



Passenger Rail Performance 2019-20 Q1

Statistical Release

Publication date: 19 September 2019

Next publication date: 5 December 2019

Background

This restructured statistical release contains information on **new passenger rail performance measures** for Great Britain. The new measures report the **reliability** and **punctuality** to the minute of trains arriving at every recorded station stop.

The release also contains information on **severely disrupted days, train delays and their causes** and more detailed **information by Train Operating Company**. All data are sourced from Network Rail.

Data which supports this release (including a number of new datasets) is published on the [ORR data portal](#).

The latest quarterly data in this release refers to April, May and June 2019.

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For the **On Time** punctuality measure, the percentage of recorded station stops arrived at 'on time' (early or less than one minute after the scheduled time) in Great Britain was **64.7%** in the year ending 2019-20 Q1.

Great Britain - year ending 2019-20 Q1

		Compared with year ending 2018-19 Q1	
On Time	64.7%	↑	2.5 pp
PPM	87.0%	↑	0.2 pp
Cancellations	2.8%	↓	-0.1 pp

Using the **Public Performance Measure (PPM)**, **87.0%** of trains were punctual (early or less than 5/10 minutes after the scheduled arrival time) at their final destination in the year ending 2019-20 Q1.

Further information on why we are now presenting On Time punctuality statistics in this release and the differences between On Time, PPM and other punctuality measures can be found on pages 2-4 of this release.

The proportion of trains classified as **Cancellations** in the year ending 2019-20 Q1 was **2.8%**. This measure is a weighted score which counts full cancellations as one and part cancellations as half.

Cancellations is different to the Cancellations and Significant Lateness (CaSL) measure previously presented in this release.

Information on freight rail performance can now be found in the [Freight rail usage and performance](#) statistical release.

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New passenger rail performance measures



The rail industry has developed a new set of punctuality and reliability performance measures for Control Period 6 (April 2019 to March 2024) to improve rail performance and increase customer satisfaction¹. ORR has been publishing the outputs of some of these performance measures in an [annual factsheet](#) and periodic data tables since August 2017.

After a period of [consultation](#) with users and stakeholders, and based on the feedback received, we have restructured this statistical release and have made a number of changes to associated data tables to better reflect these new performance measures in our published statistics. We have also developed [new interactive charts](#) on the ORR data portal presenting more detailed information on the performance of Network Rail and train operators. The following new measures have been included in this release:

Train punctuality at recorded station stops: On Time, Time to 3 and Time to 15 measure the punctuality of trains at each recorded station stop. These measures are different from the Public Performance Measure (PPM), which measures the punctuality of trains at their final destination only. The new punctuality measures also exclude station stops where the train fails to call. For PPM, all cancelled trains are included in the measure and counted as 'non-punctual' trains.

Train Cancellations: This measure is a weighted score, which counts full cancellations as one and part cancellations as half and is presented as a percentage of all planned trains. This measure of reliability is different from the Cancellations and Significant Lateness (CaSL) measure, which counts the number of full and part cancellations and trains later than 30 minutes or more and presents this total as a percentage of all trains planned.

Severe disruption: A severely disrupted day at a National level is defined when the Cancellations score is 5% or more. At a sub-operator level, a severely disrupted day is defined when the Cancellations score for any sub-operator is 20% or more.

The [Rail Delivery Group](#) and [Network Rail](#) also publish data on train punctuality and Cancellations at a National level every railway period.

Further development of these statistics

We intend to publish data for On Time train punctuality at recorded station stops by station later in 2019-20. We are also hoping to include some additional data on train cancellations and at a sector level in some of the new tables. An update on publishing this information will be provided in the next quarterly release.

We welcome feedback on the content and format of this statistical release and the new data portal tables. Please email us on rail.stats@orr.gov.uk.

¹ <https://www.raildeliverygroup.com/media-centre/press-releases/2019/469775562-2019-03-22.html>

1. Train punctuality

Punctuality at each recorded station stop

These train punctuality statistics are new to this release and measure the punctuality of trains at each recorded station stop.

A recorded station stop is defined as a location with both a planned timetable time and an actual recorded time where a train has stopped. Up to around 90% of all station stops are currently recorded. No estimates have been made for punctuality at the c.10% of station stops not recorded.

Punctuality at recorded station stops includes the punctuality of trains departing from their origin as well as the punctuality of trains arriving at their destination and all intermediate stops compared to scheduled times.

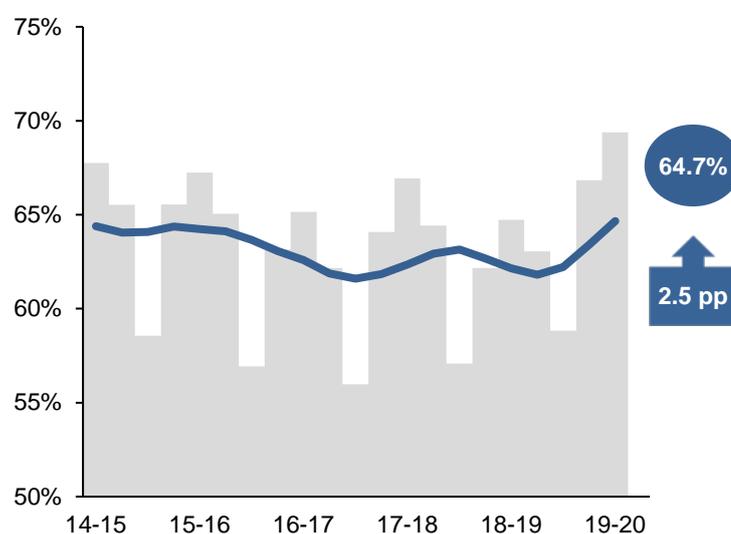
Planned stops where the train fails to stop at the location i.e. because the train has been cancelled in part or in full are excluded from these measures. **Train reliability** statistics can be found on page 6 of this release.

On Time measures the percentage of recorded station stops arrived at early or less than one minute after the scheduled time.

The **moving annual average (MAA)** reflects the proportion of trains on time in the past 12 months. In this release the On Time MAA performance for 2019-20 Q1 represents the performance for the year ending 2019-20 Q1 (i.e. 1 July 2018 to 30 June 2019).

A higher On Time score indicates better punctuality.

Figure 1.1: On Time, Great Britain, 2014-15 Q1 to 2019-20 Q1 (change shown is MAA for 2019-20 Q1 on 2018-19 Q1) ([Table 3.80](#))

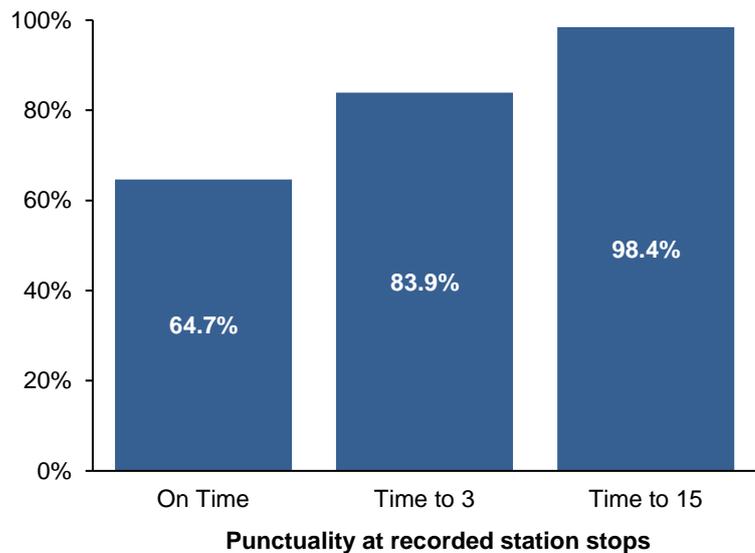


In the year ending 2019-20 Q1, 64.7% of recorded station stops in Great Britain were arrived at on time. This was up 2.5 pp (i.e. better) compared with the previous year (ending 2018-19 Q1).

Figure 1.2: Punctuality at recorded station stops, Great Britain, 2019-20 Q1 MAA ([Table 3.80](#))

Time to 3 and **Time to 15** measure the percentage of recorded station stops arrived at early or less than three and 15 minutes respectively after the scheduled time.

The percentages are cumulative, so for example, the Time to 15 measure will include all the punctual (train) recorded station stops included in the Time to 3 measure.



In the year ending 2019-20 Q1, 83.9% of recorded station stops were arrived at early or less than three minutes after the scheduled arrival time (Time to 3). This was up 1.2 pp on previous year. For Time to 15, the figure was 98.4%, which was up 0.1 pp compared with the previous year.

There has been a large increase in the number of recorded station stops in the last year (around 10% from 2018-19 Q1 to 2019-20 Q1). This is the result of more trains on the network and an increase in recording at station stops. We have undertaken some initial analysis to understand the effect of the increase in recorded station stops on these punctuality measures. This analysis suggests that the increase in recording at station stops partly explains the increase in the measures presented above; therefore, the improvements in punctuality are not fully due to improved train performance. We intend to undertake further work in this area to understand this better.

Public Performance Measure

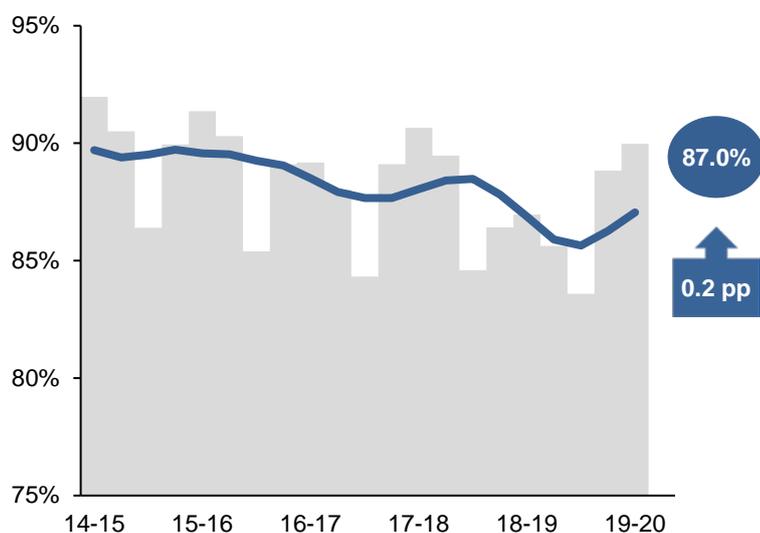
The lead measure of punctuality up to the end of Control Period 5 (April 2014 – March 2019) was the **Public Performance Measure (PPM)**. PPM is the proportion of trains arriving at their **final destination** early or less than five minutes after the scheduled time for London and South East, Regional and Scotland operators, or less than ten minutes for Long Distance operators. Where a train fails to stop at one or more booked calling points on the journey, the train is considered to have failed PPM. **A higher score indicates better punctuality.**

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.

In contrast, the new **On Time** measure calculates the proportion of **recorded station stops** arrived at early or less than one minute after the scheduled time. It will, therefore, almost always be a lower percentage than PPM.

The National PPM MAA in the year ending 2019-20 Q1 was 87.0%. This was up 0.2 pp (i.e. better) compared with the previous year (ending 2018-19 Q1).

Figure 1.3: PPM, Great Britain, 2014-15 Q1 to 2019-20 Q1
(change shown is MAA for 2019-20 Q1 on 2018-19 Q1) ([Table 3.44](#))



In the year to 2019-20 Q1, the increase in the National PPM MAA of 0.2 pp was much smaller than the 2.5 pp increase in the National On Time MAA. As set out in the previous section (page 4), this may be partly explained by the increase in recording at station stops in the On Time dataset. As all planned trains are included in the PPM dataset only timetable changes affect the consistency of the PPM time series.

2. Train reliability

Cancellations

Cancellations is a new measure of reliability in this release. It only includes trains that have been cancelled and is completely separate from the punctuality measures at recorded station stops.

The previous measure of reliability presented in this release was the Cancellations and Significant Lateness (CaSL) measure. Periodic CaSL data at Great Britain, sector and train operating company (TOC) level will continue to be published in [Table 3.7](#).

Cancellations measures the amount of trains that are cancelled as a percentage of trains planned as confirmed by the train operator and Network Rail at 22:00 on the previous evening. The Cancellations measure is a score which weights full cancellations as one and part cancellations as half. **A lower Cancellations score indicates better reliability.**

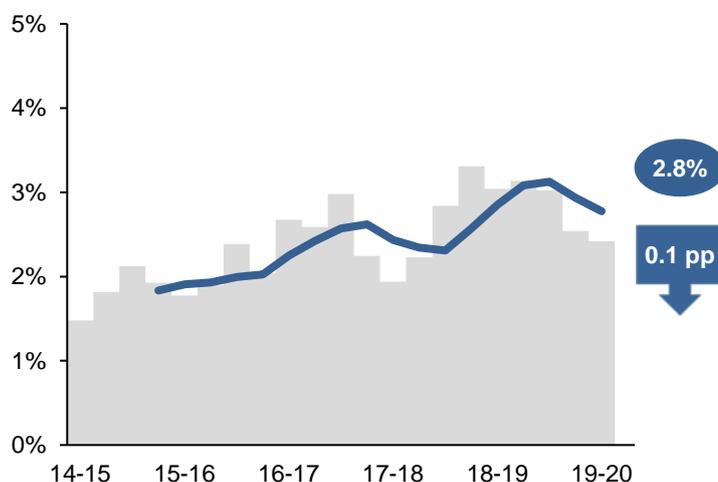
The **moving annual average (MAA)** reflects the proportion of trains cancelled in the past 12 months. In Q4, the MAA also represents the cancellations for the financial year.

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 but not all of its planned journeys length, or
- It completed its whole journey length but failed to stop at one or more of its planned stations.

Figure 2.1: Cancellations, Great Britain, 2014-15 Q1 to 2019-20 Q1 (change shown is MAA for 2019-20 Q1 on 2018-19 Q1) ([Table 3.68](#))



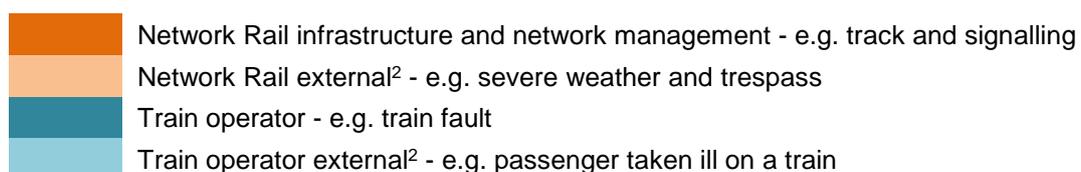
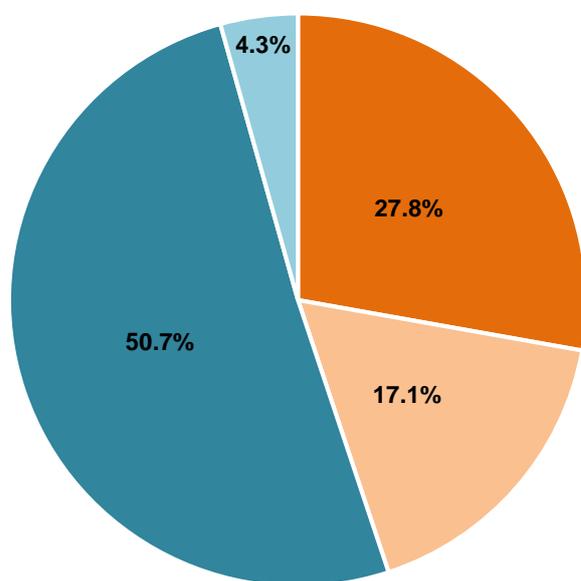
The National Cancellations MAA in the year ending 2019-20 Q1 was 2.8%. This was down 0.1 pp (i.e. better) compared with a year earlier.

Responsibility for Cancellations

A delay attribution process is used to apportion **responsibility for cancellations** and any one cancellation can be split between multiple causes of delay.

In the year ending 2019-20 Q1, train operators were attributed with just over half of the cancellations that occurred. Network Rail was attributed with 27.8% of cancellations for infrastructure and network management issues and 17.1% for external² incidents.

Figure 2.2: Proportion of Cancellations by responsibility category, Great Britain, 2019-20 Q1 MAA ([Table 3.68](#))



² External incidents are attributed to the party considered best placed to mitigate their effects.

Severe disruption

Severe disruption counts the number of days on which a substantial number of services were cancelled. It is measured differently at the National and sub-operator levels.

A day counts as severely disrupted at the **National (GB)** level when the Cancellations score is 5% or more.

At the **sub-operator** level, a day counts as severely disrupted when the Cancellations score is 20% or more.

Nationally, there was **one** severely disrupted day in 2019-20 Q1, which was **eight fewer** days compared with 2018-19 Q1.



The one severely disrupted day (National) in 2019-20 Q1 was on Saturday 29 June 2019 when the Cancellations score for that day was 8.6%. A trespass incident at Putney, a track circuit failure at Balham, and track faults at Clapham Junction and Birmingham New Street contributed to the high level of cancellations on this day. This was also a particularly hot day with temperatures reaching 34°C in London³. This may have contributed to the infrastructure faults occurring on this particular day and increased the time taken to rectify them.

Periodic data on severe disruption at National and sub-operator level can be found in [Table 3.67](#).

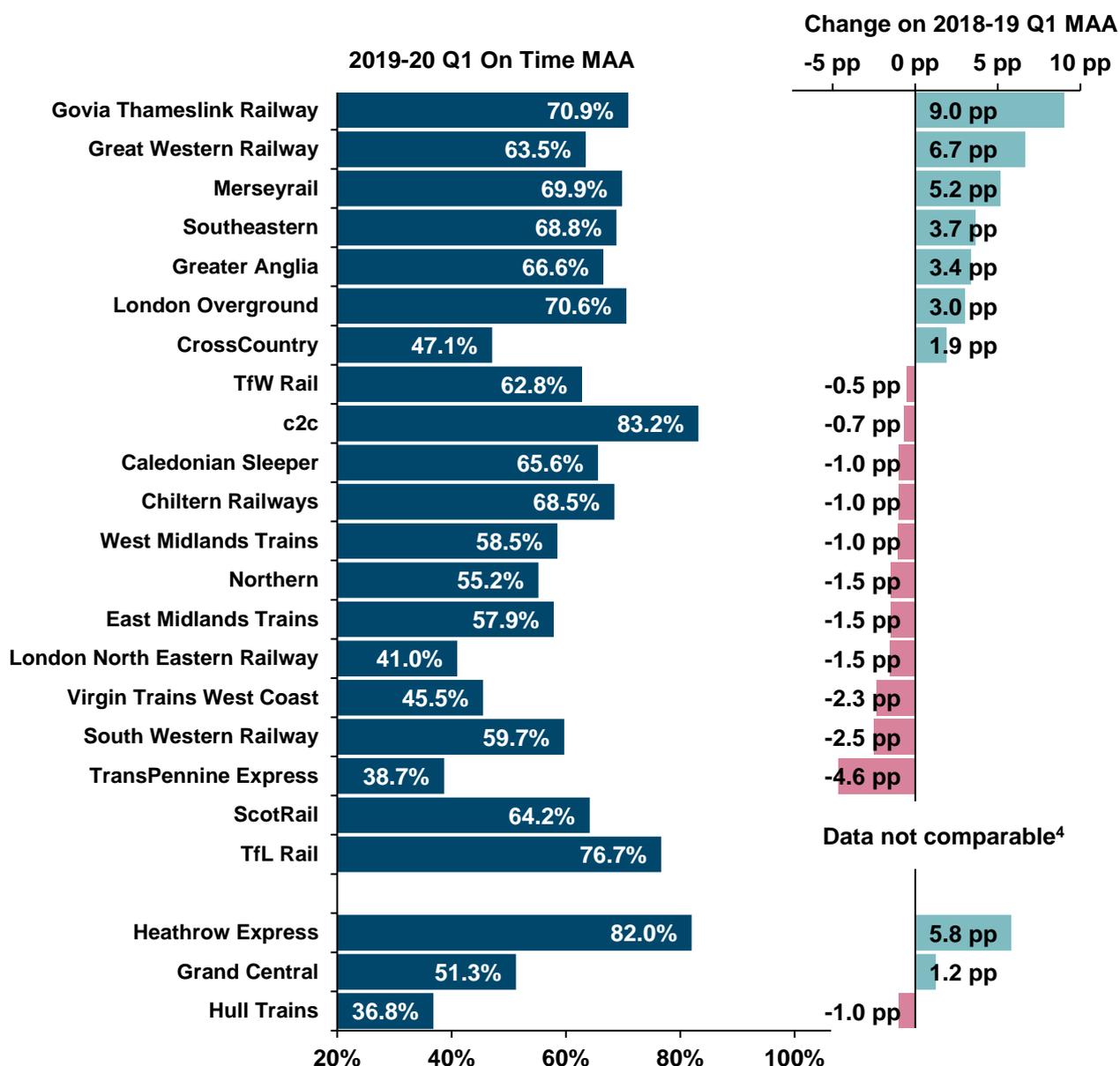
³ <https://www.timeanddate.com/weather/uk/london/historic?month=6&year=2019>

3. Train Operating Company (TOC) analysis

The **punctuality** of nine⁴ TOCs improved in the year ending 2019-20 Q1 compared with a year earlier (year ending 2018-19 Q1). Govia Thameslink Railway (up 9.0 pp on the previous year), Great Western Railway (up 6.7 pp) and Heathrow Express (up 5.8 pp) had the largest increases in the **On Time moving annual average (MAA)**.

Of the 12 TOCs that had a lower On Time MAA in 2019-20 Q1 compared with a year earlier, TransPennine Express (down 4.6 pp on the previous year), South Western Railway (down 2.5 pp) and Virgin Trains West Coast (down 2.3 pp) had the largest decreases.

Figure 3.1: On Time MAA by TOC, 2019-20 Q1 and change on 2018-19 Q1 ([Table 3.80](#))

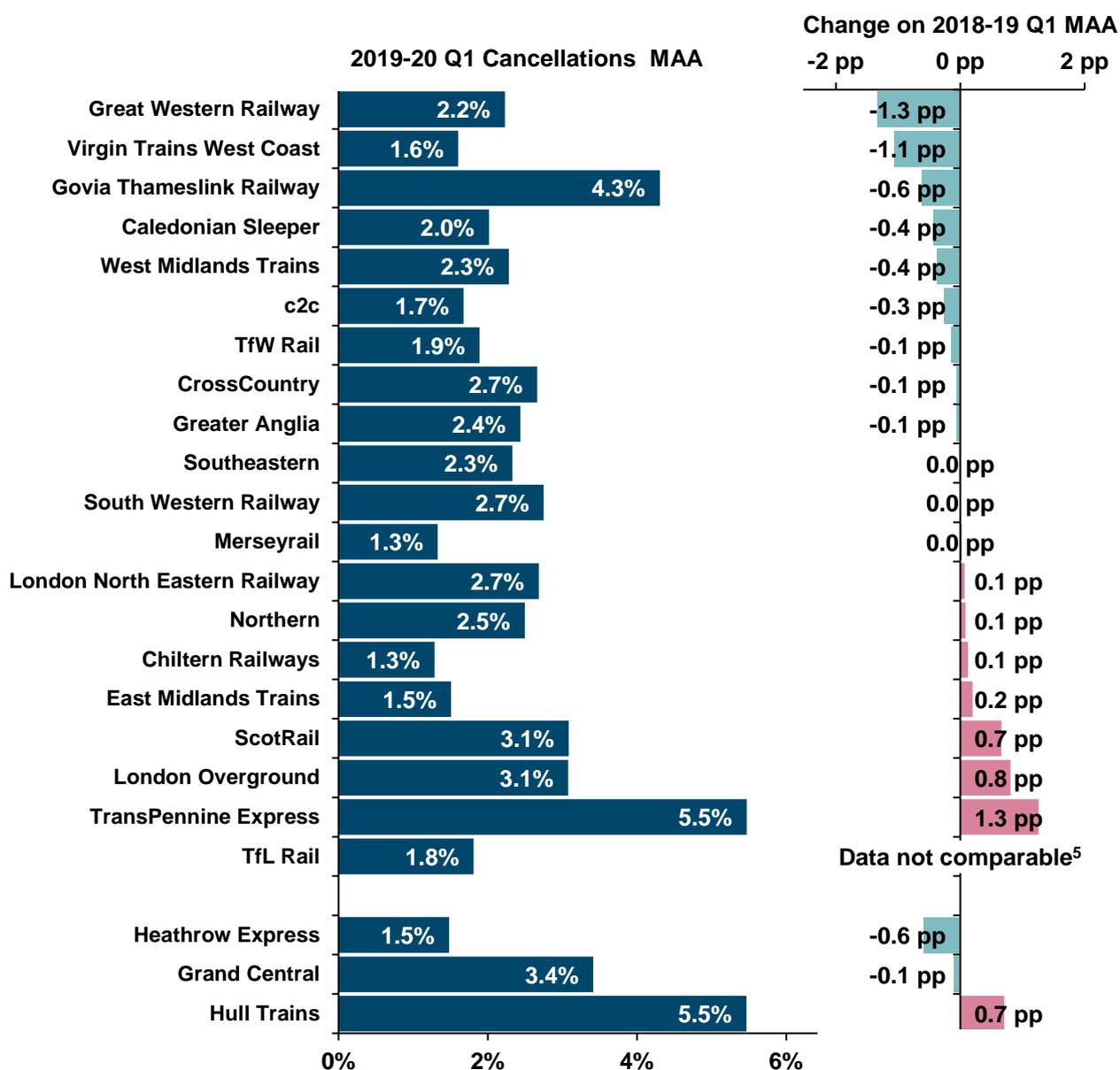


⁴ ScotRail figures are not comparable with the year ending 2018-19 Q1 due to additional stations being recently added to the On Time dataset. TfL Rail figures are not comparable with the year ending 2018-19 Q1 due to Paddington to Heathrow services not being included in the On Time data prior to 27 May 2018.

The **reliability** of 12⁵ TOCs improved in the year ending 2019-20 Q1 compared with a year earlier (year ending 2018-19 Q1). Great Western Railway (down 1.3 pp on the previous year), Virgin Trains West Coast (down 1.1 pp) and Govia Thameslink Railway (down 0.6 pp) had the largest decreases in the **Cancellations moving annual average (MAA)**.

Of the eight TOCs that had a higher Cancellations MAA in 2019-20 Q1 compared with a year earlier, TransPennine Express (up 1.3 pp on the previous year), London Overground (up 0.8 pp) and Hull Trains (up 0.7 pp) had the largest increases.

Figure 3.2: Cancellations MAA by TOC, 2019-20 Q1 and change on 2018-19 Q1
([Table 3.68](#))



⁵ TfL Rail figures are not comparable with the year ending 2018-19 Q1 due to Paddington to Heathrow services not being included in the Cancellations data prior to 27 May 2018.

Delay minutes

Delay minutes are defined as the time lost between consecutive timing points. **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. Delay minutes are also adjusted to account for train cancellations.

For detailed information on Network Rail and train operator performance this quarter, please see our [new interactive charts](#) on the ORR data portal.

The headlines for 2019-20 Q1 (i.e. April-June 2019) with comparisons to 2018-19 Q1:

- A 14.0 pp improvement in **Great Western Railway** Q1 punctuality (On Time) with decreases in delay minutes attributed to timetable planning (down 60%), points failures (down 57%) and Great Western Railway fleet delays (down 37%)⁶.
- A 10.7 pp improvement in **Greater Anglia** Q1 punctuality (On Time) with decreases in delay minutes attributed to track circuit failures (down 64%), points failures (down 63%) and Greater Anglia fleet delays (down 47%).
- A 2.5 pp improvement in **Govia Thameslink Railway** Q1 reliability (Cancellations) with a decrease in unexplained/uninvestigated delay minutes (down 38%) and decreases in delay minutes attributed to points failures (down 47%) and Govia Thameslink Railway operation delays (down 82%).
- A 4.5 pp deterioration in **Virgin Trains West Coast** Q1 punctuality (On Time) with an increase in unexplained/uninvestigated delay minutes (up 29%) and increases in delay minutes attributed to fatality and trespass incidents (up 25%) and Virgin Trains West Coast station delays (up 42%).
- A 1.6 pp deterioration in **Caledonian Sleeper** Q1 reliability (Cancellations). With the operator experiencing problems with the introduction of the new fleet of vehicles, delay minutes attributed to train fleet delays increased by 217% this quarter.
- A 1.1 pp deterioration in **London Overground** Q1 reliability (Cancellations) with increases in delay minutes attributed to fatality and trespass incidents (up 45%) and London Overground operations (up 96%).

⁶ It should be noted that GWR performance may be benefitting from electric trains running to diesel timings. The timetable change scheduled for December 2019 may result in an apparent decline in punctuality as scheduled journey times are reduced.

4. Other rail passenger performance measures

Consistent Region Measure – (Passenger) Performance

The Consistent Region Measure – (Passenger) Performance (CRM-P) monitors the passenger train delay attributed to Network Rail from incidents occurring in each Network Rail Region⁷. The measure is normalised by the train kilometres operated in the Region. Data for the CRM-P measure can be found in [Table 3.30](#).

CRM-P is one of the key measures used by ORR for the routine monitoring and assessment of Network Rail's passenger rail performance. ORR monitors delivery against annual CRM-P targets and regulatory floors set for each of the five Network Rail Regions.

Average passenger lateness

Average passenger lateness measures the average lateness of a passenger as they alight from their train. It is estimated for each train by multiplying the number of passengers expected to alight at main stations by the punctuality to the nearest minute at those stops. The measure also takes into account passenger lateness resulting from cancelled trains. Data for average passenger lateness can be found in [Table 3.70](#).

Further information on how each of the measures above are calculated can be found in the [Passenger rail performance quality report](#).

⁷ <https://www.networkrail.co.uk/putting-passengers-first/>

Annex 1 – Data collection and quality

Most of the data contained within this release are collected automatically from Network Rail's TRUST System⁸. The latest data should be treated as provisional, as train operators provide Network Rail with information e.g. on cancellations, which can be updated over time. These updates are only provided at TOC level. As such, aggregations of sub-operator data can provide slightly different figures to those published at the operator level.

All of these measures 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 measures presented in this statistical release and associated data tables.

This release contains information on the new punctuality and reliability measures for Great Britain since 2013-14, in addition to the long-standing Public Performance Measure (PPM) since 1997-98. The latest data in this release refers to 2019-20 Q1 (1 April to 30 June 2019), which is the start of the Control Period 6 (1 April 2019 to 31 March 2024).

Network Rail provides data to ORR within 21 days of the end of each of the 13 railway reporting periods. The quarterly data in this release are derived by splitting the periodic data according to the number of days of the period that falls within each quarter. For example, the dates in railway period 4 cover both Q1 and Q2. When the quarterly data were calculated for 2018-19, 7/28 of the data were 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).

Where possible, Network Rail remaps historical data to match the railway franchises that exist today. Nevertheless, the number of passenger trains planned increased by 33%⁹ between 1997-98 and 2017-18. In the same time, the length of route open for passenger traffic has not increased by a significant amount¹⁰. The density of trains running on the network is, therefore, 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 2018-19 than in 1997-98¹¹. This may have increased station dwell times and harmed performance as it takes longer for passengers to board and alight trains at busy times.

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, can be found in the [Passenger rail performance quality report](#).

⁸ TRUST: Train Running System on TOPs (Total Operation Processing System)

⁹ [Data Portal](#) – See Historic PPM and CaSL table under quarterly data tables

¹⁰ 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](#))

¹¹ [Data Portal - Table 12.5: Passenger journeys by year](#)

Annex 2 – List of data tables available on the ORR data portal

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

Train punctuality

- Train punctuality at recorded station stops - quarterly by TOC – [Table 3.80](#) - NEW
- Train punctuality at recorded station stops - periodic by TOC – [Table 3.65](#)
- Public Performance Measure train punctuality - quarterly by TOC and sector – [Table 3.42](#)
- Public Performance Measure train punctuality - periodic by TOC and sector – [Table 3.56](#)

Train reliability

- Train cancellations - quarterly by TOC and responsibility category- [Table 3.68](#) - NEW
- Train cancellations - periodic by TOC and responsibility category – [Table 3.66](#)
- Severely disrupted days on the rail network - periodic by sub-operator – [Table 3.67](#)
- Cancellations and Significant Lateness on the rail network - periodic by TOC and sector – [Table 3.7](#)

Other tables

- Disaggregated train punctuality and reliability performance on the rail network - periodic by sub-operator – [Table 3.9](#)
- Average passenger lateness on the rail network - periodic by TOC and sector – [Table 3.70](#) - NEW
- Delay minutes on the rail network - periodic by TOC and responsibility category – [Table 3.20](#)
- Trains planned, PPM and CaSL – quarterly by TOC – [Table 3.58](#)
- Consistent Region Measure - (Passenger) Performance - periodic by Region - [Table 3.30](#) - NEW

Freight rail performance data tables can be found via the [Freight rail usage and performance page](#) on the data portal.

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](#).

Annex 3 – Punctuality and reliability performance by Train Operating Company (TOC) and European Comparisons

The data provided in [Table 3.80](#) (Train punctuality at recorded station stops) and [Table 3.68](#) (Train cancellations) show the railway as it exists today. 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.

Trains planned, PPM and CaSL performance of the TOCs that existed at the time is available on [Table 3.58](#).

Sub-operator level data for Train Operating Companies

Train punctuality and reliability performance data by sub-operator can be found in [Table 3.9](#) (Disaggregated train punctuality and reliability performance on the rail network).

In some cases, individual TOCs are broken down into different sub-operators under different brand names e.g. Govia Thameslink Railway operates as Gatwick Express, Great Northern, Southern, and Thameslink.

Four operators provide services in more than one sector: East Midlands Trains, Great Western Railway, Greater Anglia, and West Midlands Trains. Each of these TOCs is broken down into different sub-operators corresponding to each sectoral component.

Recent changes to Train Operating Companies

East Midlands Railway, which is operated by Abellio, replaced East Midlands Trains (Stagecoach) as the operator of the East Midlands franchise on 18 August 2019. As this release only includes data before this date, this train operator remains as East Midlands Trains in this release. From 2019-20 Q2, the train operator will be referred to as East Midlands Railway.

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 2018-19 Q1 (which covers April, May, June), and so will have had an impact on punctuality and reliability figures for that quarter.

The ORR conducted an inquiry into the disruption caused by the timetable change. The [final report](#) was published on 20 September 2018.

European Comparisons

[Comparisons with railways in the rest of Europe](#) are available for the calendar years 2014 to 2016. For trains in Scotland and the Regional and London and South East sectors, 87.8% of services in 2016 arrived less than five minutes after their scheduled arrival time at their final destination. This ranks Britain 19th out of 25 countries. For long distance services, 77.5% arrived less than five minutes after their scheduled arrival time at their final destination. This ranks Britain 15th out of 23 countries.

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 Rail Performance;
- Freight Rail Usage and Performance;
- 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 data portal.

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.

Our statistical releases hold National Statistics status since being assessed¹² in 2012. Since our assessment we have improved the content, presentation and quality of our statistical releases. Also, in July 2019 we launched our new data portal. We are currently working with the Office for Statistics Regulation (the regulatory arm of the UK Statistics Authority) to conduct a compliance check to ensure we are still meeting the standards of the Code and to therefore reconfirm our National Statistics status.

For more information on how we adhere to the Code please see our compliance statements at: dataportal.orr.gov.uk/code-of-practice/

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

¹² <https://dataportal.orr.gov.uk/media/1334/uksa-assessment.pdf>



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