

Passenger rail performance: cancellations data

Rail period 13 (3 March 2024 to 31 March 2024)

19 April 2024

Background:

This factsheet contains information on the rail industry's passenger rail performance measure of reliability – Cancellations score. It also provides additional data on resource availability shortage pre-cancellations, which are not included in the official Cancellations score measure.

Numbers in this release are rounded.

Sources: Network Rail and train operators

Latest data: Rail period 13 (3 March 2024 to 31 March 2024)

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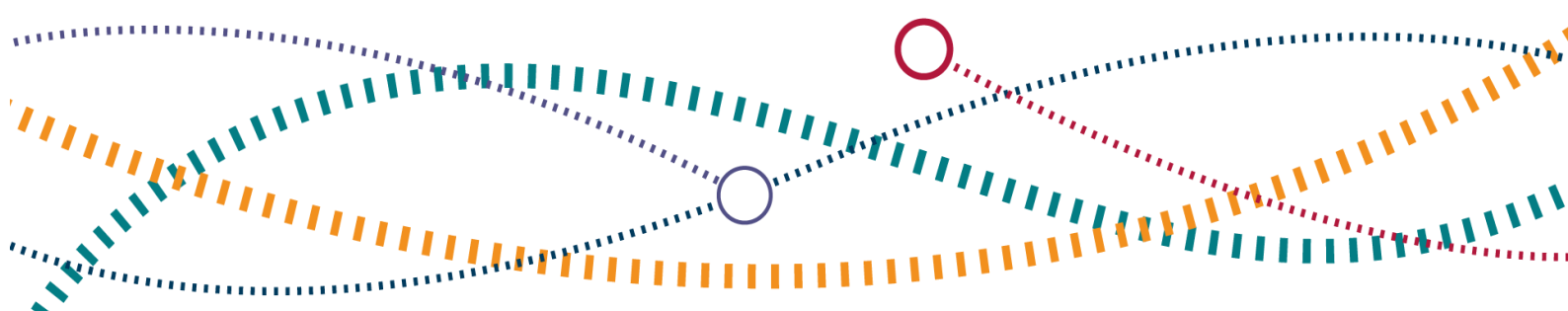
ORR publishes accredited official statistics [passenger rail performance statistics](#) in a statistical release and associated data tables every quarter. The most recent release published on 7 March 2024 covered the quarter 1 October to 31 December 2023 and contained statistics on a range of industry punctuality and reliability measures for all train operators in Great Britain. In addition, operational data supplied to us by Network Rail are published every period (4-weekly) in tables on our data portal as soon as the data are loaded and validated into our systems. This data includes the number of trains cancelled by each operator. The latest periodic data is available for period 13, up to 31 March 2024.

The main measure of reliability is the **Cancellations score** which is a weighted score which counts full cancellations as one and part cancellations as half. This industry measure is an indicator of disruption against the timetable operating on the day. The timetable is finalised at 22:00 the previous evening, and trains removed from the timetable before then will not be included.

To better inform passengers and stakeholders, ORR is working with rail industry parties to identify resource availability shortage pre-cancellations, i.e. changes to train services caused by non-availability of staff or rolling stock that are included in a short-notice revised timetable, and therefore may not be appearing in operators' Cancellations scores.

This factsheet and associated data table (Table 3128) presents data for both on the day and resource availability shortage "P*-coded" pre-cancellations by cause for each operator. It also presents data for operators where a Network Rail resource availability shortage has caused "P*-coded" pre-cancellations.

The associated data table is published on the [P-coded cancellations page](#) of the data portal.



All 24 train operators reported to ORR their number of “P*-coded” pre-cancellations in period 13. Eight operators recorded resource availability shortage “P*-coded” pre-cancellations. Of these, seven were due to the operator having resource availability shortage and one was due to both operator and Network Rail resource availability shortage (TfW Rail).

Only the operators recording pre-cancellations in period 13 are shown in the tables and chart below, as other operators’ official Cancellations scores are unchanged.

Table 1 Operator resource availability shortage “P*-coded” pre-cancellations by cause, period 13

| Train operator | Number of trains part pre-cancelled (P-coded) due to a shortage of available train crew | Number of trains full pre-cancelled (P-coded) due to a shortage of available train crew | Number of trains part pre-cancelled (P-coded) due to a shortage of available rolling stock | Number of trains full pre-cancelled (P-coded) due to a shortage of available rolling stock |
|------------------------------|---|---|--|--|
| Avanti West Coast | 0 | 1 | 0 | 0 |
| Hull Trains | 0 | 0 | 0 | 1 |
| London North Eastern Railway | 20 | 31 | 4 | 2 |
| Lumo | 0 | 0 | 0 | 1 |
| Northern Trains | 40 | 599 | 0 | 0 |
| ScotRail | 11 | 22 | 0 | 0 |
| TfW Rail | 22 | 14 | 0 | 1 |
| TransPennine Express | 22 | 31 | 0 | 0 |

Table 2 Network Rail resource availability shortage “P*-coded” pre-cancellations, period 13

| Train operator | Number of trains part pre-cancelled (P-coded) due to a shortage of Network Rail resources | Number of trains full pre-cancelled (P-coded) due to a shortage of Network Rail resources |
|----------------|---|---|
| TfW Rail | 27 | 3 |

Period 13 had a national official Cancellations score of 2.9%. Avanti West Coast were the operator with the highest official Cancellations score with 6.6%. The national adjusted Cancellations score was 3.1%. Period 13 saw the smallest difference in any period of the financial year between the national official and adjusted cancellations scores at 0.2 percentage points (pp). London North Eastern Railway was the operator with the biggest gap between their official and adjusted scores with a 1.0 pp difference, followed by Northern Trains with a 0.9 pp difference.

Figure 1 London North Eastern Railway had the largest difference between their official and adjusted Cancellations scores

Official and adjusted Cancellations score by operator, rail period 13 (Table 3128)

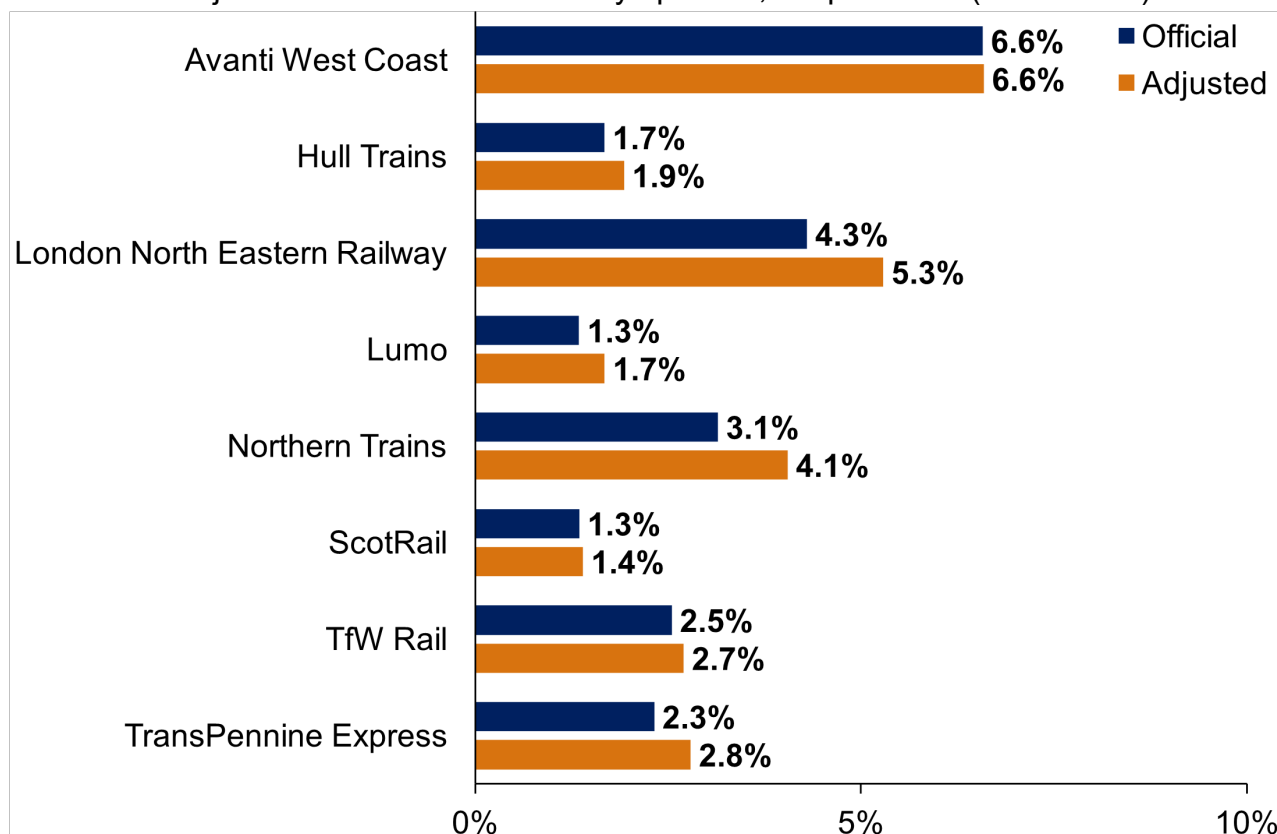
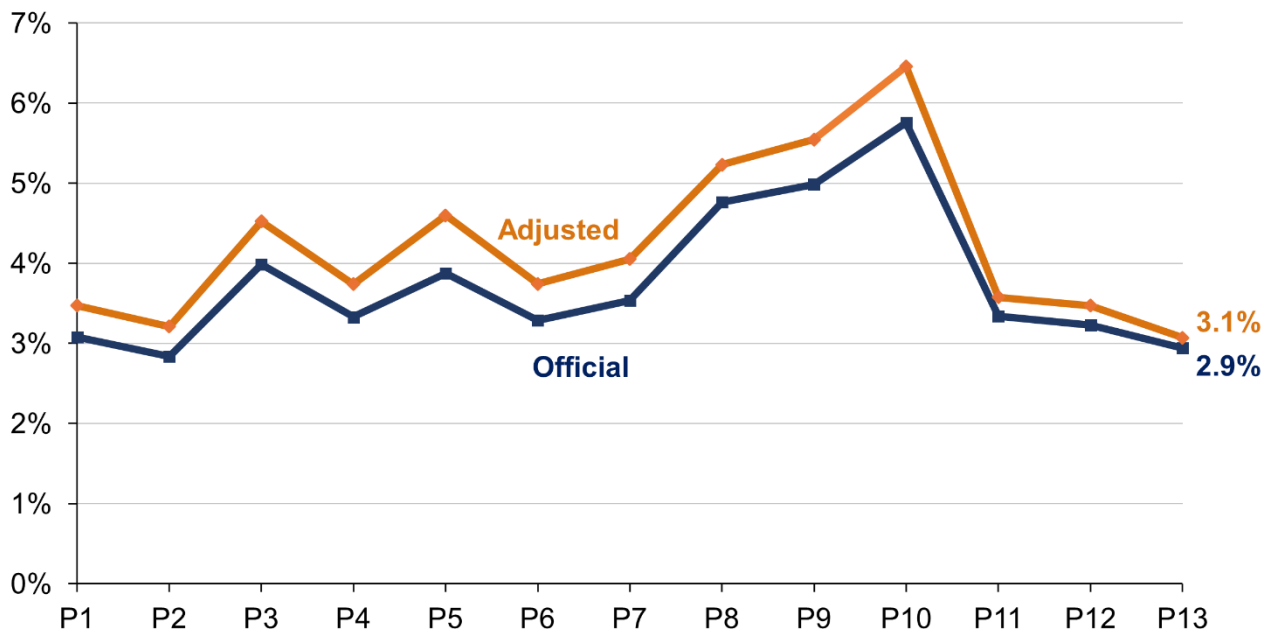


Figure 2 Period 13 saw the lowest adjusted Cancellations score of the year

Official and adjusted Cancellations score, periodic data, Great Britain, rail periods 1 to 13 (Table 3128)

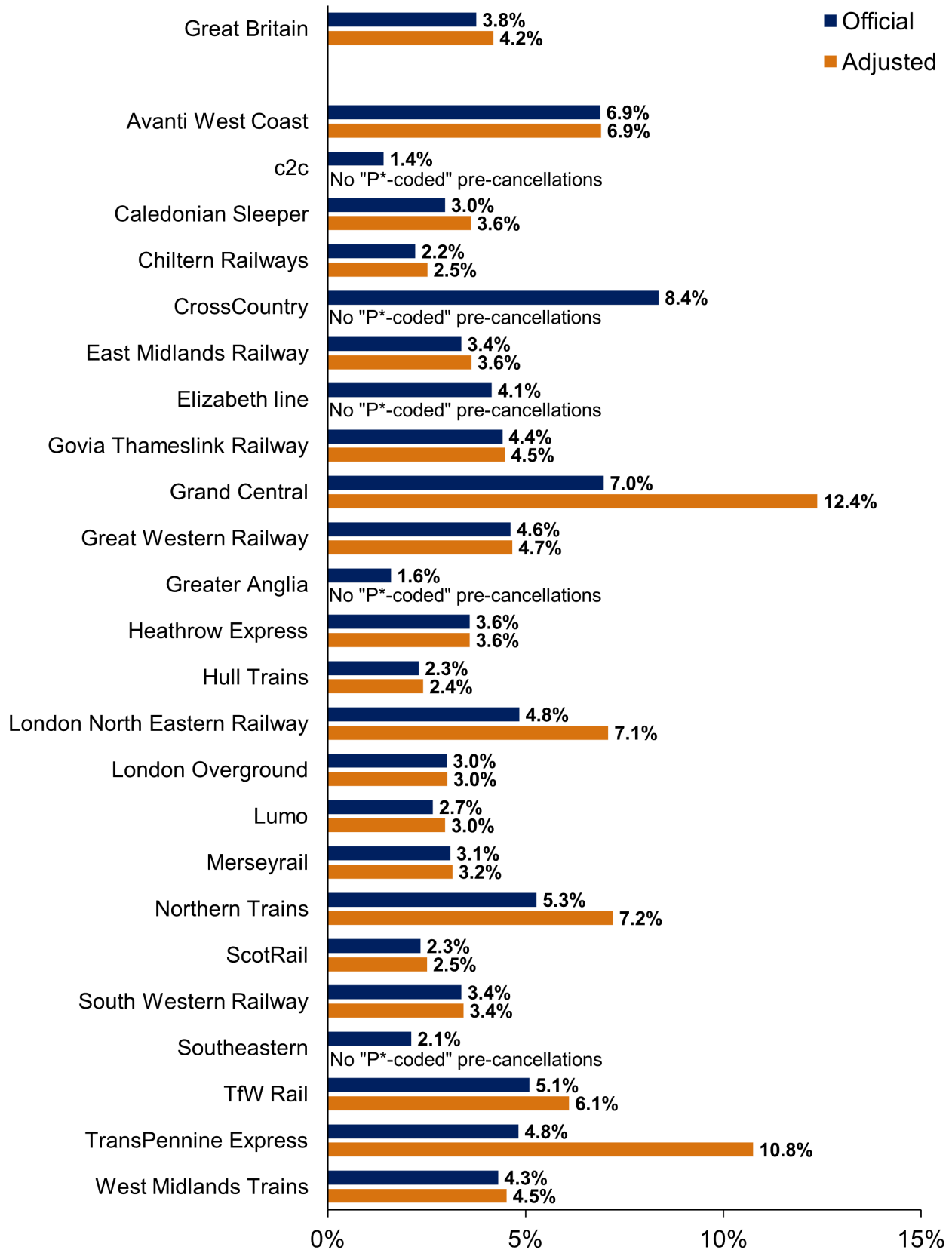


Across the full financial year April 2023 to March 2024 the official Cancellations score for Great Britain was 3.8%. The adjusted Cancellations score was 4.2%.

Five operators reported no “P*-coded” pre-cancellations during the year. They were: c2c, CrossCountry, Elizabeth line, Greater Anglia and Southeastern.

Of the 19 operators that reported “P*-coded” pre-cancellations in some or all periods during the year, TransPennine Express had the largest difference between their official (4.8%) and adjusted (10.8%) Cancellations scores. This was driven by large numbers of pre-cancellations due shortage of available traincrew between April and December 2023. Grand Central was the operator with the second largest difference between its official (7.0%) and adjusted (12.4%) Cancellations scores, with the main cause of their pre-cancellations being a shortage of available rolling stock.

Figure 3 Nineteen operators reported pre-cancellations in the latest financial year
 Official and adjusted Cancellations score by operator, annual data, April 2023 to March 2024 (Table 3128)



Passenger rail performance: cancellations data, rail period 13 (3 March 2024 to 31 March 2024)

Annex

Quality and methodology

The Office for Statistics Regulation [wrote to us](#) on 9 December 2022 stating that they were supportive of our work to get a better understanding of resource availability shortage pre-cancellations as it will enhance the value of the statistics by providing users with greater insights and therefore informing public debate on this topic.

On 19 January 2023, ORR [wrote to all train operators](#) to seek their confirmation that they will support and participate in action by the industry to stop the use of resource availability shortage “P*-coded” pre-cancellations. Operators were asked to provide ORR with the number of resource availability shortage “P*-coded” pre-cancellations every period, starting in period 11, which ORR will publish. From 1 April 2023 we also began collecting information from operators about Network Rail-caused resource availability shortage “P*-coded” pre-cancellations, to further improve completeness of the dataset. This resulted in a time series break in the data.

The official Cancellations score data are sourced from Network Rail’s TRUST system. The additional data on the number of resource availability shortage “P*-coded” pre-cancellations have been supplied to ORR by each individual train operator. These data have been combined to calculate an ‘adjusted Cancellations score’, i.e. the number of full pre-cancelled trains have been added to the number of ‘on the day’ timetabled trains planned, and the full and part pre-cancellations have been added to the ‘on the day’ cancellations using the existing methodology which counts full cancellations as one and part cancellations as half.

There are some **limitations** that users should be aware of:

- This data only covers pre-cancellations due to availability of train operator staff or rolling stock, or Network Rail staff. Other types of pre-cancellation (for example due to severe weather or major ongoing infrastructure unavailability) are not included within this data.
- There is no automatic recording of resource availability shortage pre-cancellations at present. Therefore, data is manually recorded by train operators, without verified methodology.
- There is no historic data available on resource availability shortage pre-cancellations before ORR data collection began in period 11 (8 January to 4 February 2023).
- For the adjusted Cancellations score calculation, only full pre-cancelled trains have been added to the number of ‘on the day’ timetabled trains planned as the part pre-cancelled trains are included in the timetable however it does mean that if a part pre-cancelled train is also cancelled on the day it will be counted again and therefore inflate the adjusted Cancellations score slightly.

Data tables

Table 3128 - Pre-cancellations and adjusted cancellations score by operator can be accessed on the [P-coded cancellations page](#) of the data portal free of charge in OpenDocument Spreadsheet (.ods) format. We can also provide data in csv format on request.

Other periodic and quarterly passenger rail performance tables are available on the [passenger rail performance page](#) of the data portal. These include train cancellations data in Table 3123 (quarterly) and Table 3124 (periodic) showing the number of full and part cancellations by operator, and by cause.



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