



# Train Operating Company

## Key Statistics 2020-21

**29 July 2021**

### Grand Central

This publication is an annual summary of key statistics for Grand Central covering passenger usage, performance, and passenger experience alongside reference data on number of employees and route kilometres operated. Most of the data in this publication is also available on the various [ORR data portal](#) theme pages. [TOC key statistics](#) brings all the information together from the range of topics as a summary for each operator.

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**Public Enquiries:** [rail.stats@orr.gov.uk](mailto:rail.stats@orr.gov.uk)

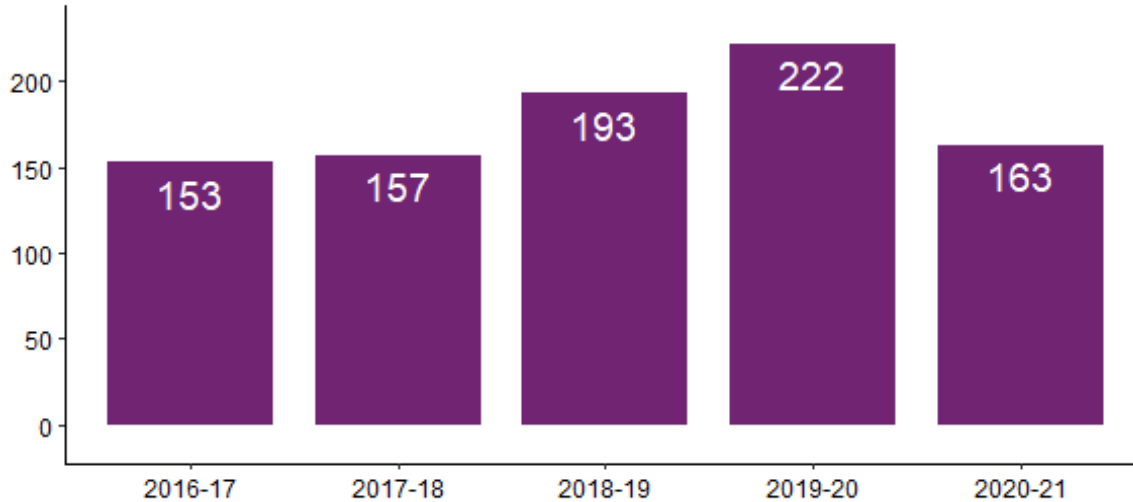
**Media Enquiries:** Tel: 020 7282 2094

**Next Publication:** July 2022

# Key statistics 2020-21

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

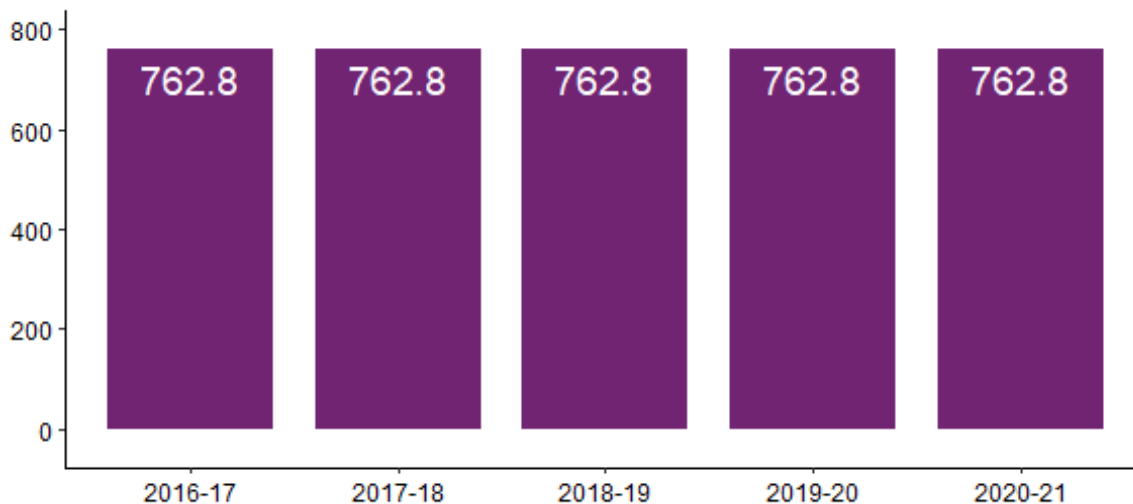
## Number of FTE employees, 2016-17 to 2020-21



Grand Central's number of FTE employees was 163 as of 31 March 2021.

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

## Route kilometres operated, 2016-17 to 2020-21

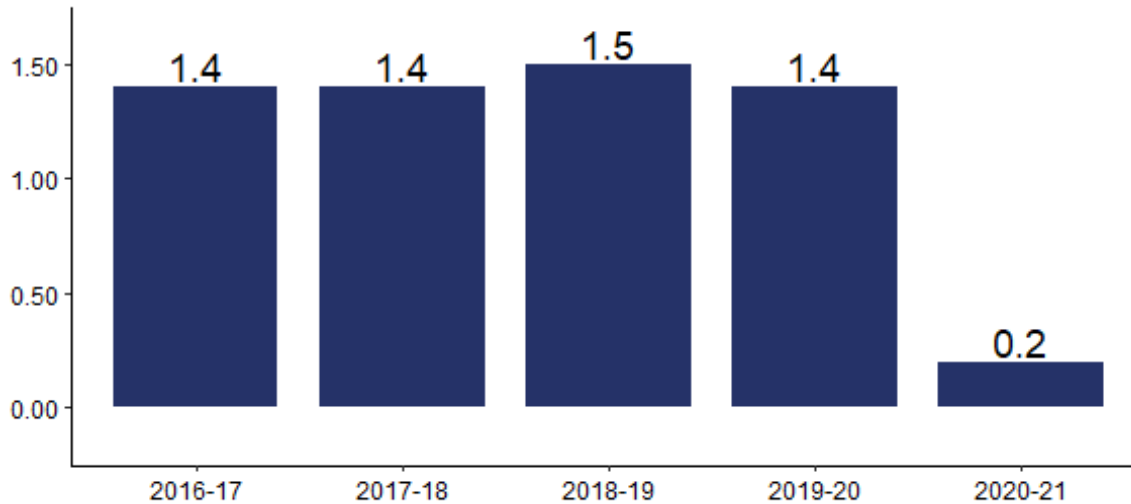


Grand Central operated on 762.8 kilometres of route in 2020-21.

# Passenger rail usage 2020-21

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

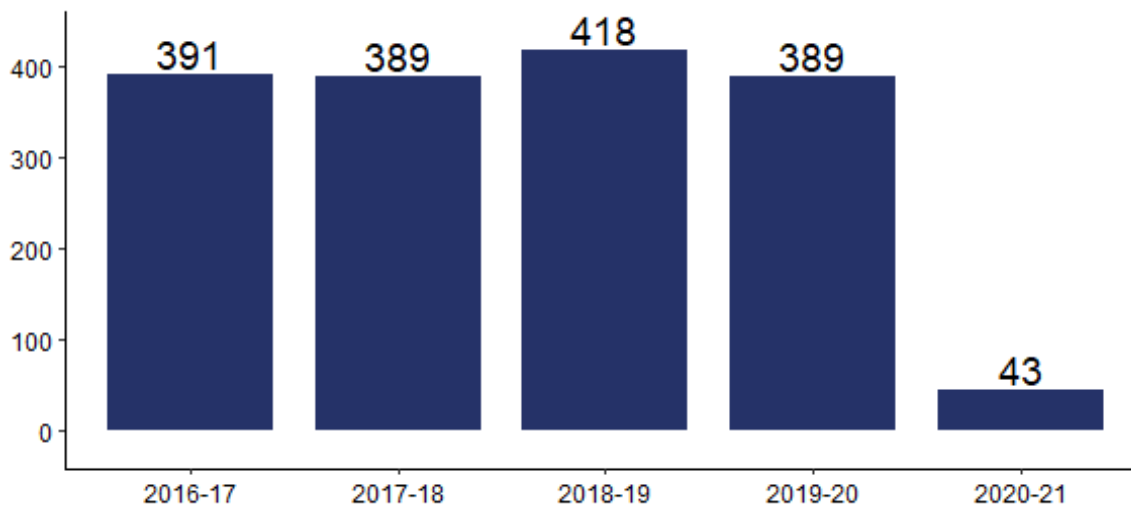
## Passenger journeys (millions), 2016-17 to 2020-21



In 2020-21, there were 0.2 million passenger journeys. This equates to 11.8% of the journeys made in 2019-20.

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

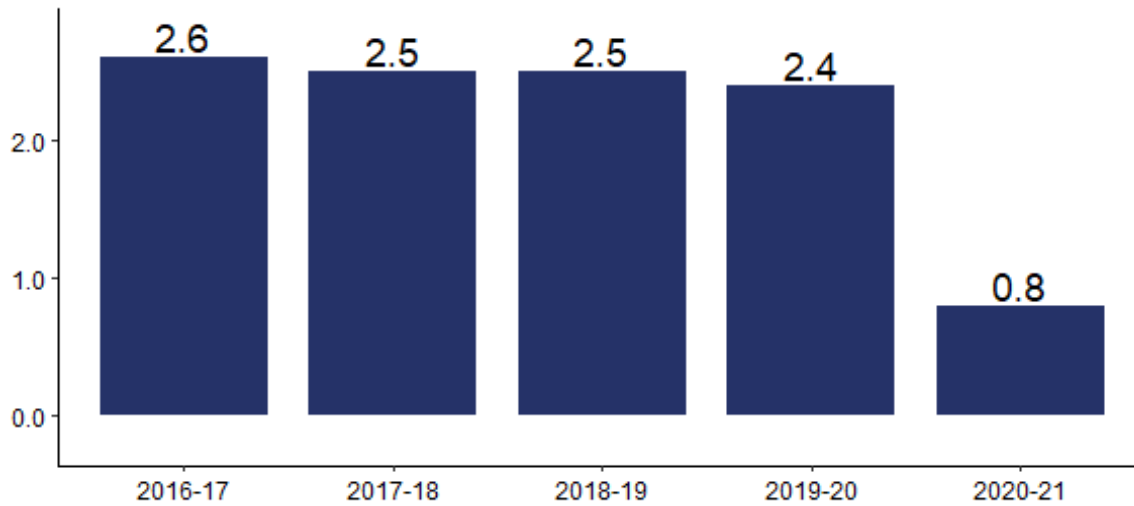
## Passenger kilometres (millions), 2016-17 to 2020-21



In 2020-21, there were 43 million passenger kilometres travelled. This is 11.1% of the kilometres travelled in 2019-20.

**Passenger train kilometres** refers to the number of train kilometres travelled by revenue earning passenger trains. Only kilometres on Network Rail infrastructure are included.

**Passenger train kilometres (millions), 2016-17 to 2020-21**



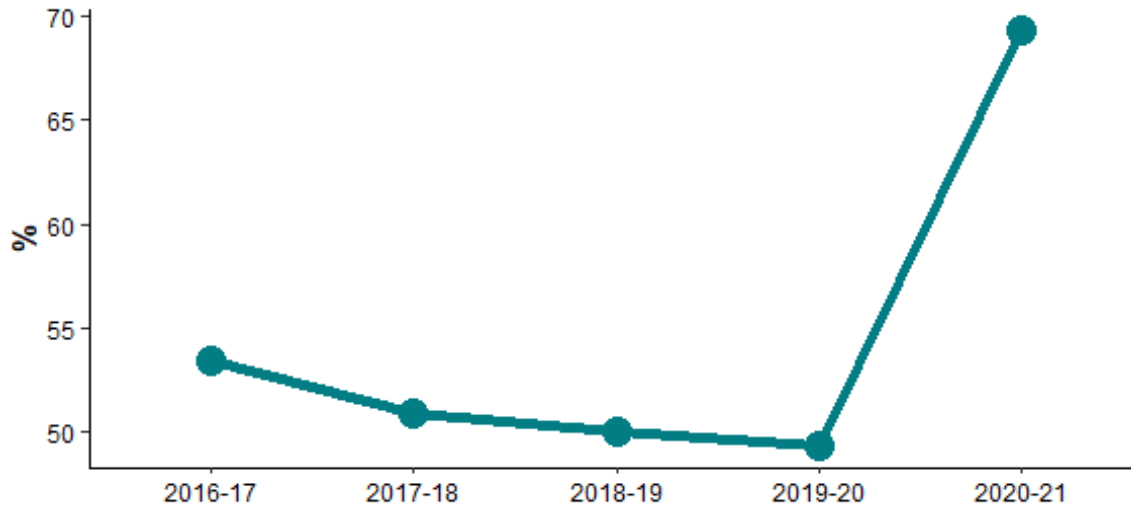
In 2020-21, there were 0.8 million passenger train kilometres. This equates to 32.2% of the train kilometres in 2019-20.

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

# Passenger rail performance 2020-21

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

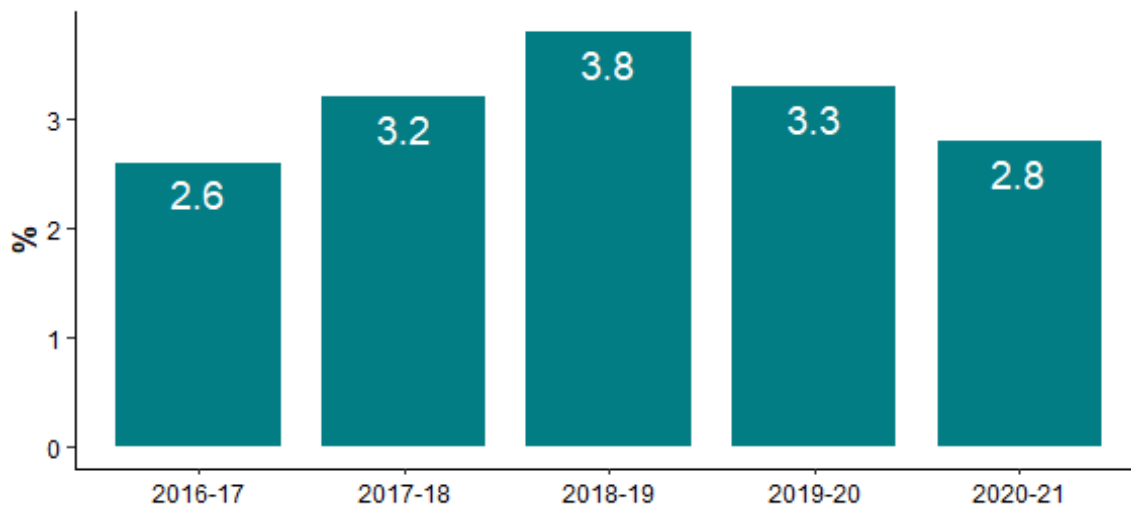
## Percentage of trains on time (within 59 seconds), 2016-17 to 2020-21



The percentage of trains on time in 2020-21 was 69.3% compared with 49.3% in 2019-20.

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

## Cancellation score, 2016-17 to 2020-21



The cancellation score in 2020-21 was 2.8% compared with 3.3% in 2019-20.

The **number of trains planned** is based on the daily schedule as agreed between the train operator and Network Rail at 22:00 on the previous evening.

### Number of trains planned, 2016-17 to 2020-21



There were 1,820 trains planned in 2020-21. This was 30.4% of the trains planned in 2019-20.

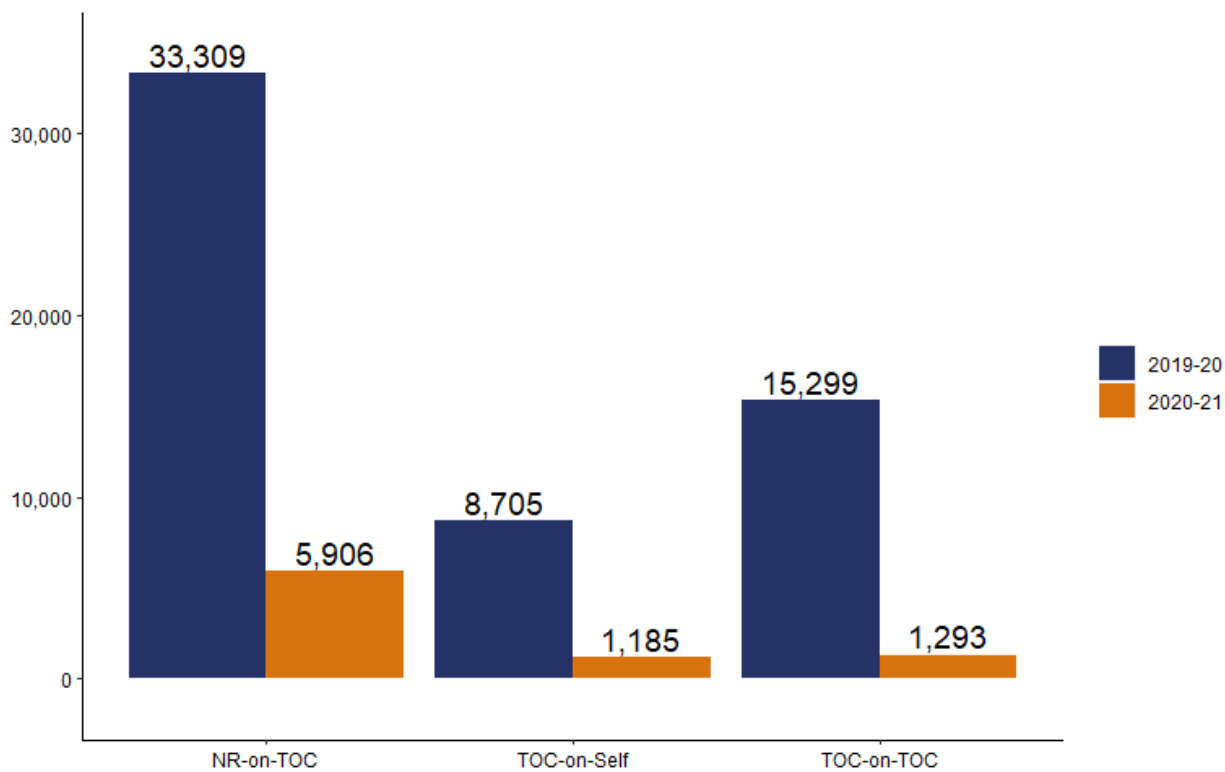
**Delay minutes** are a performance measure for the punctuality of trains. A delay is defined as a loss of time against a schedule between two consecutive locations on the train’s journey. Only delays on Network Rail owned infrastructure are included.

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

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

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

**Delay minutes on the rail network by responsibility, 2019-20 and 2020-21**



**Delay minutes by responsibility between 2016-17 and 2020-21**

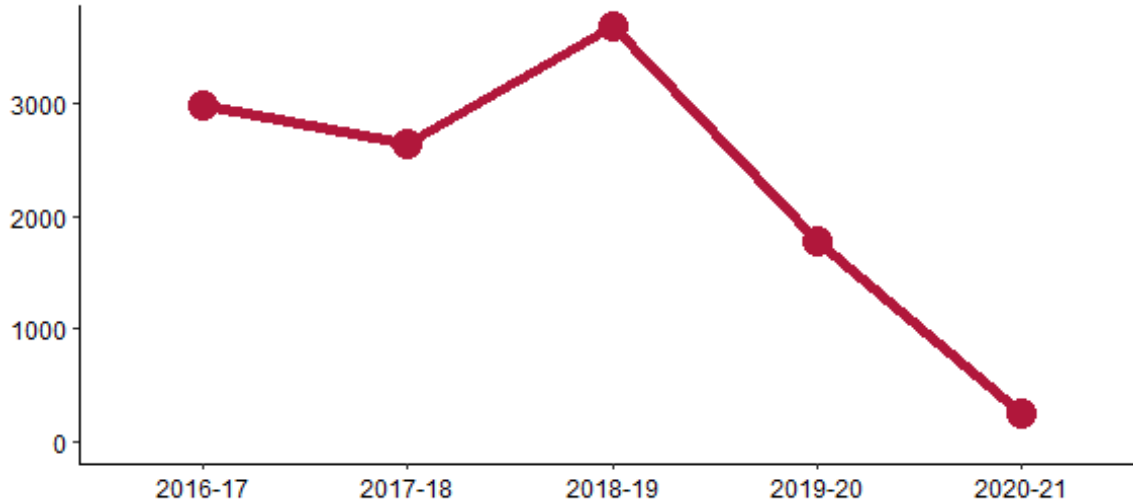
Delay type	2016-17	2017-18	2018-19	2019-20	2020-21
<b>NR-on-TOC</b>	31,589	27,454	32,840	33,309	5,906
<b>TOC-on-Self</b>	5,230	7,192	9,324	8,705	1,185
<b>TOC-on-TOC</b>	11,108	13,593	18,484	15,299	1,293

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

# Passenger experience 2020-21

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

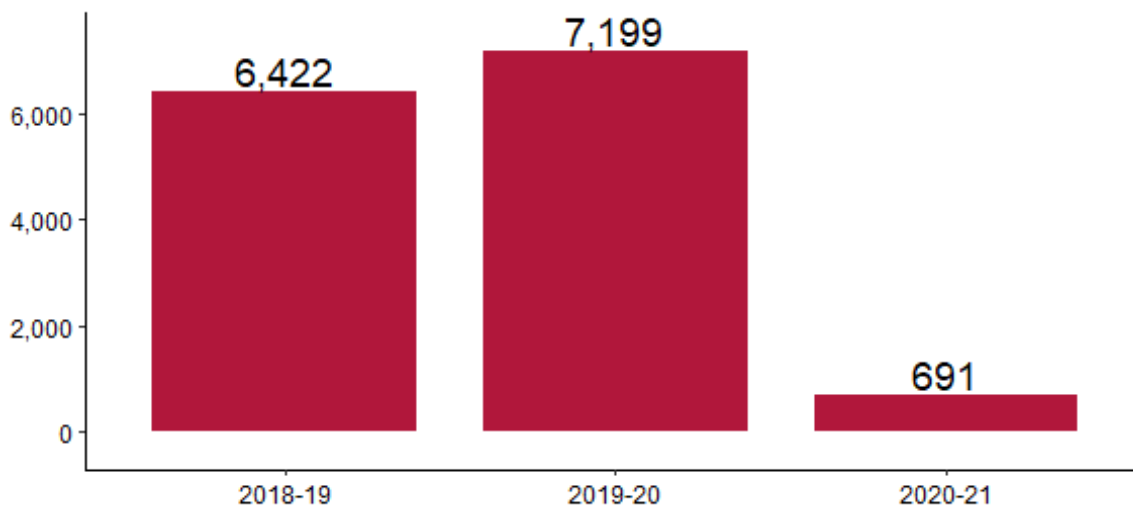
## Complaints closed, 2016-17 to 2020-21



The number of complaints closed in 2020-21 was 253. This is 86% lower than in 2019-20.

**Delay compensation claims approved** is the volume of claims which were successfully approved for payment to the claimant.

## Delay compensation claims approved, 2018-19 to 2020-21

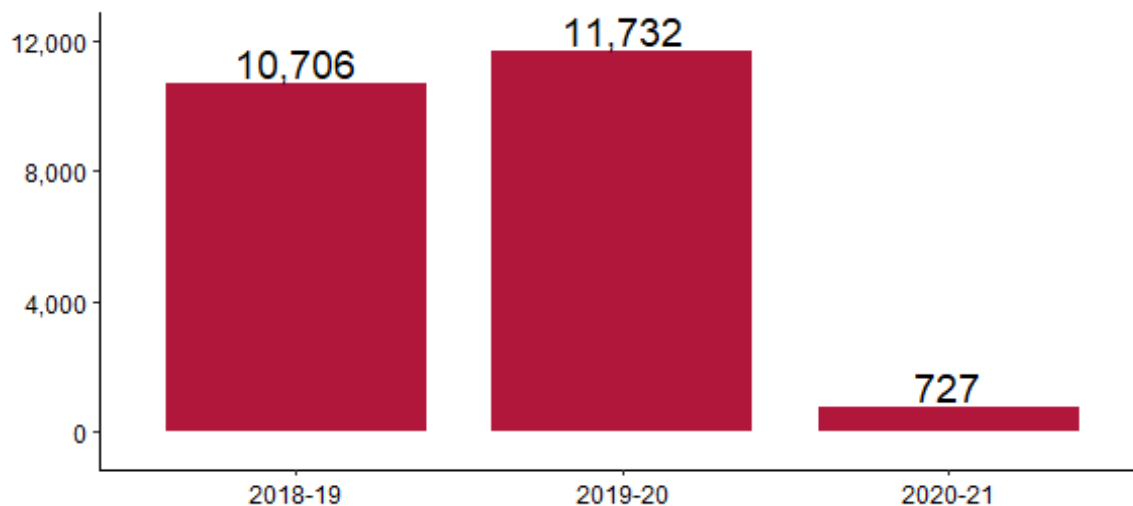


691 compensation claims were approved in 2020-21, compared with 7,199 in 2019-20.



**Delay compensation claims closed** refers to the volume of closed claims by Grand Central which were filed by passengers within Great Britain.

### Delay compensation claims closed, 2018-19 to 2020-21



727 compensation claims were closed in 2020-21, compared with 11,732 in 2019-20.

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



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