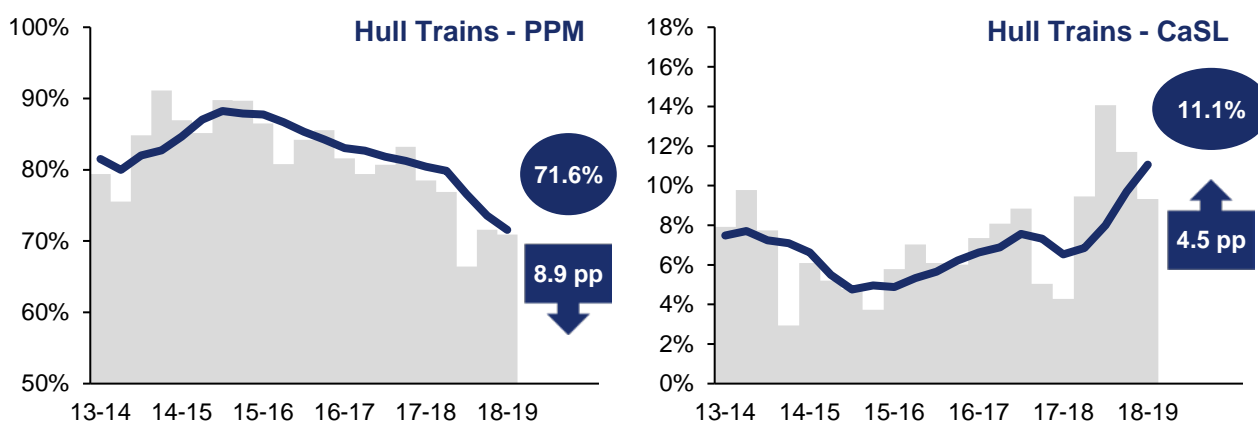
Punctuality (PPM) in Q2 was 70.9%. This was 7.6 pp worse compared with 2017-18 Q2 and the lowest Q2 PPM since the time series began in 2006-07. The MAA stands at 71.6%, which has worsened by 8.9 pp since last year, and is the lowest it has been since the time series began in 2007-08.

Reliability (CaSL) in Q2 was 9.3%. This was 5.0 pp compared with 2017-18 Q2. The MAA stands at 11.1%. This is 4.5 pp worse than a year ago, and is the highest (worst) it has been since the time series began in 2007-08.

CaSL failures attributed to Hull Trains fleet failures increased from 18 in 2017-18 Q2 to 47 in 2018-19 Q2. This accounted for around half of the overall increase in CaSL failures in Q2.

Network Rail caused CaSL failures increased by 121% in 2018-19 Q2 compared with a year earlier. There were nine CaSL failures caused by fatalities and trespass incidents (six in 2017-18 Q2), 10 due to network management issues (five in 2017-18 Q2) and 16 due to infrastructure failures (six in 2017-18 Q2).

Figure 3.14: PPM and CaSL, Hull Trains, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Long Distance)

- Services between London King's Cross and Selby, Hull, and Beverley.

London North Eastern Railway

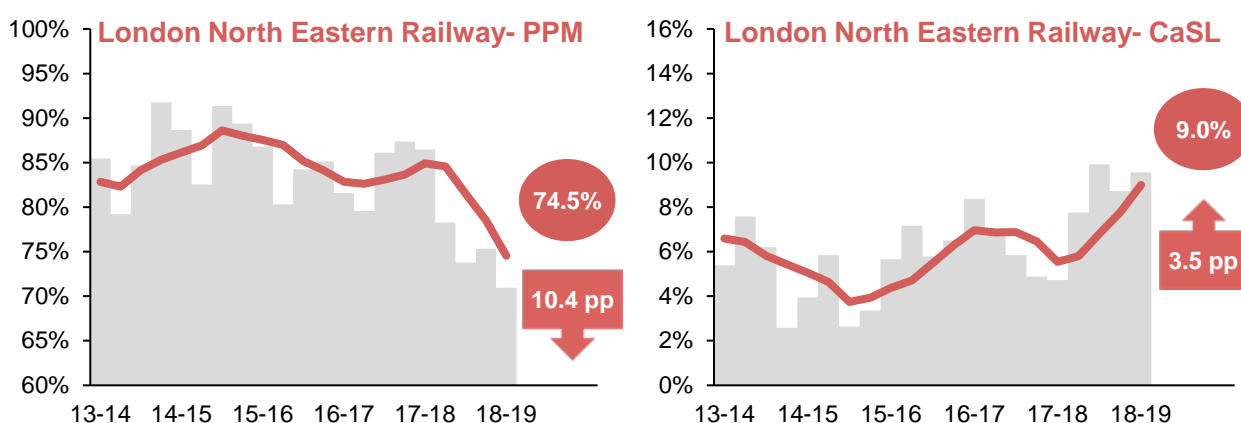
Punctuality (PPM) in Q2 was 70.9%. This was 15.5 pp worse compared with 2017-18 Q2, and is the lowest Q2 PPM since 2003-04. The MAA stands at 74.5%, which has worsened by 10.4 pp compared with a year ago.

Reliability (CaSL) in Q2 was 9.6%. This was 4.8 pp worse than 2017-18 Q2, and is the highest (worst) Q2 CaSL since 2003-04. The MAA stands at 9.0%, which has worsened by 3.5 pp in the last year.

PPM failures attributed to Network Rail increased by 116% in 2018-19 Q2 compared with 2017-18 Q2. This was driven by increases in fatalities and trespass incidents (up 77%), network management incidents (up 101%), signal failures (up 64%), and track faults (up 166%). There were also 300 PPM failures due to weather (17 in 2017-18 Q2). Lightning strikes at York and Leeds caused 19,000 delay minutes and 563 cancellations to all operators.

London North Eastern Railway were accountable for 85% more PPM failures in 2018-19 Q2 compared with 2017-18 Q2. Fleet failures (up 83%), station delays (up 210%), and external causes (up 104%) all increased in Q2. PPM failures caused by other operators increased by 223%. In particular, Govia Thameslink Railway caused 153 PPM failures in 2018-19 Q2, compared with 19 a year earlier.

Figure 3.23: PPM and CaSL, London North Eastern Railway, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Long Distance)

- Services between London King's Cross and Newark, Lincoln, Hull, Doncaster, Leeds, Bradford, Harrogate, York, Newcastle, Sunderland, Edinburgh, Glasgow, Stirling, Inverness, and Aberdeen.

London Overground

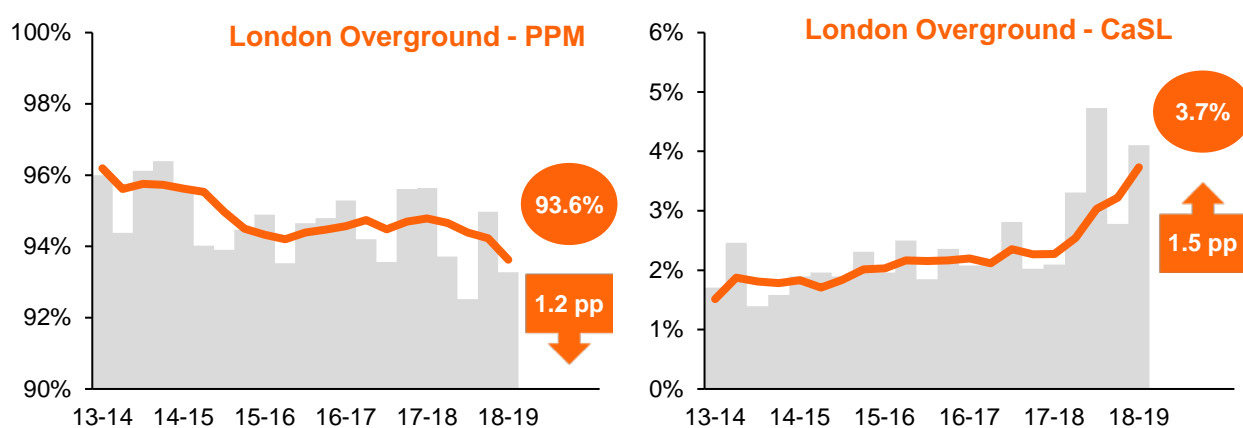
Punctuality (PPM) in Q2 was 93.3%. This was 2.4 pp worse compared with 2017-18 Q2 and the worst Q2 PPM since 2007-08. The MAA stands at 93.6%, which has worsened by 1.2 pp compared with a year ago.

Reliability (CaSL) in Q2 was 4.1%. This was 2.0 pp worse than 2017-18 Q2, and is the highest (worst) Q2 CaSL since 2006-07. The MAA stands at 3.7%, which has worsened by 1.5 pp compared with a year earlier.

CaSL failures attributed to London Overground increased by 221% in 2018-19 Q2 compared with 2017-18 Q2. Fleet failures (up 218%), station delays (up 231%), external causes (up 125%) and train crew (up 354%) all caused significantly more PPM failures in 2018-19 Q2 compared with a year earlier. CaSL Failures caused by other operators increased by 23%.

Network Rail was attributed with 74% more CaSL failures in 2018-19 Q2 compared with 2017-18 Q2. There were 184 CaSL failures due to timetable planning issues (two in 2017-18 Q2), and 290 CaSL failures due to overhead line equipment and third rail faults (12 in 2017-18 Q2). Signal failures (up 138%) and points failures (up 413%) also caused more CaSL failures in 2018-19 Q2; however, track fault CaSL failures decreased by 22%.

Figure 3.15: PPM and CaSL, London Overground, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (LSE)

- Services between London Euston and Watford Junction
- Services between London Liverpool Street and Cheshunt and Chingford.
- Services between Highbury and Islington and West Croydon/Crystal Palace, between Dalston Junction and New Cross/Clapham Junction, between Stratford and Clapham Junction/Richmond, and between Romford and Upminster.

Merseyrail

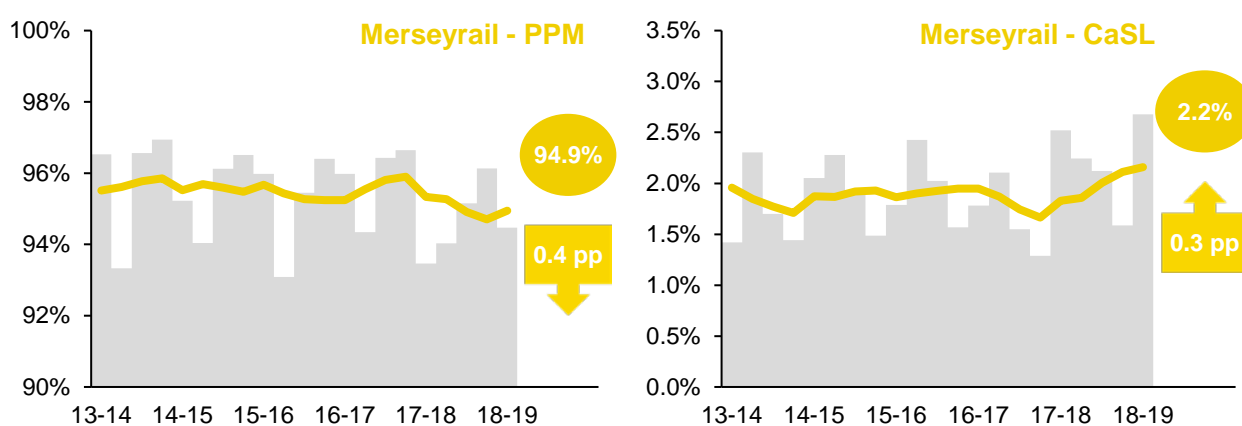
Punctuality (PPM) in Q2 was 94.5%. This was 1.0 pp better than 2017-18 Q2. The MAA stands at 94.9%, which has worsened by 0.4 pp compared with a year ago.

Reliability (CaSL) in Q2 was 2.7%. This was 0.2 pp worse than 2017-18 Q2 and is the worst Q2 CaSL since 2006-07. The MAA stands at 2.2%, which has worsened by 0.3 pp compared with 2017-18 Q2.

PPM failures attributed to Network Rail in 2018-19 Q2 were 5% lower than in 2017-18 Q2. Unexplained PPM failures fell by 66% compared with 2017-18 Q2, and signal failure PPM failures also fell by 51%. On the other hand, there was an increase in PPM failures due to fatalities and trespass incidents (up 68%), points failures (up 613%) and third rail faults (187 compared with 11 in 2017-18 Q2). These increases were larger for CaSL failures meaning that overall, CaSL failures attributed to Network Rail were 39% higher in 2018-19 Q2 compared with 2017-18 Q2.

PPM failures attributed to Merseyrail fell by 14% between 2017-18 Q2 and 2018-19 Q2. Train crew (down 19%), station delays (down 76%) and operational delays (down 12%) contributed to this decrease. Fleet delays, however, caused 12% more PPM failures in 2018-19 Q2 compared with 2017-18 Q2.

Figure 3.16: PPM and CaSL, Merseyrail, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Regional)

- Services between Liverpool and Birkenhead, New Brighton, West Kirby, Chester, Ellesmere Port, Southport, Ormskirk, Kirkby, and Hunts Cross.

Northern

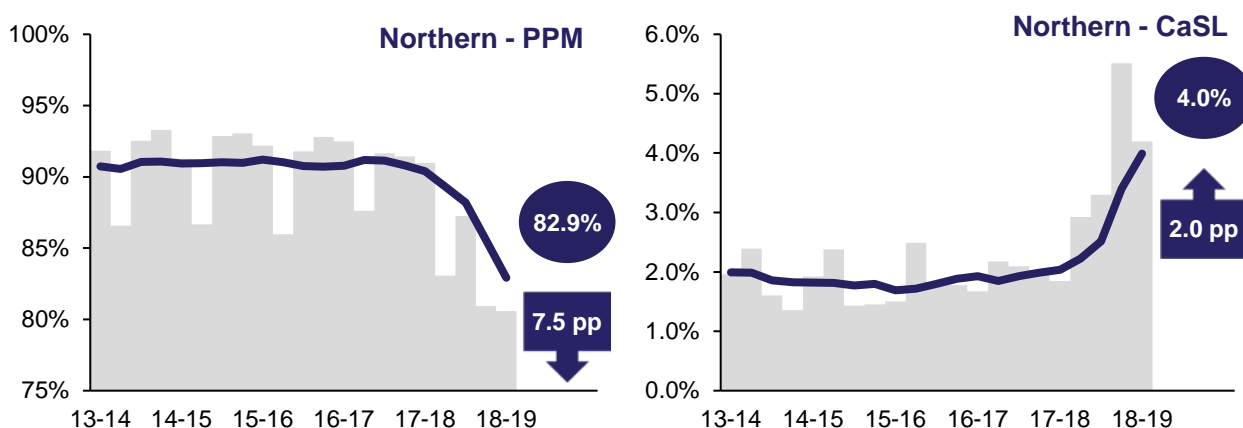
Punctuality (PPM) in Q2 was 80.6%. This was 10.4 pp worse than 2017-18 Q2, and is the lowest PPM for any quarter since the time series began in 2009-10. The MAA stands at 82.9%, which has worsened by 7.5 pp compared with a year ago, and is the lowest it has been since the time series began in 2009-10.

Reliability (CaSL) in Q2 was 4.2%. This was 2.3 pp worse than 2017-18 Q2 and is the worst Q2 CaSL since the time series began in 2009-10. The MAA stands at 4.0%, which has worsened by 2.0 pp compared with a year ago, and is the highest it has been since the time series began in 2009-10.

PPM failures attributed to Network Rail increased by 122% in 2018-19 Q2 compared with 2017-18 Q2. Weather related PPM failures increased by 424% with lightning strikes at Leeds and York causing 19,000 delay minutes and 563 cancellations to all operators. A trespass incident at Stockport caused 14,400 delay minutes and 292 cancellations to all operators. This contributed to the 72% increase in PPM failures caused by fatality and trespass incidents. Other external incidents (up 109%), network management delays (up 97%) and infrastructure faults (up 140%) all caused more PPM failures too.

PPM failures attributed to Northern increased by 118% between 2017-18 Q2 and 2018-19 Q2. Train crew caused PPM failures increased by 251%, whilst fleet PPM failures doubled. PPM failures caused by other operators increased by 142%.

Figure 3.17: PPM and CaSL, Northern, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Regional)

- Local services in and around the cities of Leeds, Liverpool, Manchester, Newcastle-upon-Tyne, and Sheffield
- Local services in counties such as Cheshire, Cumbria, Lancashire, Durham, Northumberland, and Yorkshire.

ScotRail

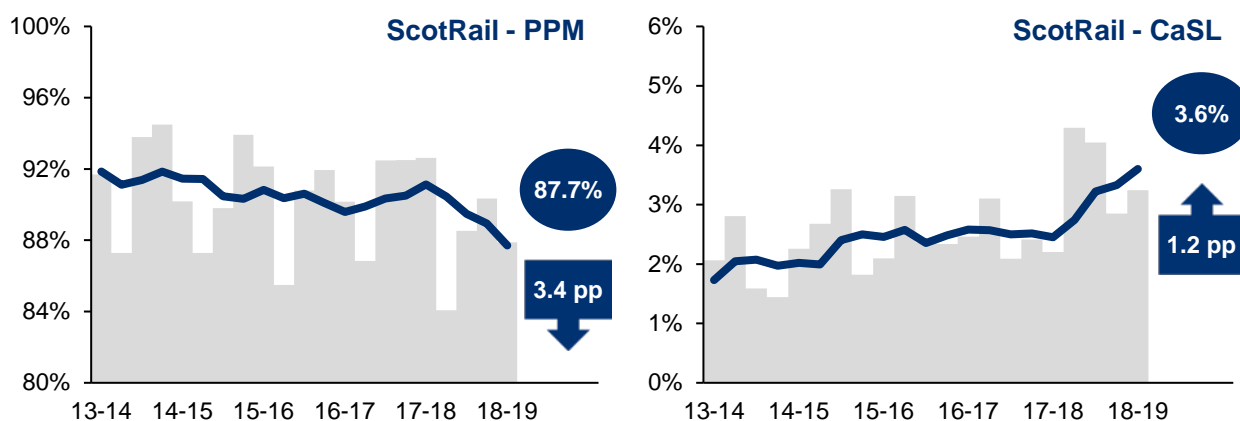
Punctuality (PPM) in Q2 was 87.9%. This was 4.8 pp worse than 207-18 Q2, and is the lowest Q2 PPM since 2005-06. The MAA stands at 87.7%, which has worsened by 3.4 pp compared with a year ago, and is the lowest it has been since 2006-07 Q3.

Reliability (CaSL) in Q2 was 3.2%. This was 1.0 pp worse than 2017-18 Q2, and is the highest (worst) Q2 CaSL since 2002-03. The MAA stands at 3.6%, which has worsened by 1.2 pp compared with a year earlier, and is the highest it has been since 2002-03 Q3.

There were over 2,000 PPM failures attributed to weather in 2018-19 Q2, up from 159 in 2017-18 Q2. High winds on 19 September resulted in 11,500 delay minutes and 543 cancellations to all operators. Network management PPM failures (up 149%), signal failure PPM failures (up 87%) and track fault PPM failures (up 48%) all increased this quarter.

PPM failures attributed to ScotRail increased by 14% in 2018-19 Q2 compared with 2017-18 Q2. Increases in PPM failures due to fleet failures (up 27%) and train crew (up 66%) were partly offset by decreases in operational delays (down 17%) and station delays (down 14%). PPM failures caused by other operators increased by 62%.

Figure 3.18: PPM and CaSL, ScotRail, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Scotland)

- Local services in and around Edinburgh and Glasgow.
- Services between Glasgow and Oban, Fort William, and Mallaig.
- Services between Glasgow and Ayr, Stranraer, Dumfries, Carlisle, and Newcastle.
- Services between Glasgow and Edinburgh, and Stirling, Perth, Dundee, Aberdeen, and Inverness.
- Services between Inverness and Thurso/Wick and Kyle of Lochalsh.

South Western Railway

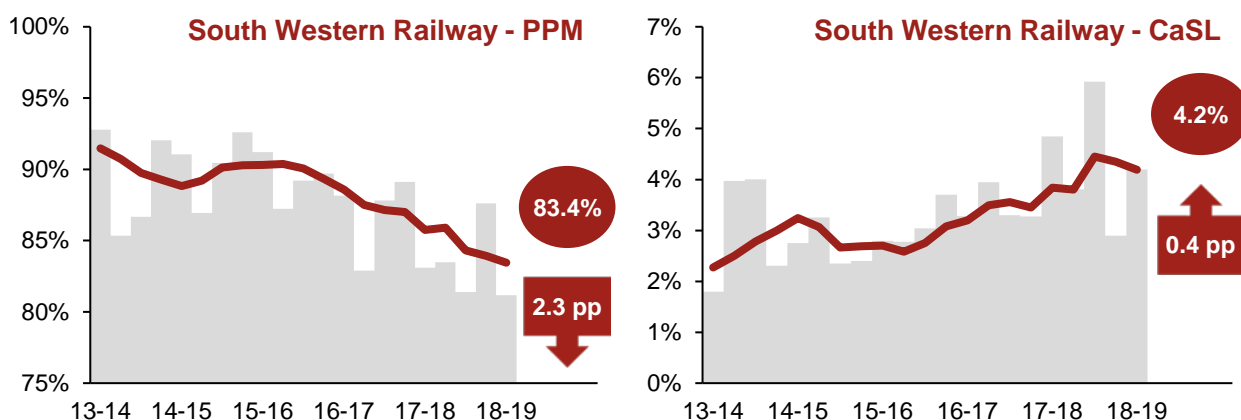
Punctuality (PPM) in Q2 was 81.2%. This was 1.9 pp worse than 2017-18 Q2 and is the lowest Q2 PPM since 2004-05. The MAA stands at 83.4%, which has worsened by 2.3 pp compared with a year ago, and is the lowest it has been since 2004-05 Q4.

Reliability (CaSL) in Q2 was 4.2%. This was 0.6 pp better than 2017-18 Q2. The MAA stands at 4.2%, which has worsened by 0.4 pp compared with a year earlier.

In 2017-18 Q2, eight incidents resulted in over 100 cancellations each. This included the 566 cancellations following derailment at Waterloo. In 2017-18 Q2, only two incidents – both fatalities – caused more than 100 cancellations. While CaSL improved this quarter, PPM deteriorated. Weather was responsible for 653 PPM failures (73 in 2017-18 Q2) and track faults resulted in 121% more PPM failures in 2018-19 Q2 compared with 2017-18 Q2. PPM failures due to network management (down 34%) and points failures (down 42%) fell this quarter.

PPM failures attributed to South Western Railway increased by 28% in 2018-19 Q2 compared with 2017-18 Q2. Train crew PPM failures increased by 46% and fleet failure PPM failures increased by 32%. PPM failures caused by other operators increased by 39%.

Figure 3.19: PPM and CaSL, South Western Railway, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (LSE)

- Services between London Waterloo and South West London, Surrey, Portsmouth, Southampton, Poole, and Weymouth.
- Services between London Waterloo and Basingstoke, Salisbury, Reading, Windsor, Exeter and Bristol.
- Services on the Isle of Wight and services between Brockenhurst and Lymington.

Southeastern

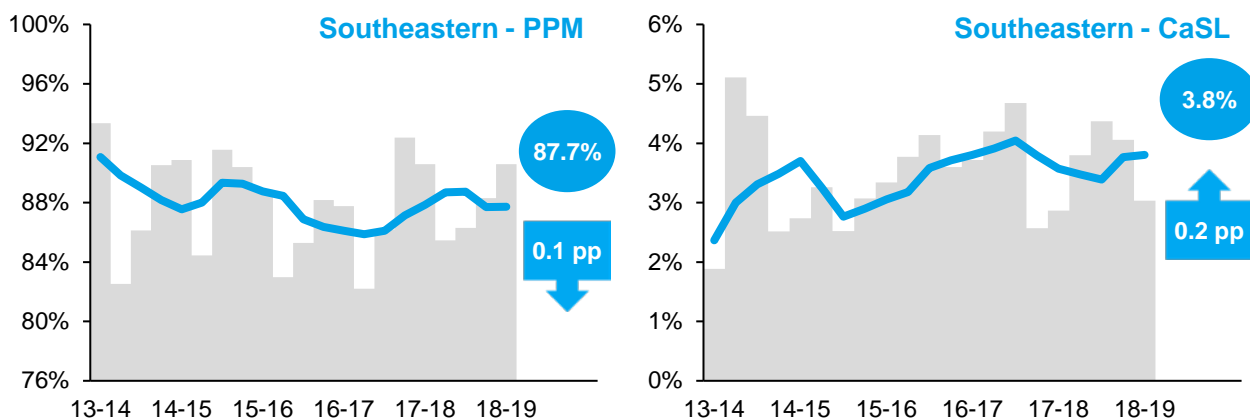
Punctuality (PPM) in Q2 was 90.6%. This was the same as 2017-18 Q2. The MAA stands at 87.7%, which has worsened by 0.1 pp compared with a year ago.

Reliability (CaSL) in Q2 was 3.0%, which was 0.2 pp worse than 2017-18 Q2. The MAA stands at 3.8%, which has worsened by 0.2 pp compared with a year earlier.

Unlike most other operators, the number of PPM failures caused by weather decreased by 65% in 2018-19 Q2 compared with 2017-18 Q2. PPM failures due to network management fell by 11%; however, external incidents caused 27% more PPM failures compared with 2017-18 Q2.

PPM failures attributed to Southeastern increased by 8% between 2017-18 Q2 and 2018-19 Q2. Station delays (up 35%), fleet failures (up 17%) and train crew (up 11%) caused more PPM failures this quarter. Operational delays, however, decreased by 35%. PPM failures caused by other operators increased by 15% this quarter, though CaSL failures resulting from such delays decreased by 7%.

Figure 3.20: PPM and CaSL, Southeastern, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (LSE)

- High Speed Services between London St Pancras and Gillingham (Kent), Canterbury, Ramsgate, Ashford (Kent), and Dover.
- Services between London Charing Cross/Victoria/Cannon Street and South East London, Kent, and Hastings.
- Services between Strood and Maidstone and Tonbridge, between Sittingbourne and Sheerness, and between Bromley and Grove Park.

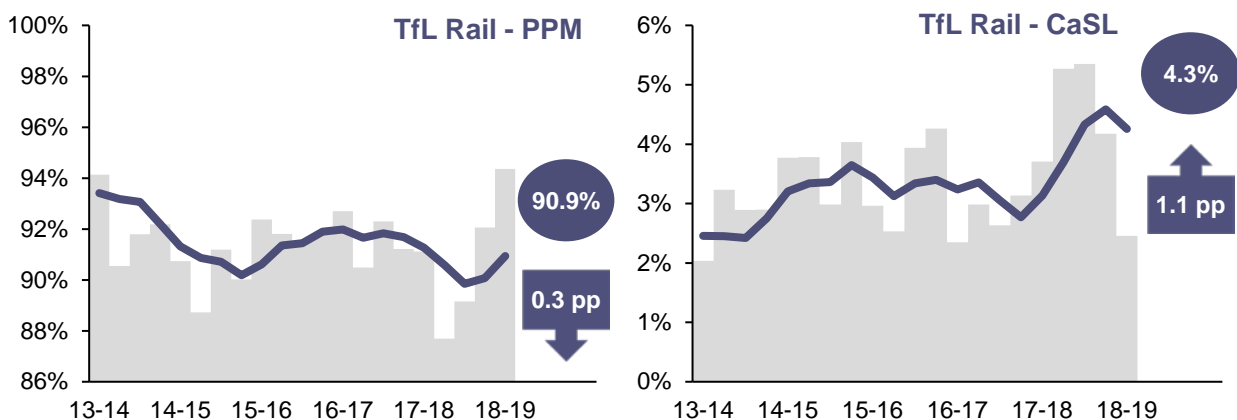
TfL Rail

Punctuality (PPM) in Q2 was 94.4%. This was 3.2 pp better than 2017-18 Q2. The MAA stands at 90.9%, which has worsened by 0.3 pp compared with a year ago.

Reliability (CaSL) in Q2 was 2.5%. This was 1.3 pp better than 2017-18 Q2. The MAA stands at 4.3%, which has worsened by 1.1 pp since 2017-18 Q2.

Due to the transfer of Heathrow Connect services to TfL Rail in May 2019, it is not possible to assess changes in PPM failures by cause of delay as the data have not been remapped to match the franchise that exists today.

Figure 3.21: PPM and CaSL, TfL Rail, 2013-14 Q2 to 2018-19 Q2
(change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (LSE)

- Services between London Liverpool Street and Shenfield.
- Services between London Paddington and Heathrow Airport.

TransPennine Express

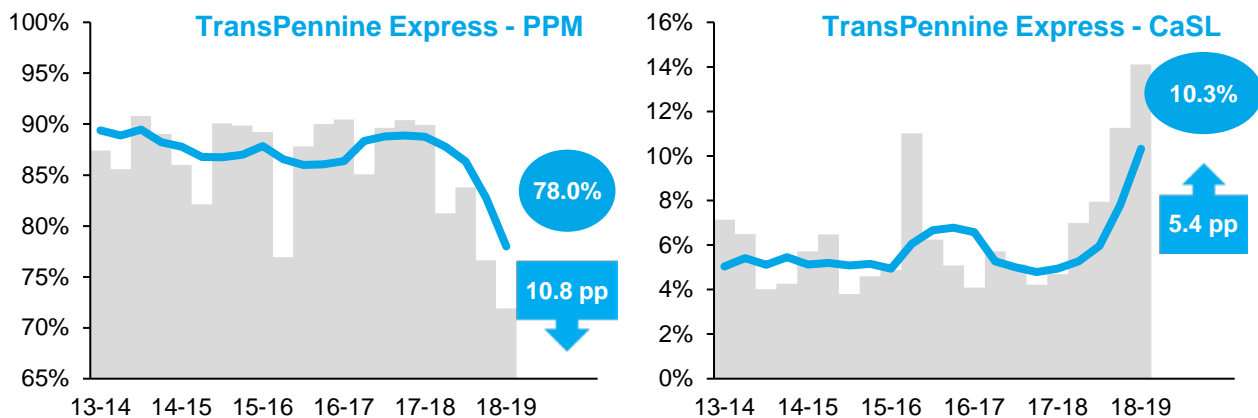
Punctuality (PPM) in Q2 was 71.9%. This was 18.0 pp worse than 2017-18 Q2, and is the lowest PPM for any quarter since the time series began in 2009-10. The MAA stands at 78.0%, which has worsened by 10.8 pp compared with a year ago.

Reliability (CaSL) in Q2 was 14.1%. This was 9.4 pp worse than 2017-18 Q2, and is the highest (worst) CaSL for any quarter since the time series began in 2009-10. The MAA stands at 10.3%, which has worsened by 5.4 pp since 2017-18 Q2.

CaSL failures attributed to Network Rail increased by 266% in 2018-19 Q2 compared with 2017-18 Q2. Weather related CaSL failures increased by 519% with lightning strikes at Leeds and York causing 19,000 delay minutes and 563 cancellations to all operators. There were 143 CaSL failures due to track faults this quarter, compared with 15 in 2017-18 Q2. Signal failures (up 357%) and network management delays (up 194%) also caused more CaSL failures this quarter.

CaSL failures attributed to TransPennine Express increased by 265% between 2017-18 Q2 and 2018-19 Q2. Train crew caused CaSL failures increased by 424%, whilst fleet CaSL failures increased by 161%. CaSL failures caused by other operators increased by 275%. More than half of this increase was due to problems with Northern during the quarter.

Figure 3.22: PPM and CaSL, TransPennine Express, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Long Distance)

- Services between Liverpool and Newcastle-upon-Tyne and Scarborough.
- Services between Manchester Airport and York, Middlesbrough, Hull, and Cleethorpes.
- Services between Manchester Airport and Edinburgh and Glasgow.

Virgin Trains West Coast

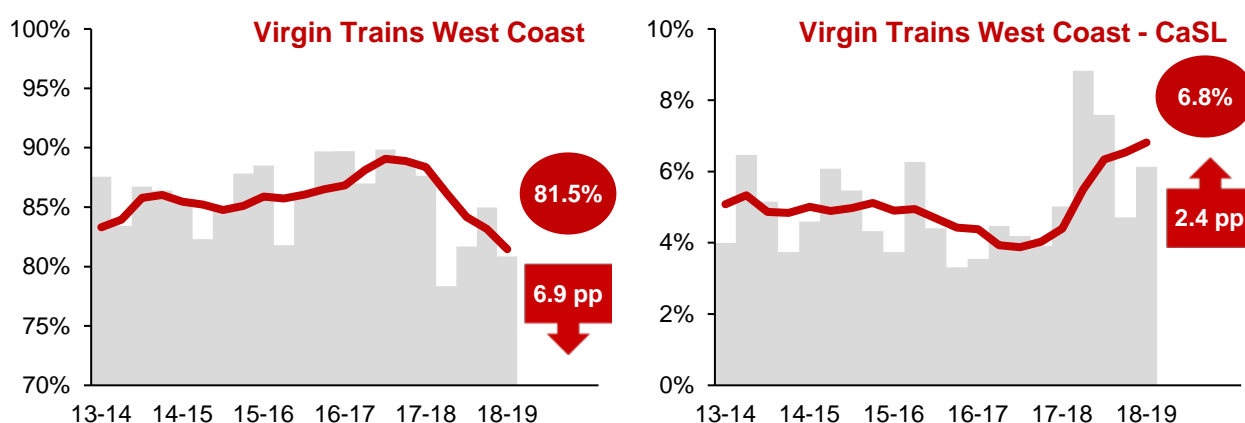
Punctuality (PPM) in Q2 was 80.9%. This has worsened by 6.8 pp compared with 2017-18 Q2, and is the lowest Q2 PPM since 2004-05. The MAA stands at 81.5%, which has worsened by 6.9 pp compared with a year ago.

Reliability (CaSL) in Q2 was 6.1%. This was 1.1 pp worse than 2017-18 Q2, and is the highest (worst) Q2 CaSL since 2008-09. The MAA stands at 6.8%, which has worsened by 2.4 pp compared with a year ago.

PPM failures attributed to Network Rail increased by 61% in 2018-19 Q2 compared with Q2 in 2017-18. Despite the trespass incident at Stockport (14,400 delay minutes and 292 cancellations to all operators), PPM failures due to fatalities and trespass decreased by 3%. There were 342 weather related PPM failures this quarter (40 in 2017-18 Q2). Network management (up 148%), signal failures (up 173%) and track faults (up 107%) caused more PPM failures in 2018-19 Q2 compared with 2017-18 Q2.

PPM failures attributed to Virgin Trains West Coast increased by 39% in 2018-19 Q2 compared with 2017-18 Q2. The 115% increase in fleet failure PPM failures was partly offset by a 48% reduction in train crew PPM failures. PPM failures attributed to other operators increased by 47%.

Figure 3.24: PPM and CaSL, Virgin Trains West Coast, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Long Distance)

- Services between London Euston and Birmingham, Wrexham, Chester, Holyhead, Liverpool, Manchester, Blackpool, Edinburgh, and Glasgow.

West Midlands Trains

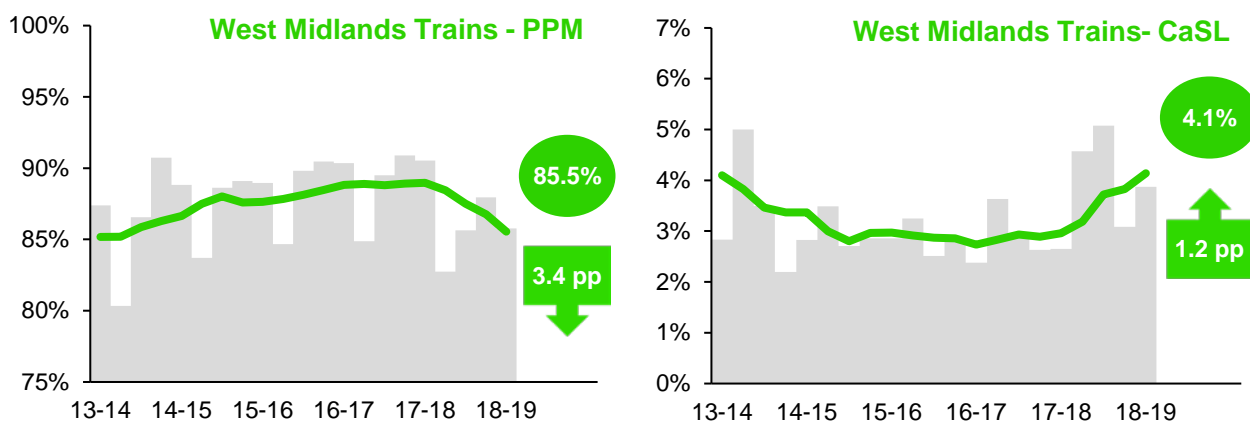
Punctuality (PPM) in Q2 was 85.8%. This was 6.8 pp worse than 2017-18 Q2, and is the lowest Q2 PPM since 2006-07. The MAA stands at 85.5%, which has worsened by 3.4 pp since 2017-18 Q2.

Reliability (CaSL) in Q2 was 3.9%. This was 1.2 pp worse than 2017-18 Q2, and is the highest (worst) Q2 CaSL since 2006-07. The MAA stands at 4.1%, which has worsened by 1.2 pp compared with a year ago.

PPM failures attributed to Network Rail increased by 83% in 2018-19 Q2 compared with 2017-18 Q2. Weather related incidents increased by 337% this quarter. External incidents (up 70%), network management incidents (72%), signal failures (up 151%), points failures (up 67%) and track faults (up 139%) also caused significantly more PPM failures this quarter. PPM failures due to overhead line equipment failures fell by 27%.

PPM failures attributed to West Midlands Trains increased by 18% in 2018-19 Q2 compared with 2017-18 Q2. This was mainly due to a 41% increase in PPM failures attributed to train crew. PPM failures attributed to other operators increased by 41%.

Figure 3.25: PPM and CaSL, West Midlands Trains, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Regional)

- Services between Birmingham and Liverpool, Shrewsbury, Hereford, Rugeley, and Walsall.
- Local services in the West Midlands.

Route Information (LSE)

- Services between London Euston and Watford, Milton Keynes, Northampton, Birmingham, Staffordshire, and Crewe.
- Services between Watford and St Albans, Bletchley, and Bedford.

Caledonian Sleeper

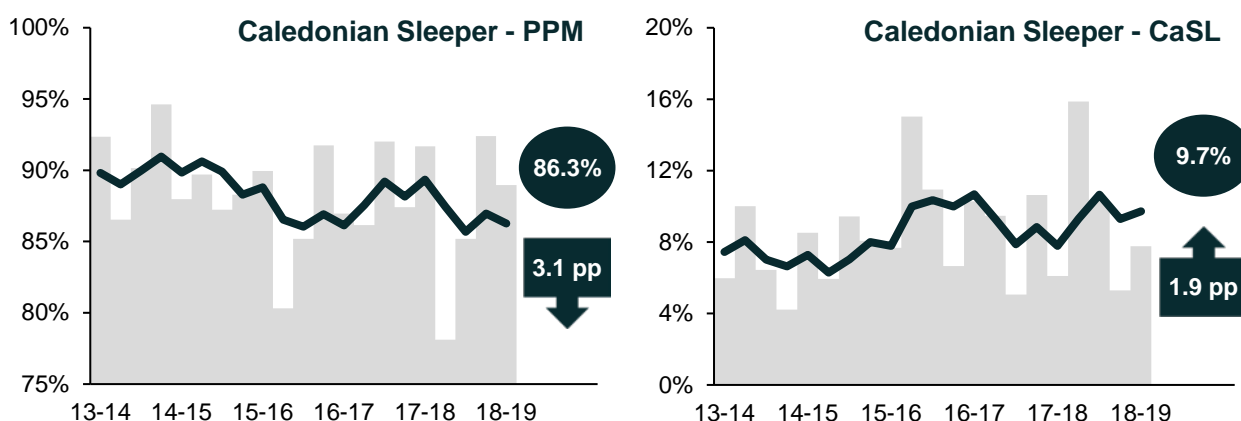
Punctuality (PPM) in Q2 was 89.0%. This was 2.7 pp worse than 2017-18 Q2. The MAA stands at 86.3%, which has worsened by 3.1 pp compared with a year ago.

Reliability (CaSL) in Q2 was 7.8%. This was 1.7 pp worse than 2017-18 Q2. The MAA stands at 9.7%, which has worsened by 1.9 pp since 2017-18 Q2.

PPM failures attributed to Network Rail increased by 41% (from 23 to 32 PPM failures) in 2018-19 Q2 compared with 2017-18 Q2. This was due to an increase in PPM failures attributed to points failures (up from one to four), weather (up from one to five) and network management statistics (up from three to nine).

PPM failures attributed to Caledonian Sleeper increased from 20 in 2017-18 Q2 to 22 in 2018-19 Q2. PPM failures caused by other operators increased from three in 2017-18 Q2 to seven in 2018-19 Q2.

Figure 3.26: PPM and CaSL, Caledonian Sleeper, 2013-14 Q2 to 2018-19 Q2 (change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Route Information (Long Distance)

- Services between London Euston and Watford, Crewe, Preston, Edinburgh, Glasgow, Fort William, Aberdeen, and Inverness.

4. Freight Delivery Metric

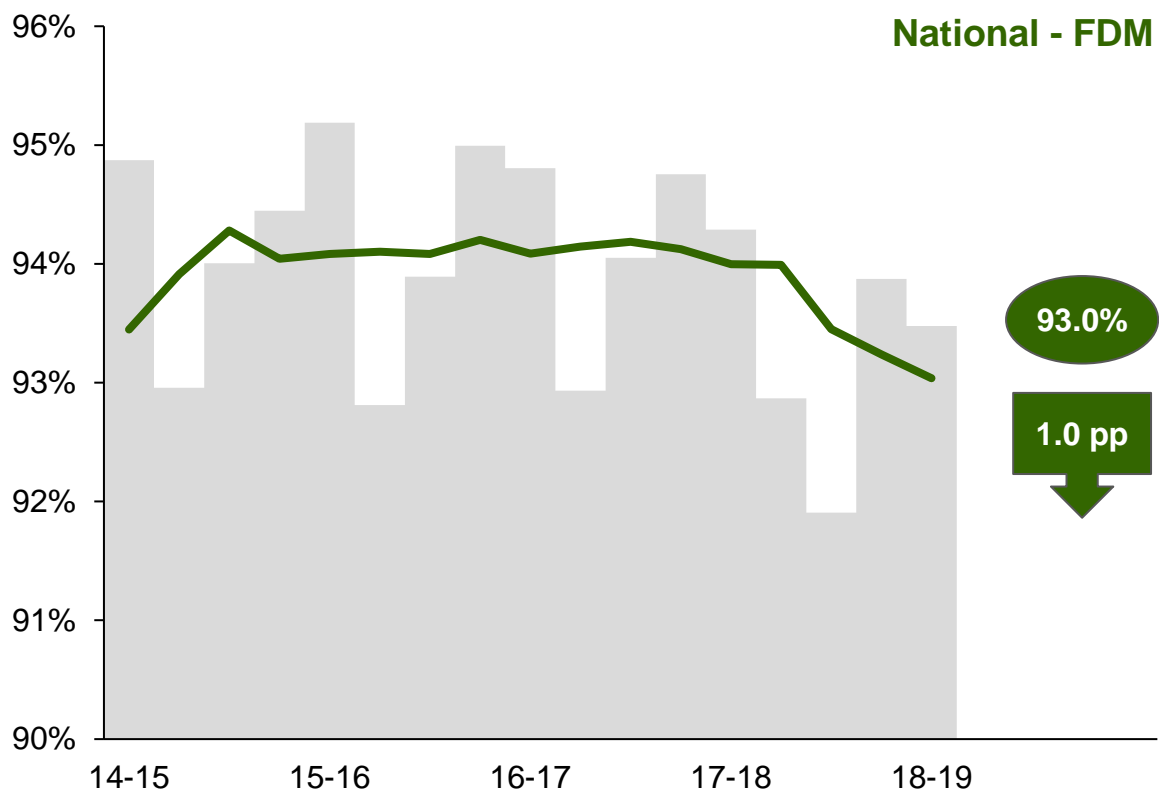
The **Freight Delivery Metric (FDM)** is the percentage of freight trains that arrive at their destination within 15 minutes of their scheduled arrival time. Freight trains are only considered to have failed FDM where the delay was caused by Network Rail. The **moving annual average (MAA)** reflects the proportion of trains that met FDM in the past 12 months. In Q4, the MAA also represents the FDM for the financial year.

A higher score indicates higher performance.

FDM was introduced for CP5 (Control Period 5: 2014-15 – 2018-19), although it has been recorded since the end of the 2012-13. It replaced the **Freight Performance Measure (FPM)** which previously was used to provide an indication of the punctuality of freight journeys.

FDM in Q2 was 93.5%. This was 0.8 pp worse than 2017-18 Q2. The MAA stands at 93.0%, which has worsened by 1.0 pp since 2017-18 Q2. This is the lowest it has been since the time series began in 2013-14.

Figure 4.01: FDM, National, 2014-15 Q2 to 2018-19 Q2
(change shown is MAA for 2018-19 Q2 on 2017-18 Q2)



Annex 1 – List of pre-created reports available on the Data Portal

All data tables can be accessed on the [Data Portal](#) free of charge. The data portal provides on screen data reports, as well as the facility to download data in Excel format and print the report. We can provide data in csv format on request.

PPM

- PPM by sector, 1997-98 to 2017-18 (annual) and 1997-98 Q1 to 2018-19 Q2 (quarterly) – [Table 3.43](#);
- PPM (MAA) by sector, 1997-98 Q4 to 2018-19 Q2 (quarterly) – [Table 3.42](#);
- PPM by TOC, 1997-98 Q1 to 2018-19 Q2 (quarterly) – [Table 3.44](#)
- Disaggregated PPM at sub-operator level, 2010-11 Period 1 to 2018-19 Period 7 (periodic) – [Data Portal](#) ([Table 3.9](#) (All TOCs) to [Table 3.29](#) (Caledonian Sleeper))

CaSL

- CaSL by sector, 1997-98 to 2017-18 (annual) and 1997-98 Q1 to 2018-19 Q2 (quarterly) – [Table 3.6](#);
- CaSL (MAA) by sector, 1997-98 Q4 to 2018-19 Q2 (quarterly) – [Table 3.5](#)
- CaSL by TOC, 1997-98 Q1 to 2018-19 Q2 (quarterly) – [Table 3.7](#)
- Disaggregated PPM at sub-operator level, 2010-11 Period 1 to 2018-19 Period 7 (periodic) – [Data Portal](#) ([Table 3.9](#) (All TOCs) to [Table 3.29](#) (Caledonian Sleeper))

FDM

- FDM, 2013-14 Q1 to 2018-19 Q2 (quarterly) – [Table 3.41](#)

Right Time

Right Time performance measures the percentage of trains that arrived at their final destination within one minute of the scheduled arrival time. Unlike PPM, the threshold for Right Time performance is the same for all operators. ORR publishes periodic Right Time data on [Table 3.9](#) of the Data Portal by TOC and sub-operator³. The national Right Time score for 2017-18 was 63.0%. This compares with a national PPM score of 87.8%.

Delay Minutes

We currently publish limited Network Rail caused delay minute data on [Table 3.46](#) of the Data Portal. Network Rail attributed delays are also available in Network Rail's Annual Return on the [Network Rail website](#). This reports Network Rail achievements, developments, and challenges for each financial year and the historical record of Network Rail stewardship.

Revisions

There have been no revisions to the previously published dataset. Further details on historic revisions to the data set can be found on the [Revisions Log](#).

³ Right Time data for individual TOCs and sub-operators can be accessed via the [passenger and freight rail performance page](#).

Annex 2 – Data Collection, Quality and Targets

Most of the data contained within this release are collected automatically from Network Rail's TRUST System⁴. The latest data for PPM, CaSL and FDM should be treated as provisional, as train operators provide Network Rail with details of cancellations which can be updated over time. These updates are only provided at the TOC level. As such, aggregations of sub-operator data can provide slightly different figures to those published at the operator level.

Network Rail provides data within 21 days of the end of each of the 13 railway reporting periods. The production of the quarterly results discussed in this report requires the periodic data to be split according to the number of days of the period that falls within each quarter. For example, the dates in period 4 cover both Q1 and Q2. When the quarterly data are calculated for 2018-19, 7/28 of the data are assigned to Q1 (covering 24 June to 30 June) and 21/28 of the data are assigned to Q2 (covering 1 July to 21 July).

Further details on railway reporting periods, data collection, the methodology used to calculate the data within this release, and details of which services are included in each sector, please see the accompanying [passenger and freight rail performance quality report](#).

Where possible, Network Rail remaps historical data to match the railway franchises that exist today. Nevertheless, the number of passenger trains planned increased by 29%⁵ between 1997-98 and 2017-18. In the same time, the length of route open for passenger traffic has not increased by a significant amount⁶. So the density of trains running on the network is higher now than at the end of the last century. Therefore, the potential for disruption to spread around network has increased, while the ability for services to be recovered has been diminished. Furthermore, twice as many passenger journeys were made in 2017-18 than in 1997-98⁷. This may have increased station dwell times and harmed performance as it takes longer to get passengers on and off trains during peak hours.

⁴ Train Running System on TOPs (Total Operation Processing System)

⁵ [ORR Website – Historic PPM and CaSL](#)

⁶ The length of route open to passenger traffic has increased by less than 1% since 2007-08 ([Data Portal - Table 2.52: Infrastructure on the railways](#))

⁷ [Data Portal - Table 12.5: Passenger journeys by year](#)

Changes to Sector Composition

Some services in North West England transferred from the Long Distance sector to the Regional sector at the start of 2016-17. As a consequence, they now have a five-minute threshold for PPM, having previously been timed to ten minutes. To avoid different versions of PPM scores, the historic data for these sectors and the overall national score have not been adjusted to reflect these changes. The year-on-year changes described in this report have also been calculated using the unadjusted historical data. Nevertheless, using disaggregated data it is possible to assess what the effect of these changes would have been on PPM and PPM MAA in 2015-16:

- **National:** Almost no affect with PPM falling marginally from 89.05% to 89.03%.
- **Long Distance:** PPM reduced from 87.64% to 87.35%.
- **Regional and Scotland:** Almost no affect with PPM falling marginally from 91.21% to 91.17%.

Targets

As a regulator we assess Network Rail's success, through regulatory targets, on whether it achieves the outputs, as set out in the determination, and does so whilst meeting all its license and statutory obligations. Network Rail has regulatory targets for PPM, CaSL and FDM. Further information regarding the performance targets can be accessed on the [Network Rail website](#).

The ORR publicly reports on Network Rail's outputs with respect to the regulated targets via the bi-annual [Network Rail Monitor](#). The time frame of quarterly data in this statistical release differs from the time frame of the railway period data in the Monitor, and therefore figures may differ slightly. The most recent Monitor covering periods 1 to 7 of 2018-19 was published on 29 November 2018.

Annex 3 – PPM and CaSL by Train Operating Company (TOC)

The data provided in [Table 3.44](#) (PPM by TOC) and [Table 3.7](#) (CaSL by TOC) show the railway as it exists today. That is, historical data are shown for the existing TOCs as far back as data are available. For some TOCs data are available as far back as 1997-98. While comparisons can be made with historical data, it should be noted that the service provided by many operators has changed substantially.

As an example, Virgin Trains West Coast (VTWC) planned to run 55,600 trains in 1997-98. By 2012-13 this figure had almost doubled to reach 110,400. In December 2013, however, VTWC reconfigured their timetable to extend Scotland to Birmingham services to London in place of some Birmingham to London services. A change in service composition such as this would have had an effect on the overall level of performance of the TOC.

A [time-series](#) for trains planned, PPM and CaSL is available on the [ORR Website](#) that shows the performance of the TOCs that existed at the time.

Cross-Sector Train Operating Companies

Four operators provide services in more than one sector: East Midlands Trains, Great Western Railway, Greater Anglia and West Midlands Trains. Performance for the whole of these operators can be viewed in [Table 3.44](#) (PPM by TOC) and [Table 3.7](#) (CaSL by TOC).

Data for the sectoral components of the TOCs can be accessed via the disaggregated tables: [Table 3.15](#) (East Midlands Trains), [Table 3.17](#) (Great Western Railway), [Table 3.20](#) (Greater Anglia) and [Table 3.21](#) (West Midlands Trains). The sectoral components for each operator are comprised of the following sub-operator groups:

East Midlands Trains:

- Long Distance: Long Distance (including Liverpool – Norwich)
- Regional: Regional

Great Western Railway:

- London and South East: London and Thames Valley
- Long Distance: High Speed
- Regional: Regional

Greater Anglia:

- London and South East: GE Outer, Rural, Southend and metro, Stansted Express, and WA Outer excluding Stansted Express
- Long Distance: Intercity

West Midlands Trains:

- London and South East: LSE
- Regional: Regional

Changes to Train Operating Companies

Transport for Wales Rail (TfW Rail), which is operated by Keolis Amey Operations, replaced Arriva Trains Wales as the operator of the Wales & Borders franchise on 14 October 2018.

TfL Rail took over the Paddington to Hayes & Harlington and Heathrow Airport routes from Great Western Railway on 20 May 2018 in preparation for the linking up of Crossrail. This means that from 20 May TfL Rail operated more trains and Great Western Railway operated fewer.

London North Eastern Railway began operating the East Coast franchise on 24 June 2018. It was previously operated by Stagecoach and Virgin, and was previously referred to in this publication as Virgin Trains East Coast. London North Eastern Railway is owned by the Department for Transport (DfT) and is operated by the DfT's operator of last resort, a consortium of Arup Group, Ernst & Young, and SNC-Lavalin Rail & Transit.

Abellio began operating the West Midlands franchise on 10 December 2017, now known as West Midlands Trains. It was previously operated by Govia, and the franchise was previously referred to in this publication as London Midland.

Timetable change 20 May 2018

Twice every year, in May and December, a new system-wide timetable is produced for the railway network. In May 2018 on some routes and for some operators this change caused disruption, in particular for Govia Thameslink Railway, Northern, and TransPennine Express. This timetable change occurred halfway through Q1 (which covers April, May, June), and so will have had an impact on the PPM and CaSL figures for that quarter.

There is currently an ongoing Inquiry by the ORR into the disruption caused by the timetable change. The [Interim report](#) was published on 20 September 2018.

Annex 4 – Statistical Releases

This publication is part of ORR's [National Statistics](#) accredited statistical releases which consist of annual and quarterly themed releases:

Annual

- Rail Finance
- Rail Fares Index;
- Rail Safety Statistics;
- Rail Infrastructure, Assets and Environmental;
- Regional Rail Usage;
- *Estimates of Station Usage (not National Statistics).*

Quarterly

- Passenger and Freight Rail Performance;
- Freight Rail Usage;
- Passenger Rail Usage;
- Passenger Rail Service Complaints.

A full list of publication dates for the next twelve months can be found in the [release schedule](#) on the ORR website.

National Statistics

The United Kingdom Statistics Authority designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

National Statistics status means that official statistics meet the highest standards of trustworthiness, quality and public value.

All official statistics should comply with all aspects of the Code of Practice for Official Statistics. They are awarded National Statistics status following an assessment by the Authority's regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.

It is ORR's responsibility to maintain compliance with the standards expected of National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

For more details please contact the Statistics Head of Profession Lyndsey Melbourne on 020 7282 3978 or contact rail.stats@orr.gsi.gov.uk.

The Department for Transport (DfT) also publishes a range of rail statistics which can be found at [DfT Rail Statistics](#). For example, Rail passenger numbers and overcrowding on weekdays in major cities.

Transport Focus publish the [National Rail Passenger Survey](#) (NRPS).



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