Passenger rail performance

1 January to 31 March 2025

29 May 2025

Passenger rail performance in the latest quarter (1 January to 31 March 2025) was similar or worse than the same quarter the previous year for the main measures of punctuality and reliability.

Table 1 Passenger rail performance has deteriorated this quarter

Measure	Jan to Mar 2025	Compared with Jan to Mar 2024 (one year ago)
On Time	68.1%	↓ down 0.2pp
Time to 3	85.9%	← no change
PPM	86.8%	← no change
Cancellations	3.4%	↑ up 0.1pp

For the **On Time** punctuality measure, the percentage of recorded station stops arrived at early or less than one minute after the scheduled time was **68.1%** in the latest quarter. For **Time to 3**, the percentage of stops arrived at within three minutes was **85.9%**. Using **the Public Performance Measure (PPM)**, **86.8%** of trains were punctual at their final destination in the latest quarter.

For the **Cancellations** measure of reliability, 3.4% of services were cancelled in the latest quarter.

We are **proposing changes to these statistics** from the next publication. We plan to place more focus on Time to 3 performance and less focus on PPM and On Time punctuality. Further information on these changes and how it will impact users can be found on page 2. For feedback or questions, please email rail.stats@orr.gov.uk.

All data tables, a quality and methodology report and an interactive dashboard associated with this release are published on the Passenger rail performance page of the ORR data portal.

Background:

This quarterly statistical release contains information on passenger rail performance measures of punctuality and reliability for Great Britain.

These include: **On Time**, **Time to 3**, **Public Performance Measure (PPM)**, **train delays, Cancellations** and **Severely disrupted days.**

It also contains more detailed information by train operator.

Numbers presented in this release are rounded.

Source: Network Rail

Latest quarter: 1 January to 31 March 2025

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Next publication:
11 September 2025

1. Context

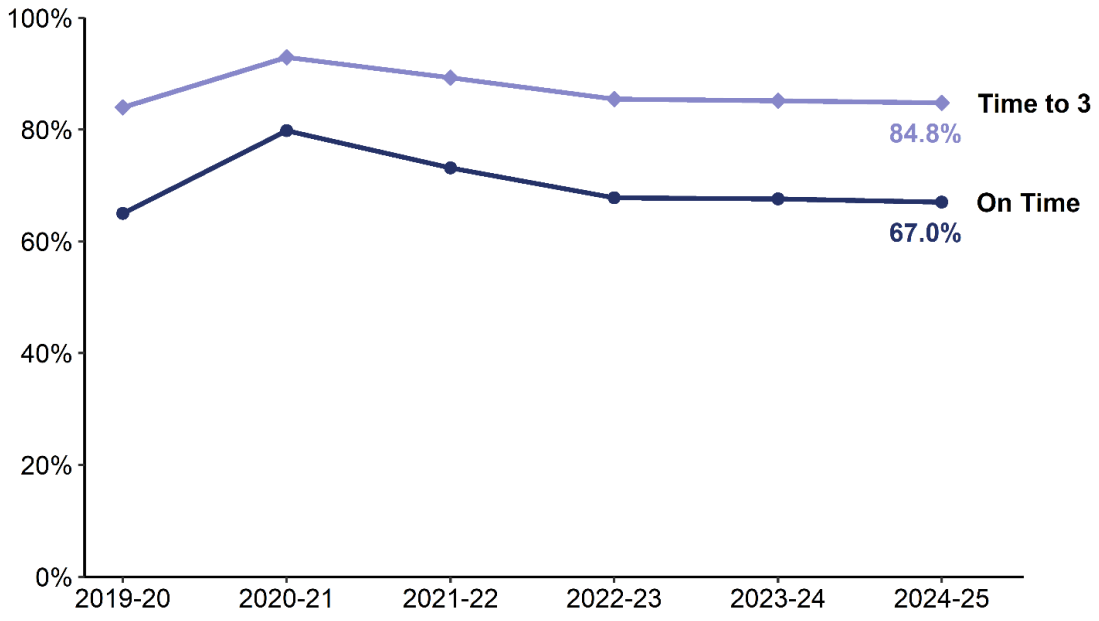
Proposed changes to these statistics

We are planning to place more focus on the Time to 3 punctuality measure in the next publication of this statistical release and within the supporting data tables that we publish. Whilst the rail industry will continue to use a range of measures to monitor and report train performance, there has been a recent shift away from the use of **On Time** (punctuality within a minute of scheduled times) to **Time to 3** (punctuality within three minutes of scheduled times). In November 2024, the Secretary of State for Transport announced that Time to 3 and Cancellations train performance data would be advertised within stations. To support this, we published data for these measures at a station (and station by operator) level for all stations in Great Britain for the first time in March 2025. In this quarter's statistical release, we have presented **Time to 3** alongside **On Time** on the front page. From our next publication onwards (covering April 2025 to June 2025), we will focus on the **Time to 3** measure on the front page and in the punctuality section that follows. **On Time and PPM** statistics will be included later in the release and will continue to be published in Tables 3133 and 3113 (quarterly). We will continue to focus on the Cancellations measure as the primary measure of reliability.

The chart below presents historic On Time and Time to 3 performance for Great Britain. This shows that the two measures have very similar trends over time. The level of correlation between the two measures is very high.

Figure 1.1 On Time and Time to 3 follow similar trends over time

On Time and Time to 3, Great Britain, annual data, April 2019 to March 2025 (Table 3133)



Trains planned

A train planned refers to a train service confirmed to run by the operator and Network Rail at 22:00 on the previous evening. Planned train services removed from railway systems before this cut-off time are not included.

In the **latest quarter (1 January to 31 March 2025)**, there were **1.9 million** trains planned in Great Britain. The latest quarter had 54,700 more planned trains (up 3%) compared with the same quarter the previous year (1 January to 31 March 2024).

Figure 1.2 Trains planned are higher than the same quarter the previous year

Trains planned (millions), Great Britain, quarterly data, April 2019 to March 2025 (Table 3123)

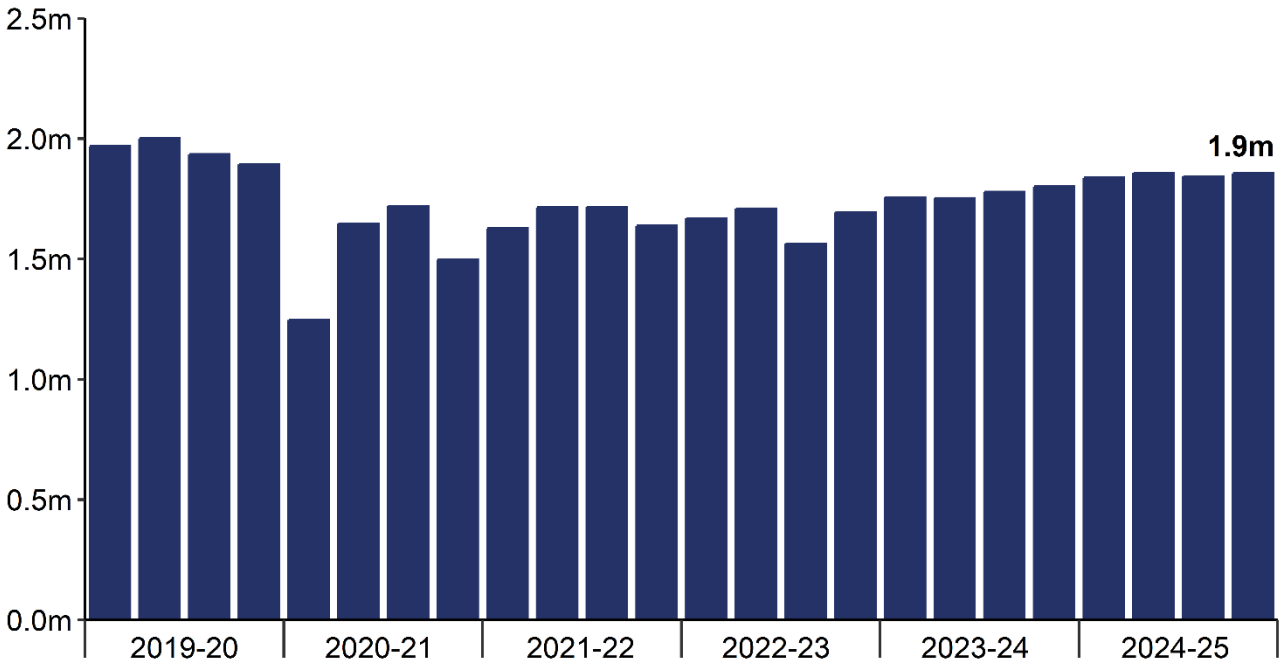
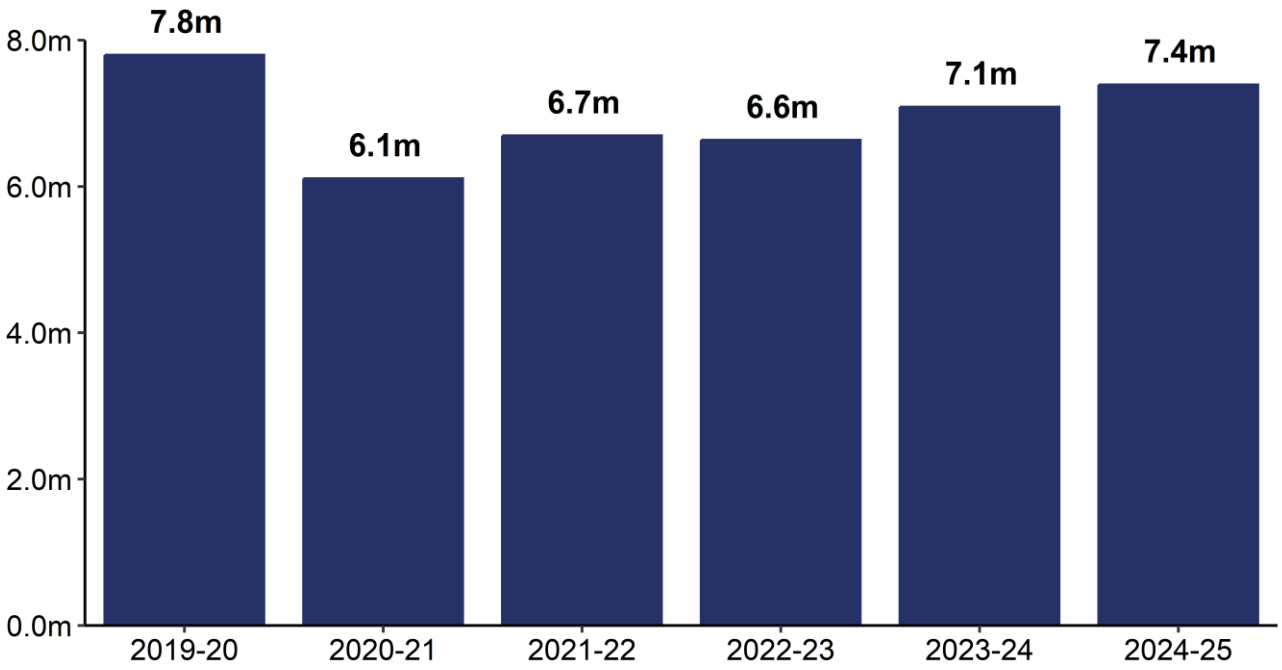


Figure 1.3 More trains were planned in the latest year than in each of the previous four years

Trains planned (millions), Great Britain, annual data, April 2019 to March 2025 (Table 3123)



For the **12 months up to March 2025** (1 April 2024 to 31 March 2025), there were **7.4 million** trains planned in Great Britain. This was up 4% compared with the previous 12 months ending March 2024.

Further trains planned data is available in Table 3123 (quarterly) and Table 3124 (periodic). Periodic (4-weekly) operational data in Table 3124 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (29 May 2025), the latest periodic data available is up to 26 April 2025.

Passenger rail usage

ORR publishes quarterly statistics on Passenger rail usage. Statistics covering the latest quarter (1 January to 31 March 2025) will be published on 12 June 2025.

2. Train punctuality

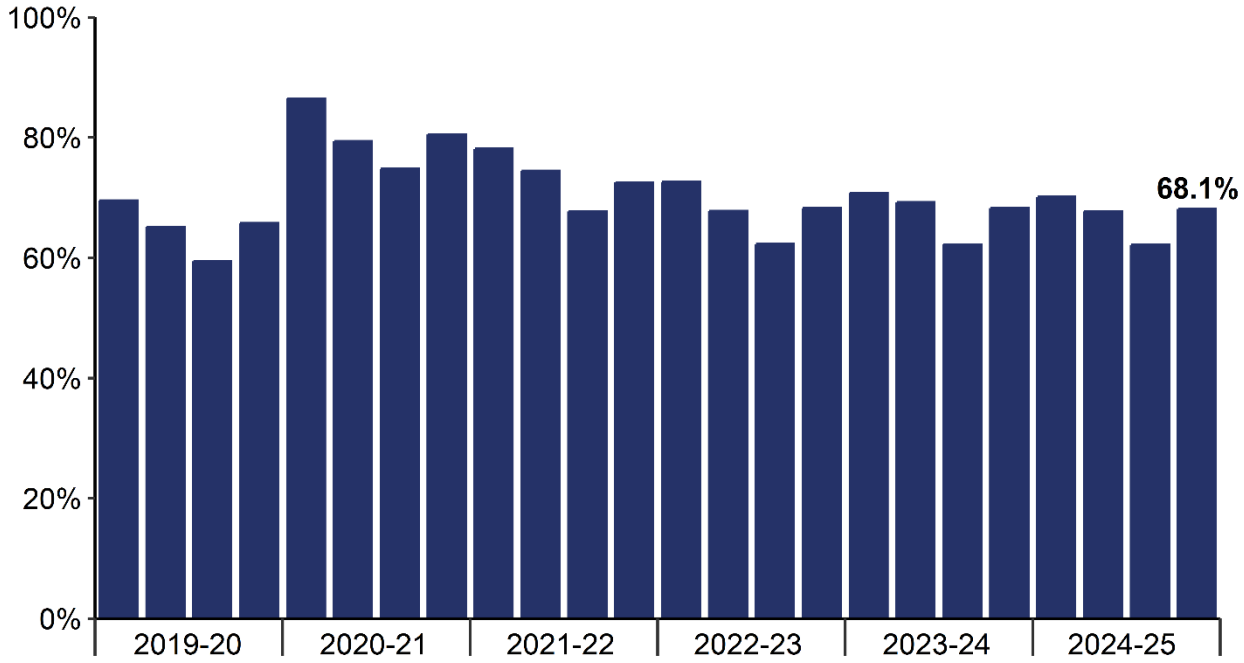
Punctuality at recorded station stops

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

In the **latest quarter (1 January to 31 March 2025)**, **68.1%** of recorded station stops in Great Britain (14.2 million out of 20.8 million) were arrived at On Time. This was 0.2 percentage points (pp) lower (i.e. worse) than the same quarter the previous year.

Figure 2.1 On Time percentages were lower than the same quarter in the previous year

On Time, Great Britain, quarterly data, April 2019 to March 2025 (Table 3133)



For the **12 months up to March 2025**, **67.0%** of recorded station stops in Great Britain (55.3 million out of 82.5 million) were arrived at On Time. This was down 0.6pp compared with the previous 12 months ending March 2024.

Further train punctuality data is available in Table 3133 (quarterly) and Table 3138 (periodic). This includes the percentage of recorded station stops arrived at within 3 minutes (Time to 3) and within 15 minutes (Time to 15) after the scheduled arrival time. Periodic (4-weekly) operational data in Table 3138 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (29 May 2025), the latest periodic data available is up to 26 April 2025.

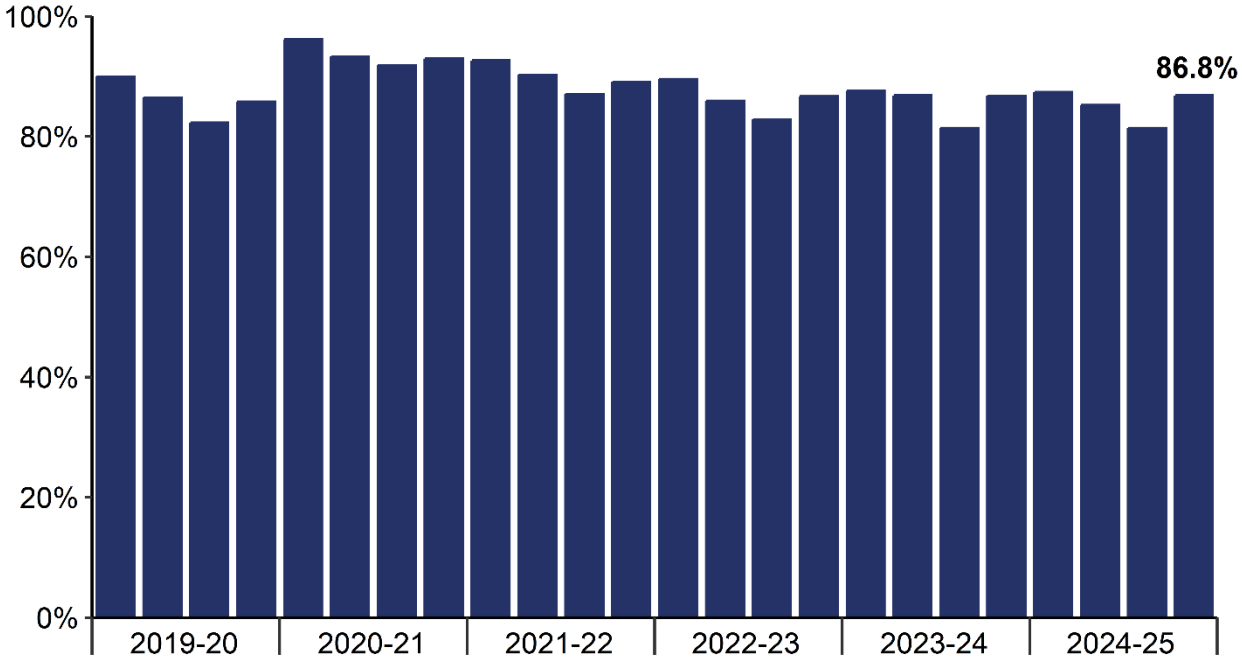
Public Performance Measure (PPM)

The **Public Performance Measure (PPM)** is the percentage of trains arriving at their final destination within either 5 or 10 minutes of the scheduled arrival time depending on the type of train operator providing the service.

In the **latest quarter (1 January to 31 March 2025)**, PPM for Great Britain was **86.8%**. This is unchanged (to 1 decimal place) on the same quarter the previous year.

Figure 2.2 PPM in the latest quarter was similar to the previous year

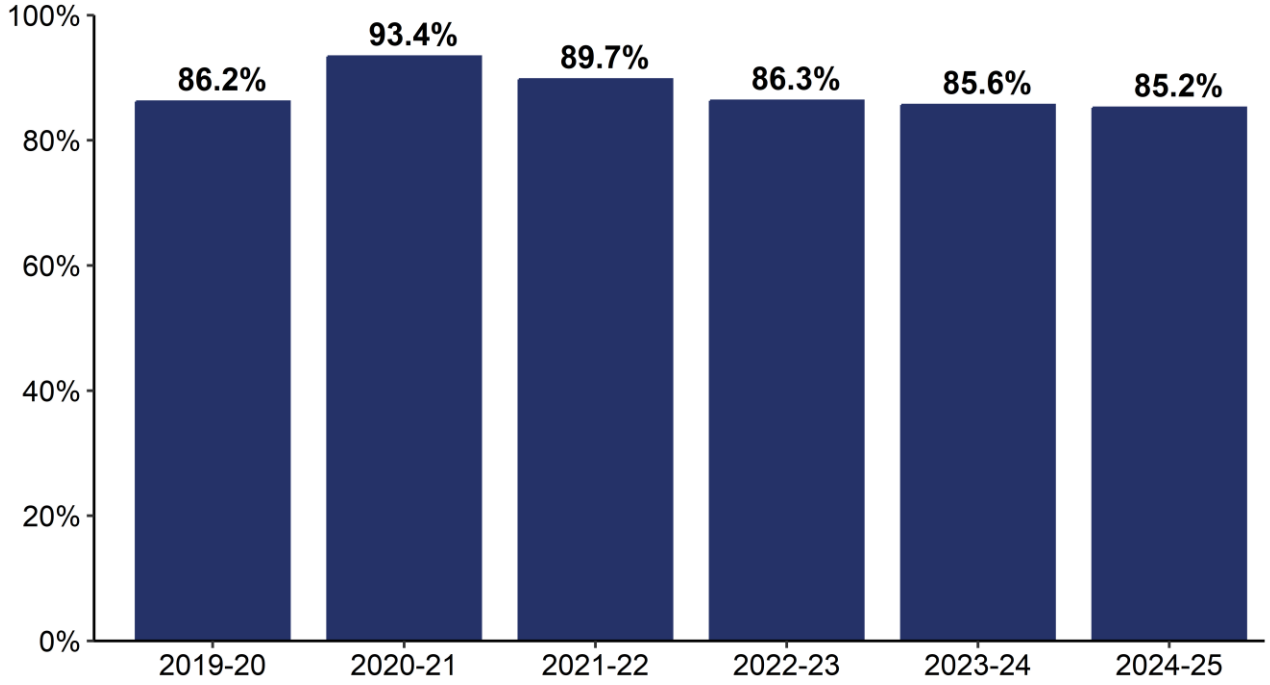
PPM, Great Britain, quarterly data, April 2019 to March 2025 (Table 3113)



PPM for the **12 months up to March 2025** (1 April 2024 to 31 March 2025), was **85.2%**. This was down 0.4pp (i.e. worse) compared with the previous 12 months ending March 2024.

Figure 2.3 Annual PPM has gradually decreased since the pandemic

PPM, Great Britain, annual data, April 2019 to March 2025 (Table 3113)



Further PPM train punctuality data is available in Table 3113 (quarterly) and Table 3114 (periodic). Periodic (4-weekly) operational data in Table 3114 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (29 May 2025), the latest periodic data available is up to 26 April 2025.

Other punctuality measures

Delay minutes

Delay minutes measures the time lost between consecutive timing points on the rail network.

In the **latest quarter (1 January to 31 March 2025)**, passenger train delay minutes attributed to Network Rail in Great Britain decreased by 3% compared with the same quarter the previous year. Delay minutes attributed to operators increased by 3%.

For detailed information on Network Rail and operator performance this quarter, please see our interactive performance dashboard on the data portal. Periodic (4-weekly) operational data in Table 3184 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (29 May 2025), the latest periodic data available is up to 26 April 2025.

Delay minutes per 1,000 miles

Delay minutes per 1,000 miles measures passenger train delay attributed to Network Rail and train operators from incidents occurring in each Network Rail region, per 1,000 miles of train travel.

In Control Period 7 (April 2024 to March 2029), this is a supporting measure used by ORR for routine monitoring and assessment of Network Rail's passenger rail performance.

Periodic (4-weekly) operational data in Tables 3181 and 3182 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (29 May 2025), the latest periodic data available is up to 26 April 2025.

Average Passenger Lateness

Average Passenger Lateness (APL) measures the average lateness of a passenger as they alight from their train.

Periodic (4-weekly) operational data in Table 3144 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (29 May 2025), the latest periodic data available is up to 26 April 2025.

3. Train reliability

Cancellations

In the **latest quarter (1 January to 31 March 2025)**, of the 1.9 million trains planned, 44,100 were full cancellations and 39,200 were part cancellations.

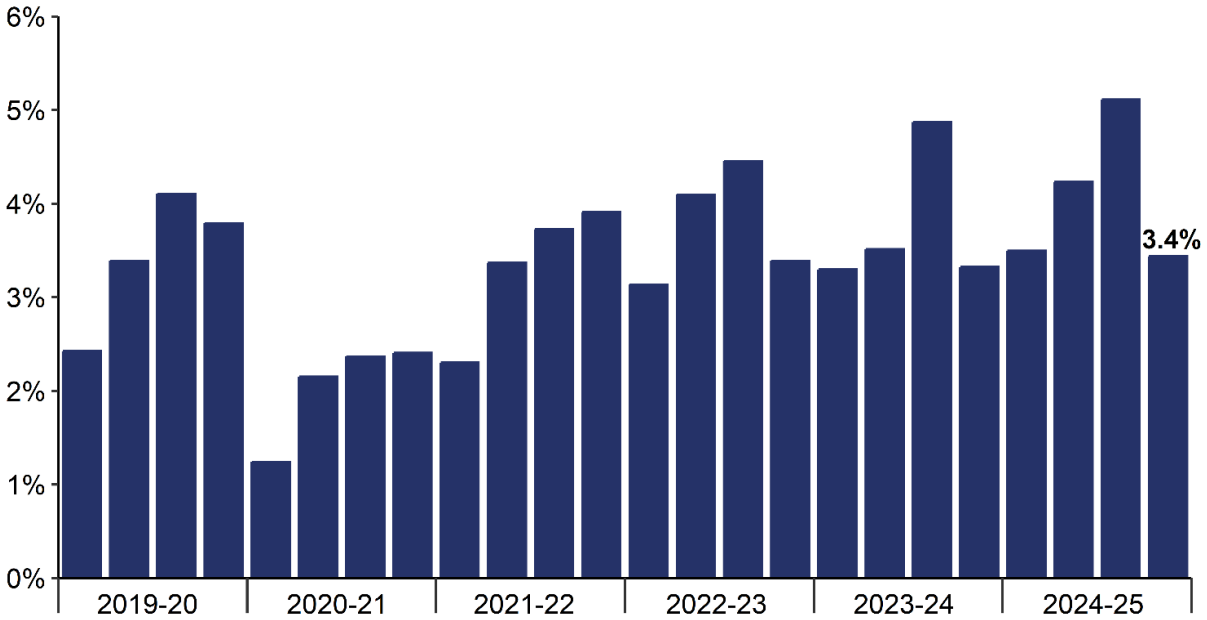
The **Cancellations** measure is the percentage of trains planned that were cancelled, where full cancellations are counted as one and part cancellations as half. This industry measure is an indicator of disruption against the timetable operating on the day. The timetable is finalised at 22:00 the previous evening, and trains removed from the timetable before then will not be included.

Some operators have reported they use the practice of late-notice **"P-coding"** for 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 revised timetable, and therefore may not be appearing in operators' Cancellations. Operators who use "P-coding" may therefore have a lower Cancellations reported in this release than that which a passenger may experience. ORR has collected and published the number of trains that each operator removed from the timetable due to resource availability shortages and an 'adjusted' Cancellations measure for each period from 8 January 2023 (rail period 11). For more information about "P-coding" see Section 4 below (Train operator analysis – Reliability).

In the **latest quarter**, the Cancellations measure was **3.4%** which was 0.1pp higher (i.e. worse) than the same quarter the previous year.

Figure 3.1 Cancellations were slightly higher than the same quarter in the previous year

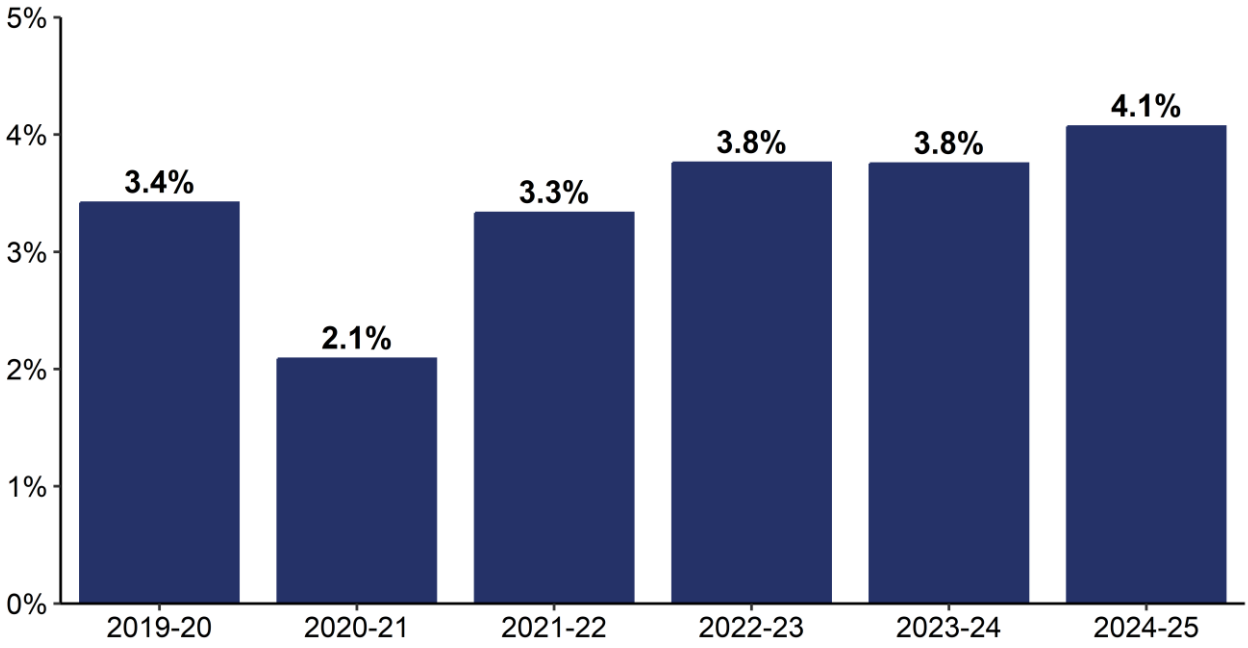
Cancellations, Great Britain, quarterly data, April 2019 to March 2025 (Table 3123)



The Cancellations measure for the **12 months up to March 2025** (1 April 2024 to 31 March 2025) was 4.1%. This was 0.3pp higher (i.e. worse) than the 12 months ending March 2024.

Figure 3.2 Cancellations have steadily increased since the pandemic

Cancellations score, Great Britain, annual data, April 2019 to March 2025 (Table 3123)

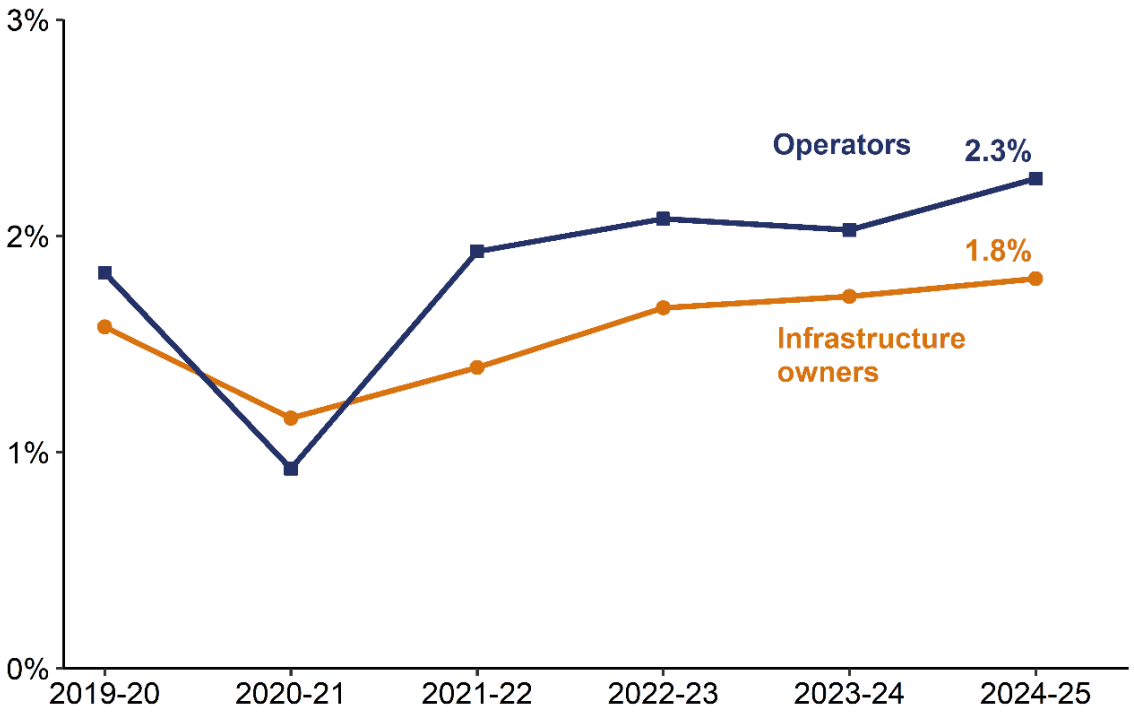


Cancellation responsibility split

In the **12 months to March 2025 (1 April 2024 to 31 March 2025)**, cancellations attributed to both operators and infrastructure owners increased. Operators were responsible for a higher proportion of cancellations than infrastructure owners and recorded a larger increase in cancellations than infrastructure owners on the previous year.

Figure 3.3 Cancellations attributed to operators and infrastructure owners both increased on the previous year

Cancellations scores by attributed responsibility, Great Britain, annual data, April 2019 to March 2025 (Table 3123)



Train cancellations Table 3123 (quarterly) and Table 3124 (periodic) include data on the number of full and part cancellations by operator. Periodic (4-weekly) operational data in Table 3124 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (29 May 2025), the latest periodic data available is up to 26 April 2025.

Severe disruption

If the Cancellations measure is 5% or more across Great Britain on any specific day, it is considered a **Severely disrupted day**. There were seven Severely disrupted days in Great Britain in the latest quarter, two more days than the same quarter in the previous year.

Table 3.1 Severely disrupted days within January to March 2025 with daily Cancellations and major incidents or issues that contributed to the cancellations that day

Date	Cancellations	Major incidents and issues contributing to cancellations
1 January 2025	9.0%	Severe weather, including flooding in the North West
5 January 2025	8.4%	Severe weather and traincrew-related cancellations
6 January 2025	8.6%	Severe weather and fleet-related cancellations
24 January 2025	9.8%	Severe weather and traincrew-related cancellations
28 January 2025	5.2%	Overhead line trip at Hayes & Harlington
29 January 2025	5.9%	Axle counter failure at Abbey Wood Crossrail and fatality at East Croydon
14 February 2025	5.3%	Mix of causes, track and traincrew most significant

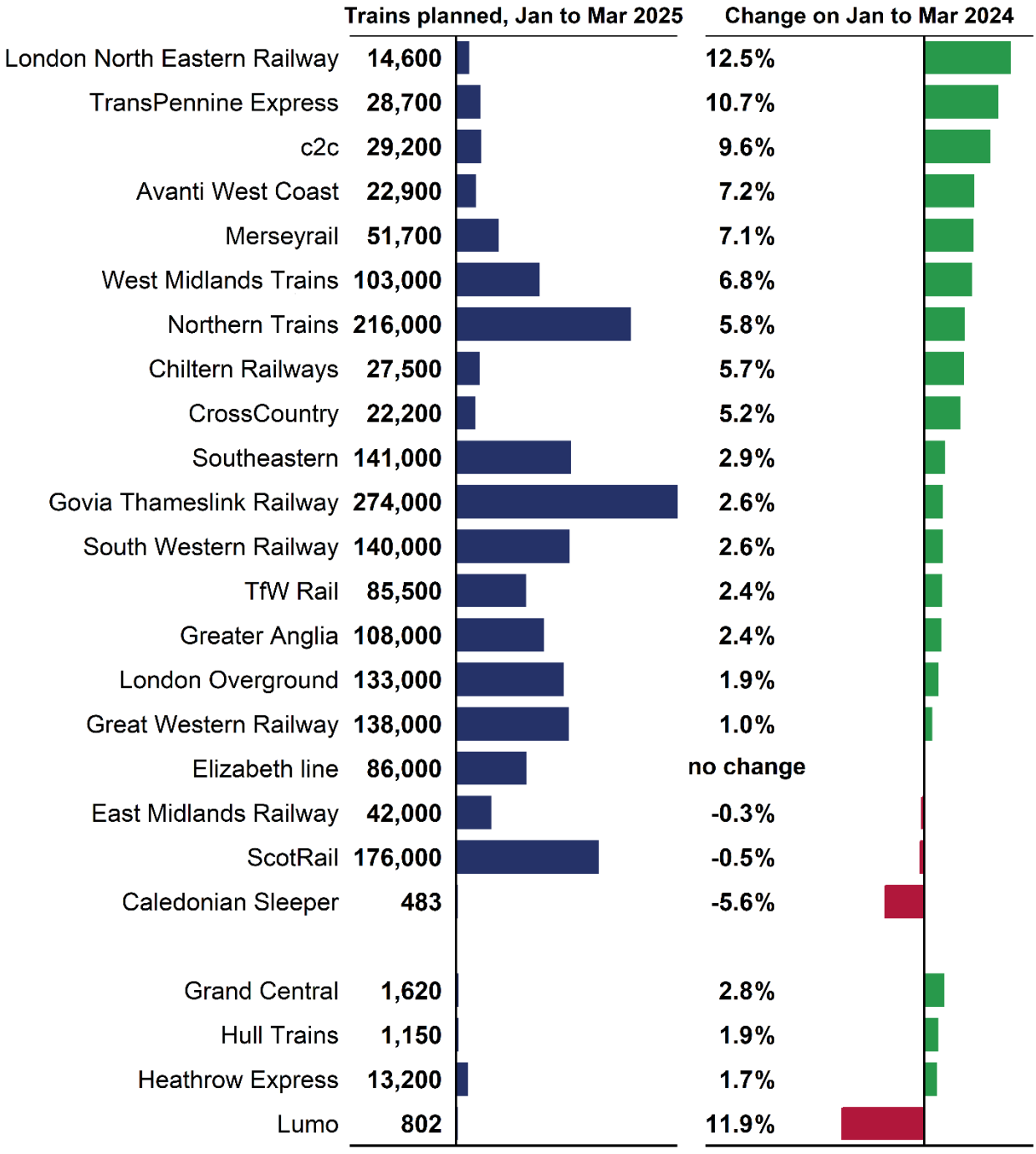
Periodic (four-weekly) data on Severely disrupted days for Great Britain and at a sub-operator level can be found in Table 3157.

4. Train operator analysis

Trains planned

Figure 4.1 Trains planned increased for 19 out of 24 operators

Trains planned by operator, January to March 2025, and percentage change compared with January to March 2024 (Table 3123)

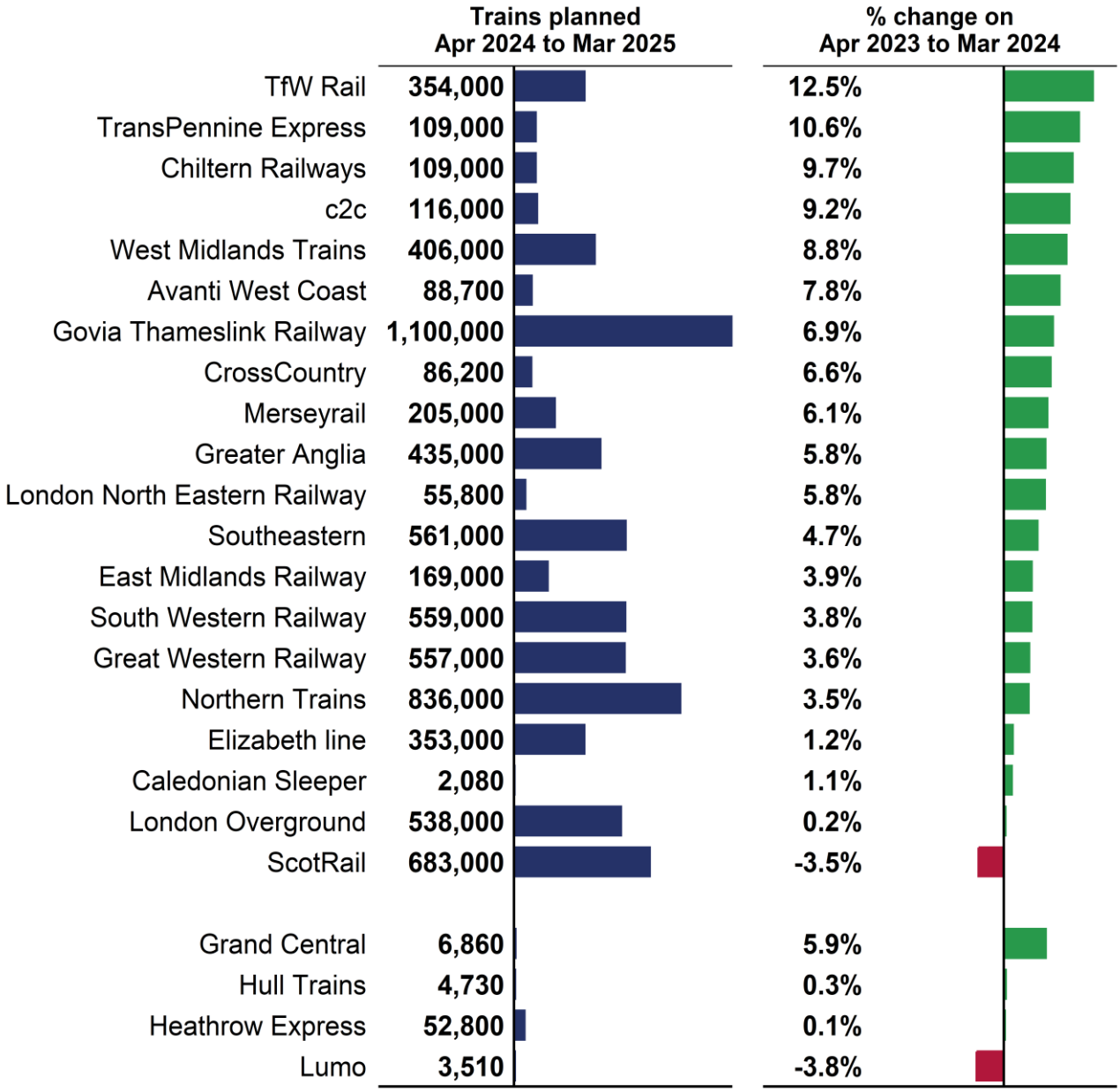


In the **latest quarter (1 January to 31 March 2025)**, the changes in trains planned compared with the same quarter in the previous year varied by operator, from an increase of 12.5% for London North Eastern Railway to a decrease of 11.9% for Lumo. These percentage changes should be considered when reviewing the punctuality and reliability data and charts in the sections below.

Fifteen operators have reported they use the practice of resource availability shortage “P-coded” pre-cancellations. Pre-cancelled trains are removed from the timetable before 22:00 the previous evening and are not included in trains planned statistics.

Figure 4.2 Trains planned increased for all but two operators in the latest year

Trains planned by operator, April 2024 to March 2025, and percentage change compared with April 2023 to March 2024 (Table 3123)



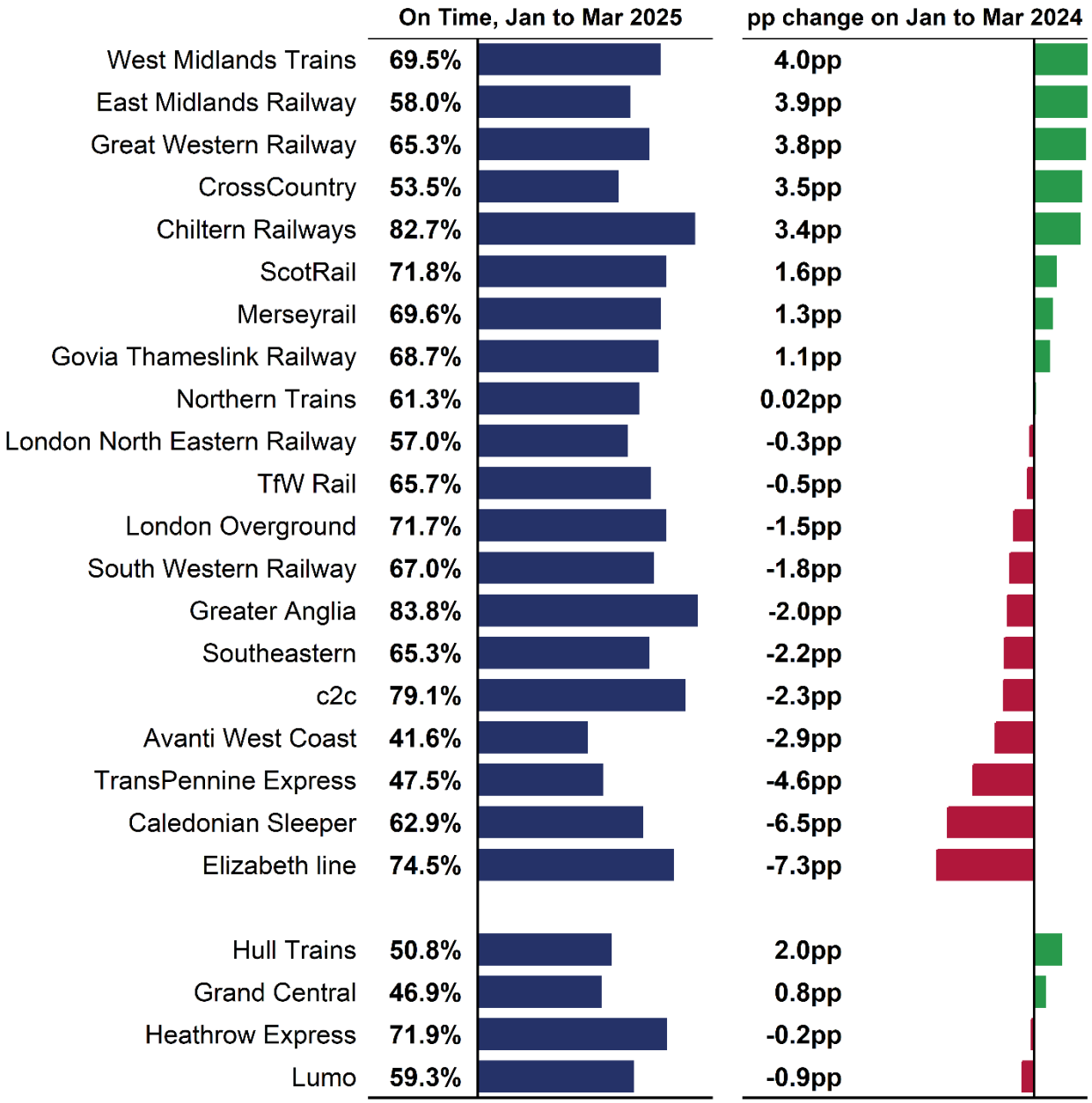
In the **12 months to March 2025 (1 April 2024 to 31 March 2025)**, TfW Rail recorded the largest increase in trains planned (up 12.5%), while Lumo recorded the largest decrease in trains planned (down 3.8%). Most operators recorded increases between 1% and 10%.

Periodic (4-weekly) operational data in Table 3124 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (29 May 2025), the latest periodic data available is up to 26 April 2025.

Punctuality

Figure 4.3 Punctuality improved for just under half of operators

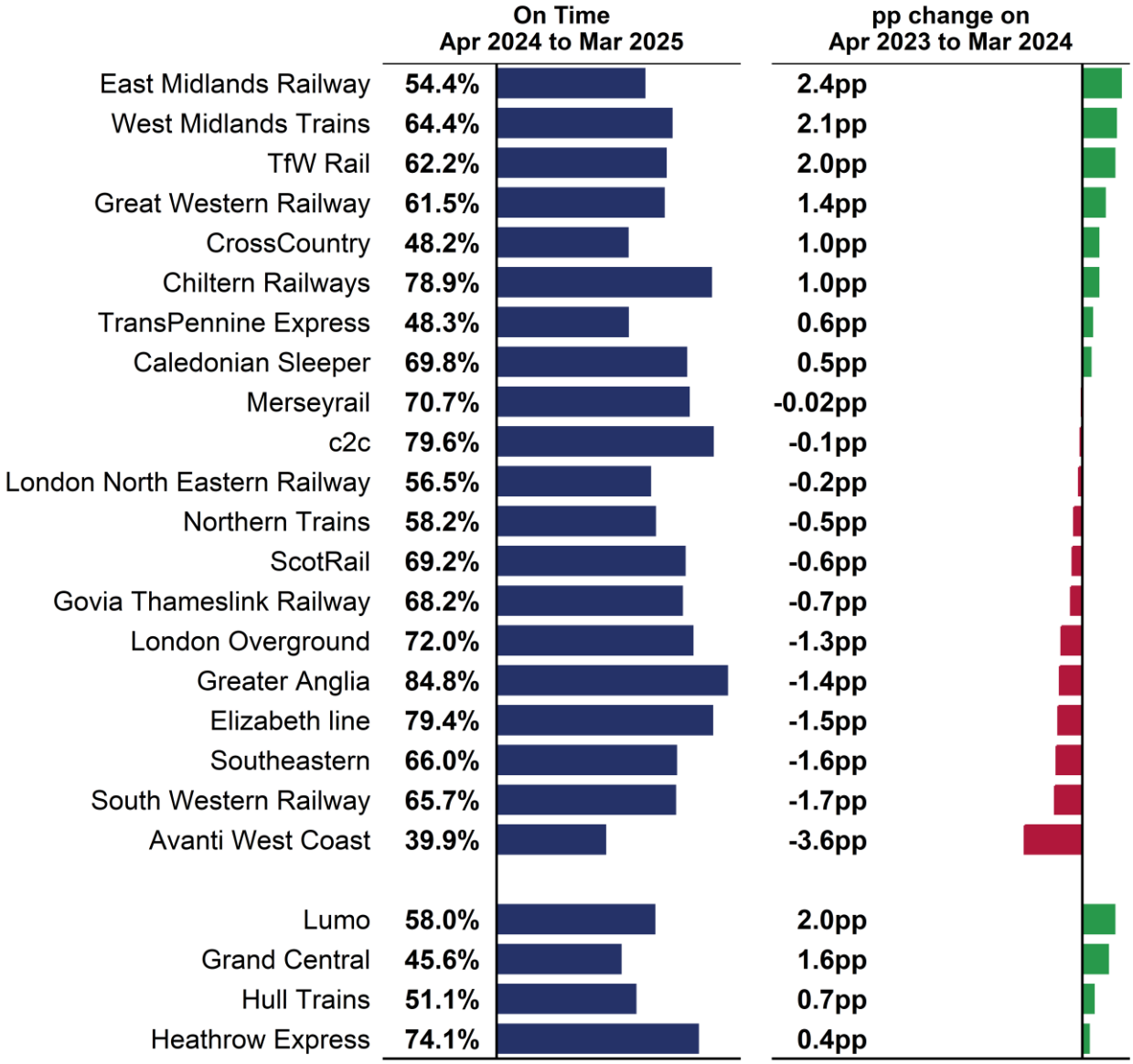
On Time by operator, January to March 2025 and percentage point (pp) change compared with January to March 2024 (Table 3133)



In the **latest quarter (1 January to 31 March 2025)**, punctuality improved for 11 out of 24 operators, with higher On Time percentages than the same quarter the previous year. West Midlands Trains recorded the highest increase in On Time percentage compared with the same quarter the previous year (up 4.0pp), while the Elizabeth line recorded the largest decrease (down 7.3pp).

Figure 4.4 Punctuality improved for half of operators in the latest year

On Time by operator, April 2024 to March 2025 and percentage point (pp) change compared with April 2023 to March 2024 (Table 3133)



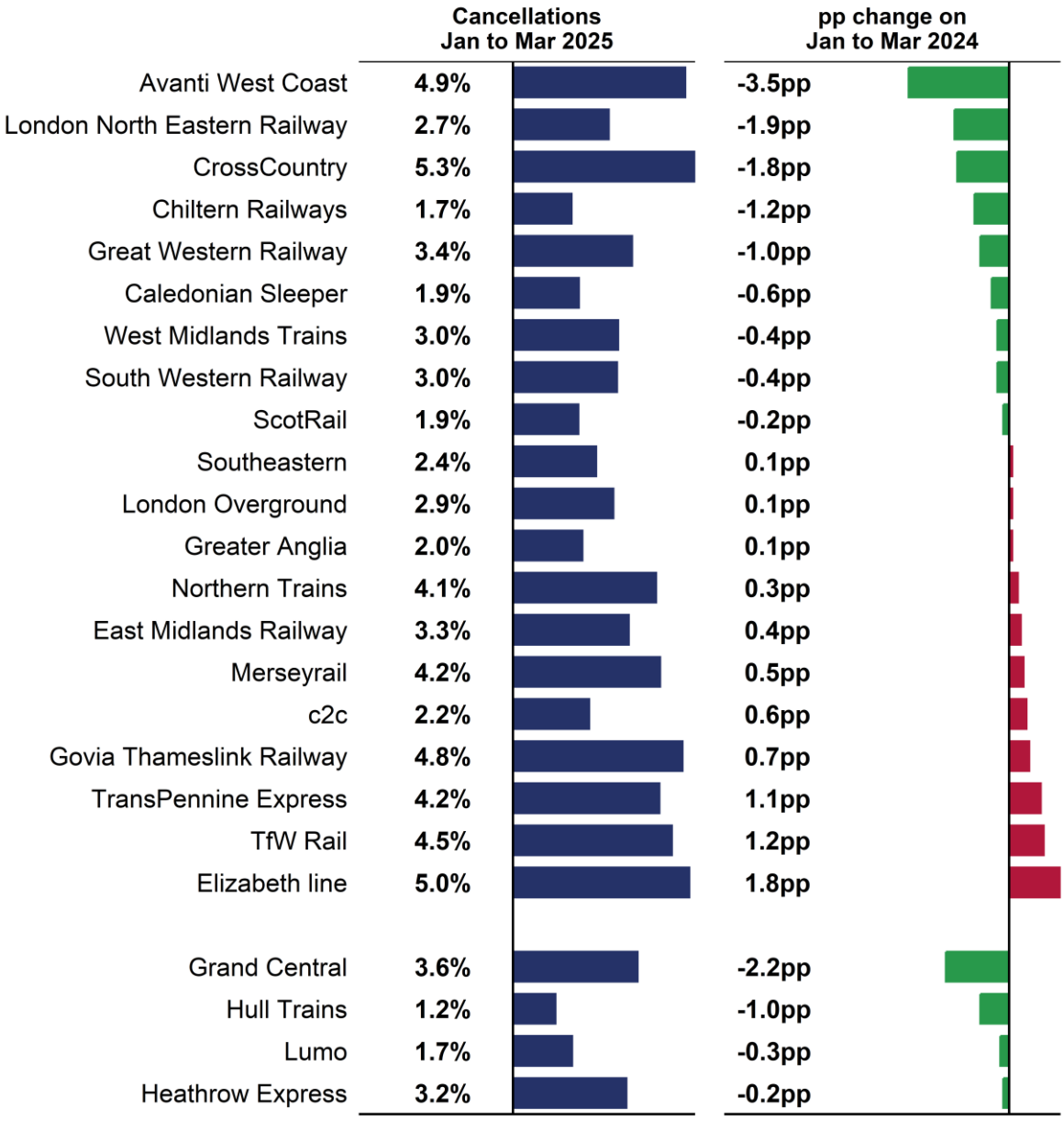
In the **12 months to March 2025 (1 April 2024 to 31 March 2025)**, East Midlands Railway recorded the highest increase in On Time percentage on the previous year (up 2.4pp) while Avanti West Coast recorded the highest decrease (down 3.6pp). Most operators recorded increases or decreases of less than 2 percentage points.

Periodic (4-weekly) operational data in Table 3138 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (29 May 2025), the latest periodic data available is up to 26 April 2025.

Reliability

Figure 4.5 Reliability improved for just over half of operators

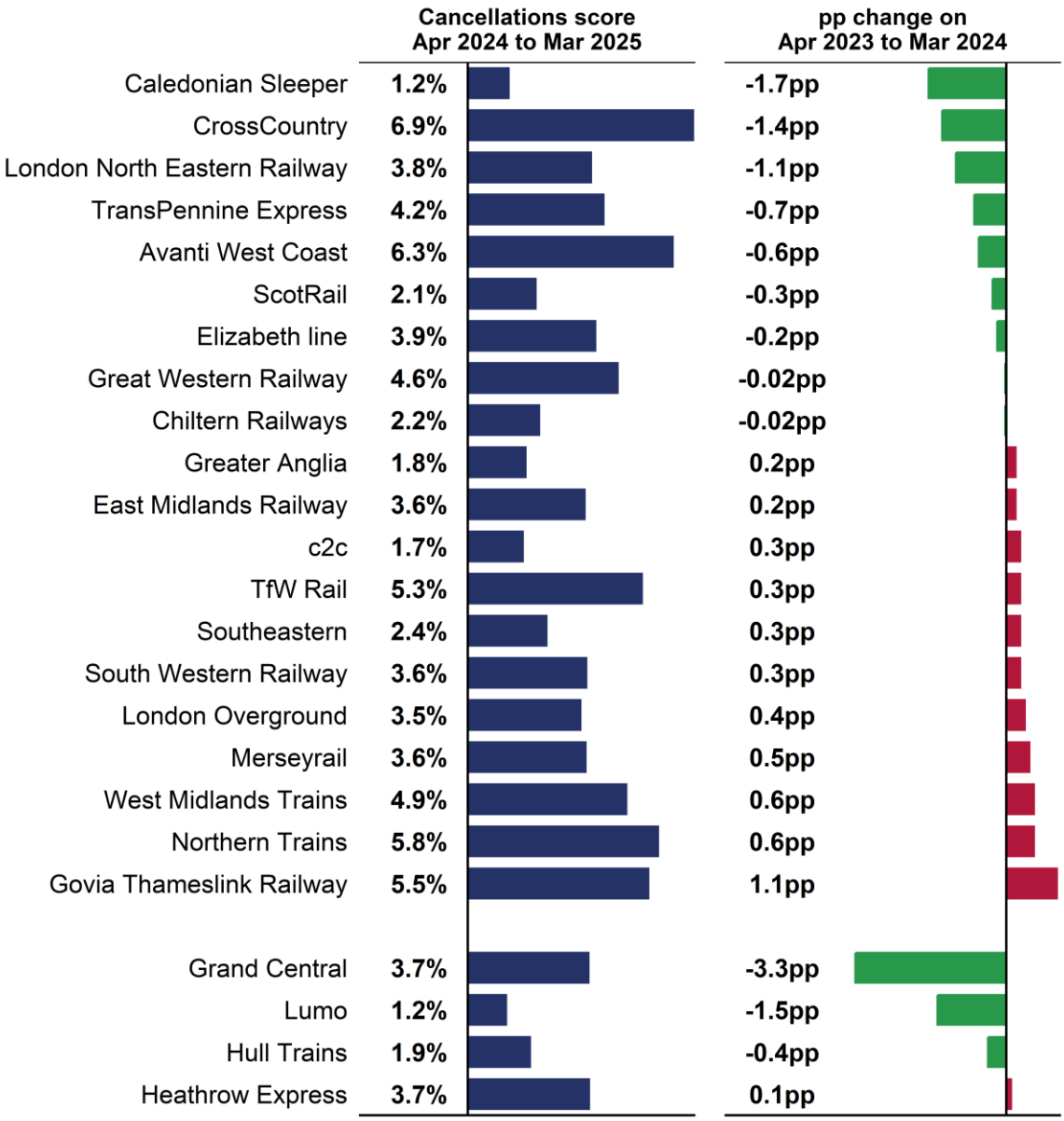
Cancellations by operator, January to March 2025 and percentage point (pp) change compared with January to March 2024 (Table 3123)



In the **latest quarter (1 January to 31 March 2025)**, reliability improved for 13 out of 24 operators, with lower Cancellations compared with the same quarter the previous year. Of these, Avanti West Coast (down 3.5pp) showed the most improvement. The Elizabeth line (up 1.8pp) had the largest percentage point increase (i.e. deteriorated).

Figure 4.6 Reliability improved for half of operators in the latest year

Cancellations score by operator, April 2024 to March 2025 and percentage point (pp) change compared with April 2023 to March 2024 (Table 3123)



In the **12 months to March 2025 (1 April 2024 to 31 March 2025)**, Govia Thameslink Railway recorded the largest increase in cancellations (up 1.1pp), while Grand Central recorded the largest decrease in cancellations (down 3.3pp). Most operators recorded changes of less than 1 percentage point.

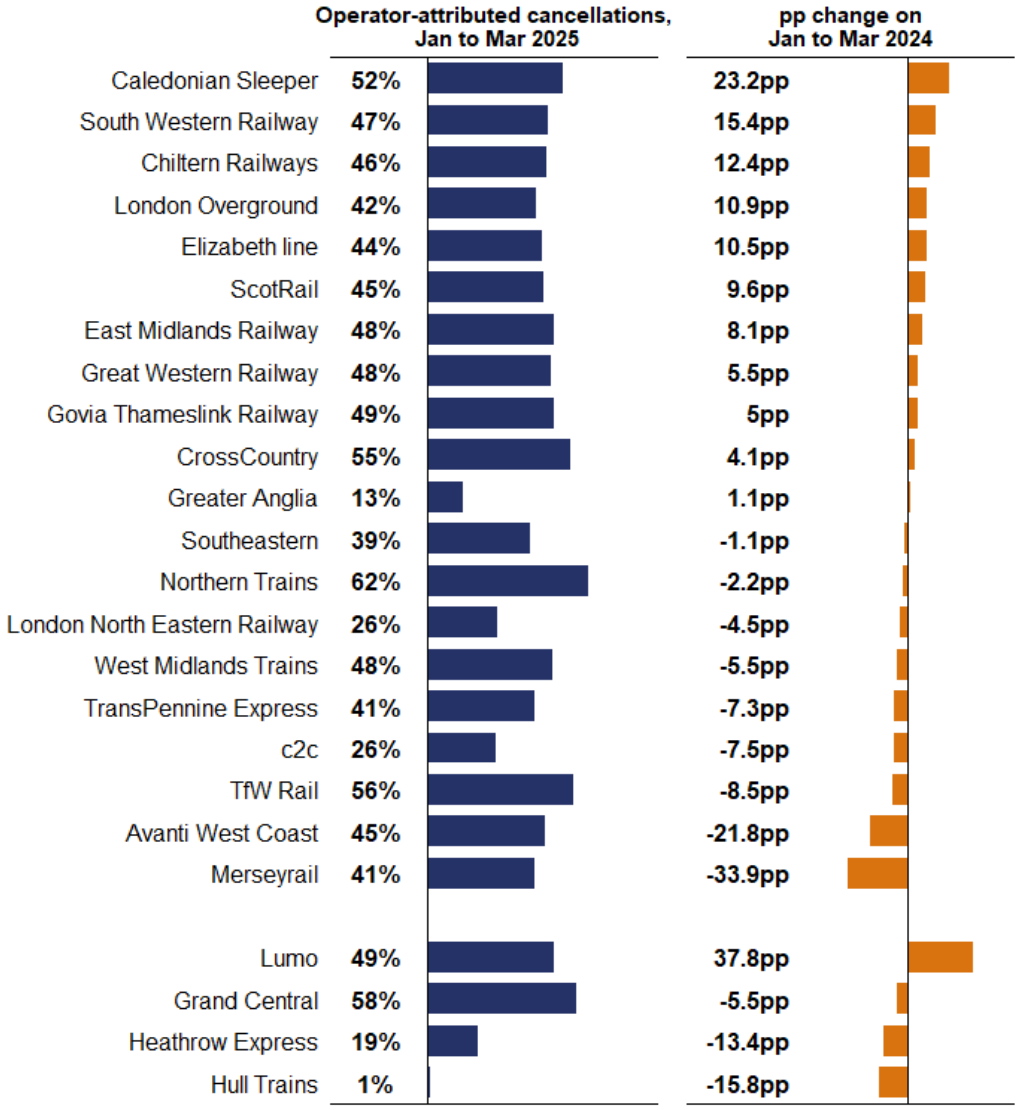
Periodic (4-weekly) operational data in Table 3124 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (29 May 2025), the latest periodic data available is up to 26 April 2025.

Responsibility for cancellations

Train cancellations can be attributed to either the operator or the infrastructure owner (e.g. Network Rail).

Figure 4.7 5 out of 24 operators were responsible for more than half of their cancellations in the latest quarter

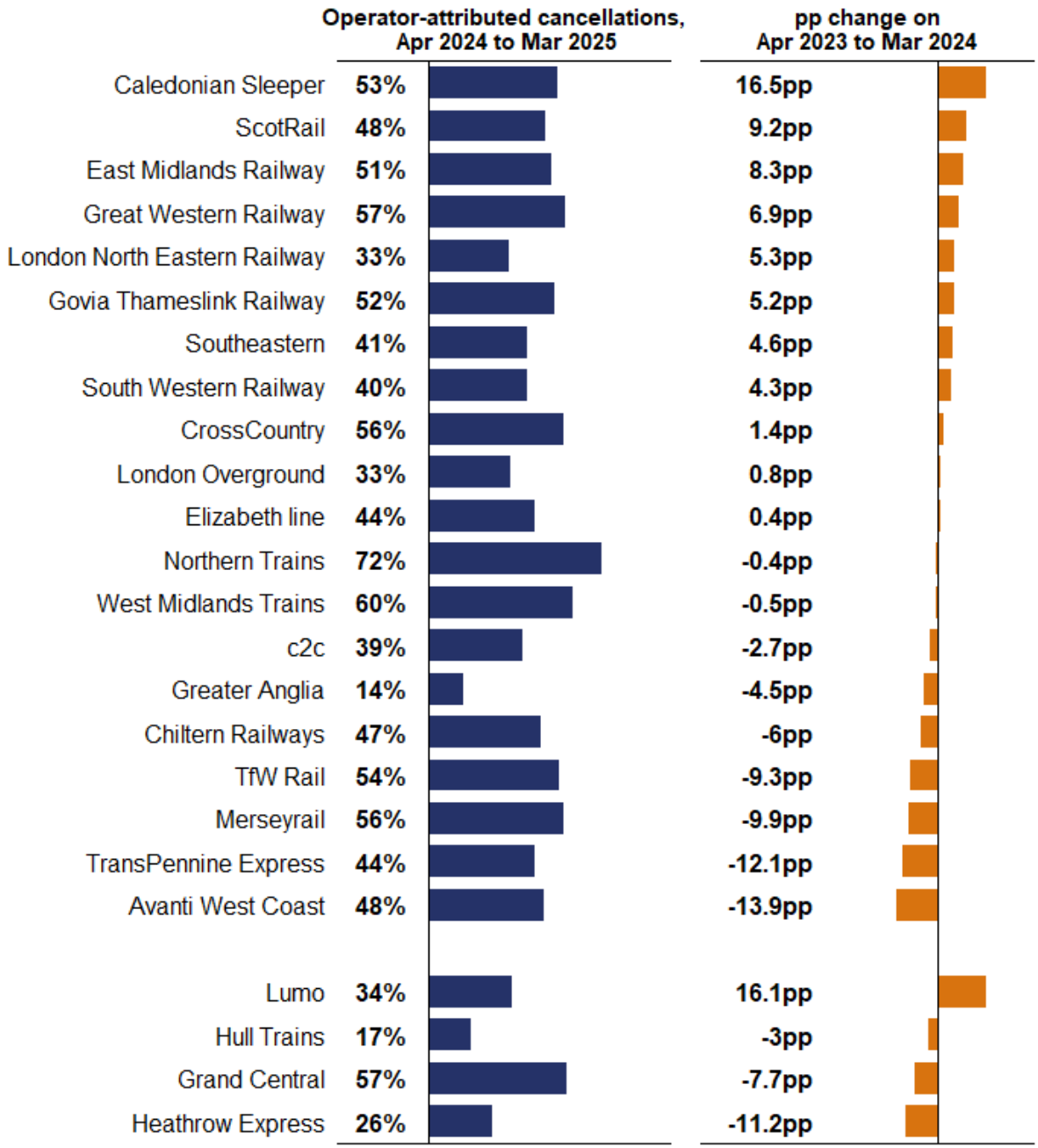
Proportion of cancellations attributed to the operator, January to March 2025 and percentage point (pp) change compared with January to March 2024



In the **latest quarter (1 January to 31 March 2025)**, Northern Trains was responsible for the highest proportion of its cancellations, at 62%, while Hull Trains was responsible for the smallest proportion of its cancellations, at 1%. Lumo recorded the highest increase in cancellation responsibility (up 37.8pp), while Merseyrail recorded the highest decrease (down 33.9pp).

Figure 4.8 11 out of 24 operators were responsible for more than half of their cancellations in the latest year

Proportion of cancellations attributed to the operator, April 2024 to March 2025 and percentage point (pp) change compared with April 2023 to March 2024



In the **12 months to March 2025 (1 April 2024 to 31 March 2025)**, Northern Trains was responsible for the highest proportion of its cancellations, at 74%, while Greater Anglia was responsible for the smallest proportion of its cancellations, at 18%. Caledonian Sleeper recorded the highest increase in cancellation responsibility (up 34.8pp), while Lumo recorded the highest decrease (down 37.5pp).

P-coded pre-cancellations

Some operators have reported they use the practice of “P-coding” for late-notice resource availability shortage pre-cancellations. Pre-cancelled trains are removed from the timetable before it is finalised at 22:00 the previous evening and therefore may not be appearing in operators’ Cancellations percentages. Operators who use “P-coding” may therefore have a lower Cancellations percentage reported in this release than that which a passenger may experience. From the start of 2023, ORR has collected and published the number of trains that each operator removed from the timetable due to resource availability shortages every rail period.

This data is published with an ‘adjusted Cancellations measure’ to include the trains removed from the timetable due resource availability shortages. The ‘adjusted Cancellations measure’ was calculated by combining the official Cancellations data with the resource availability shortage pre-cancellations data.

In the latest quarter (1 January to 31 March 2025), the adjusted Cancellations measure for the latest quarter was 3.5% (Figure 4.9). This was 0.1pp higher than the official Cancellations measure.

Fifteen operators reported the use of “P-coding” for resource availability shortage pre-cancellations in the latest quarter, and of these, the Elizabeth line had the highest adjusted Cancellations measure at 5.5%.

More information and data about resource availability shortage “P-coded” pre-cancellations can be found on the ORR data portal*. At the date of this release’s publication (29 May 2025), the latest periodic data available is up to 26 April 2025.*

Figure 4.9 Fifteen operators reported the use of "P-coded" pre-cancellations in the latest quarter

Official Cancellations measure and "P-coded" adjusted Cancellations measure, Great Britain and by operator, January to March 2025 (Table 3128, periodic data)

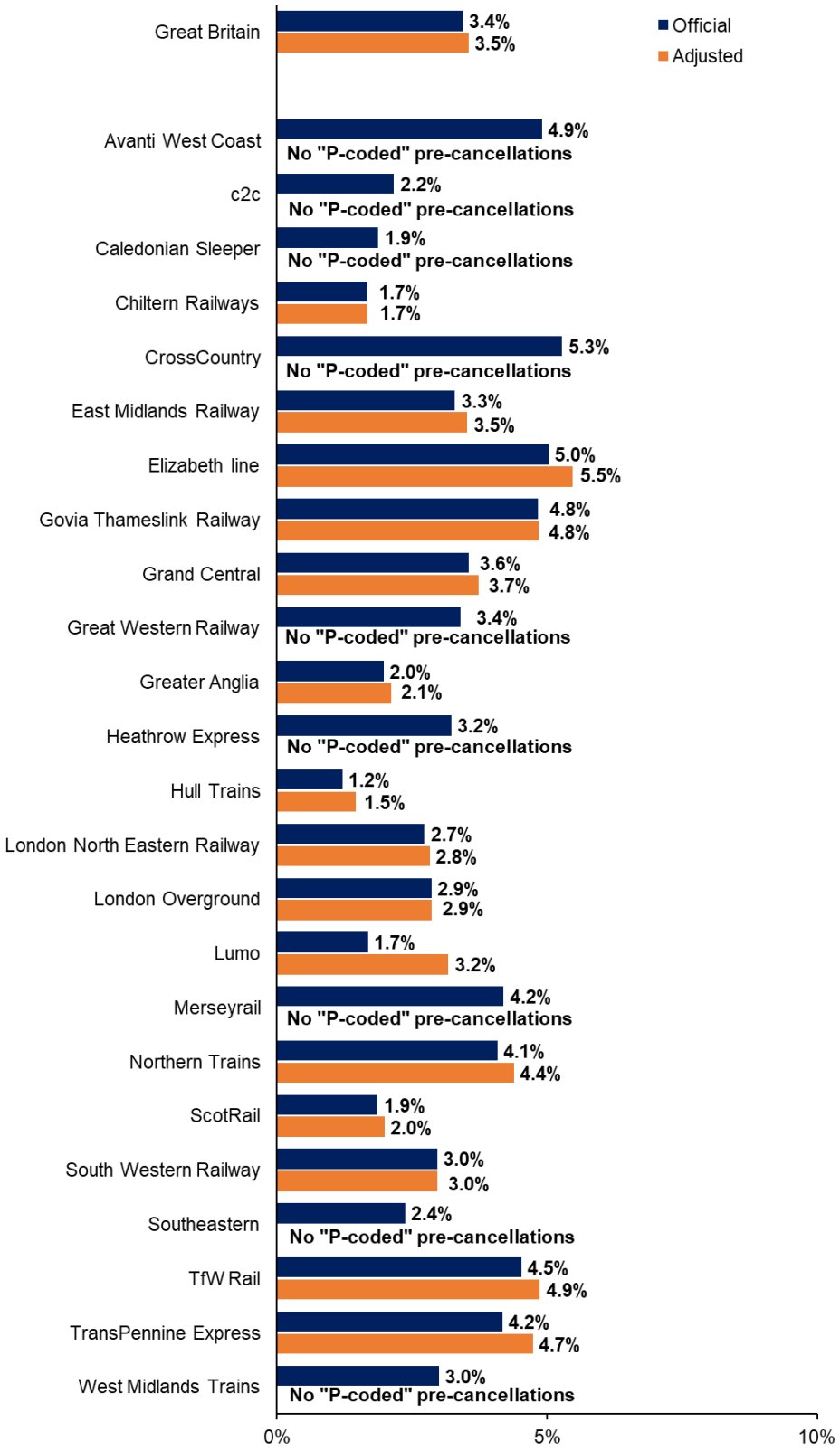
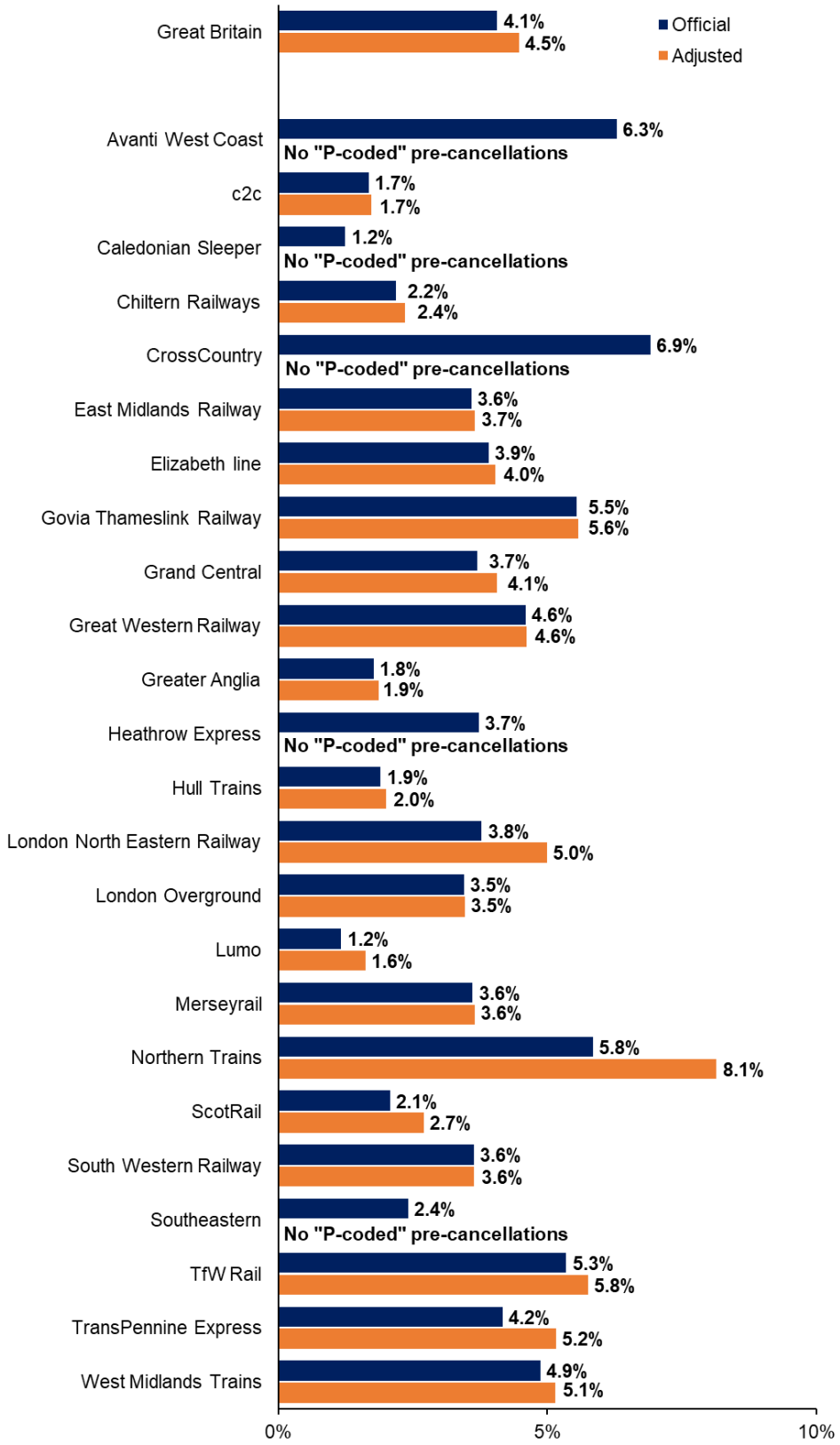


Figure 4.10 Nineteen operators reported the use of "P-coded" pre-cancellations in the latest year

Official Cancellations measure and "P-coded" adjusted Cancellations measure, Great Britain and by operator, April 2024 to March 2025 (Table 3128, periodic data)



5. Annexes

Annex 1 – Definitions

- **On Time** measures the percentage of recorded station stops arrived at early or less than one minute after the scheduled time (as per timetable). Early trains are classified as ‘on time’. *A higher On Time score indicates better punctuality.*
- **Time to 3** measures the percentage of recorded station stops arrived at early or less than three minutes after the scheduled time. This percentage is cumulative with On Time.
- **Time to 15** measures the percentage of recorded station stops arrived at early or less than 15 minutes respectively after the scheduled time. This percentage is cumulative with On Time and Time to 3.
- **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 96% of all station stops are currently recorded. No estimates have been made for punctuality at the c.4% of station stops not recorded.
- The **moving annual average (MAA)** reflects the proportion of trains On Time (or cancelled if referring to cancellations measure) in the past 12 months.
- **Public Performance Measure (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. For three of the open access operators (Hull Trains, Grand Central and Lumo), it is less than ten minutes, while Heathrow Express services it is less than five minutes. 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.*
- **Delay minutes** are defined as the time lost between consecutive timing points on the rail network. Delay incidents producing three or more minutes of delay on Britain’s railways are attributed to either the infrastructure owner (e.g. 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.

- **Average Passenger Lateness (APL)** 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.

- **Cancellations** measures the amount of trains that are cancelled as a percentage of trains planned. This would include trains missing stations and/or not reaching their destination. The cancellations measure is a score which weights 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. *A lower cancellations measure indicates better reliability.*

- **P-coded pre-cancellations** are trains removed from the timetable before it is finalised at 22:00 the previous evening. The data ORR collects and publishes is for late-notice resource availability shortage pre-cancellations only.

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

- A **Severely disrupted day** for Great Britain is defined when the Cancellations measure is 5% or more. At a sub-operator level, a Severely disrupted day is defined when the Cancellations measure for any sub-operator is 20% or more.

All data tables, a quality and methodology report and an interactive dashboard associated with this release are published on the Passenger rail performance page of the ORR data portal**.**

Annex 2 – Quality and methodology

Data source

Most of the data contained within this statistical release is collected automatically from Network Rail's TRUST System (Train Running System on TOPs (Total Operation Processing System)). 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 operator level. As such, aggregations of sub-operator data can provide slightly different figures to those published at the operator level.

Other than "P-coded" pre-cancellations, all the measures presented in this statistical release are judged against what is known as the plan of the day. The train operator and Network Rail confirm this at 22:00 the previous evening. Trains removed from the railway systems before this time are excluded from the measures and associated data tables.

Network Rail provides data to ORR within 21 days of the end of each of the 13 railway reporting periods (each period lasts four weeks). Where possible, Network Rail remaps historical data to match the railway franchises that exist today. The quarterly data in this release is derived by splitting the periodic data according to the number of days of the period that falls within each quarter.

Punctuality and reliability by operator

The data provided in Table 3133 (Train punctuality at recorded station stops) and Table 3123 (Train cancellations) show the railway as it exists today. Historical data is shown for the existing operators as far back as data is available. For some operators, data is available quarterly as far back as April 1997. 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, during the year April 1997 to March 1998, Virgin Trains West Coast (VTWC) planned to run 55,600 trains. During the year April 2012 to March 2013, this figure had almost doubled to reach 110,400. In December 2013, however, the operator 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 operator.

Trains planned, PPM and CaSL performance of the operators that existed at the time is available in Table 3103.

Sub-operator level data

Train punctuality and reliability performance data by sub-operator can be found in Table 3167 (Disaggregated train punctuality and reliability performance on the rail network).

In some cases, individual operators 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 operators is broken down into different sub-operators corresponding to each sectoral component.

Recent changes to train operators

There have been no significant changes to train operators in the last 12 months.

Further information on individual operators, including route maps, can be found via the Rail Delivery Group website.

Revisions

There have been no revisions to previously published data.

Details of previous revisions can be found in the Revisions log.

How these statistics can be used

- Monitoring the punctuality and reliability performance of passenger rail services in Great Britain
- Supporting high level understanding of why performance has changed on the rail network
- Comparing rail performance by passenger operator (noting that performance across the rail network will have different challenges e.g. busier sections)
- Monitoring performance over time, broadly based on the railway as it exists today

How these statistics cannot be used

- Monitoring passenger rail usage (refer to Passenger rail usage statistics)
- Monitoring freight rail performance (refer to Freight rail usage and performance statistics)
- Monitoring the impact of franchise changes on performance (historical data is generally presented based on the railway as it exists today)

Annex 3 – List of data tables associated with this release and other related statistics

Data tables

All data tables can be accessed on the ORR data portal free of charge in OpenDocument Spreadsheet (.ods) format. We can also provide data in csv format on request.

All tables associated with this release can be found under the Data tables heading at the bottom of the Passenger rail performance page.

Train punctuality

- Train punctuality at recorded station stops by operator – Table 3133
- On time at recorded station stops by Network Rail region (periodic) – Table 3131
- On time at recorded station stops by Network Rail route (periodic) – Table 3132
- Train punctuality at recorded station stops by operator (periodic) – Table 3138
- Public Performance Measure by operator and sector – Table 3113
- Public Performance Measure by operator and sector (periodic) – Table 3114

Train reliability

- Passenger cancellations by Network Rail region (periodic) – Table 3121
- Passenger cancellations by Network Rail route (periodic) – Table 3122
- Trains planned and cancellations by operator and cause – Table 3123
- Trains planned and cancellations by operator and cause (periodic) – Table 3124
- Days of severe disruption by sub-operator (periodic) – Table 3157
- Cancelled and Significantly Late by operator and sector (periodic) – Table 3194
- Pre-cancellations and adjusted cancellations score by operator (periodic) – Table 3128

Other tables

- Disaggregated train punctuality and reliability performance by sub-operator (periodic) – Table 3167
- Average passenger lateness by operator and sector (periodic) – Table 3144
- Delay minutes by operator and cause (periodic) – Table 3184
- Historic passenger trains planned, PPM, and CaSL by operator – Table 3103
- Consistent Region Measure (Passenger) Performance by Region (periodic) – Table 3174
- Delay minutes per 1,000 train miles by Network Rail region (periodic) – Table 3181
- Delay minutes per 1,000 train miles by Network Rail route (periodic) – Table 3182
- Delay minutes by operator and cause (periodic) – Table 3184

Other related statistics

The Passenger rail performance: pre-cancellations data is published on the Passenger rail performance page of the data portal.

Freight rail performance data tables are published on the Freight rail usage and performance page on the data portal.

The Department for Transport (DfT) publishes rail statistics. For example, Rail passenger numbers and overcrowding on weekdays in major cities.

Performance at stations

Time to 3 and cancellations data by station is available on the Performance at stations page of the data portal. Breakdowns of this data are available by station and by the individual operators that serve each station, as well as by Network Rail region and route.

European comparisons

Due to differences in how passenger rail performance is measured in other countries, opportunities to make direct comparisons with statistics in this release are limited. Data from other European countries is published in the IRG-Rail Thirteenth Annual Market Monitoring Report.

Annex 4 – ORR's statistical publications

Our statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality and value in the Code of Practice for Statistics that all producers of official statistics should adhere to. You are welcome to contact us directly with any comments about how we meet these standards by emailing rail.stats@orr.gov.uk. Alternatively, you can contact OSR by emailing regulation@statistics.gov.uk or via the OSR website.

Statistical Releases

This publication is part of ORR's 'accredited official statistics', which consist of seven annual publications: **Estimates of station usage; Rail industry finance (UK); Rail fares index; Rail safety; Rail infrastructure and assets; Rail environment; Regional rail usage**; and three quarterly publications: **Passenger rail performance; Freight rail usage and performance; Passenger rail usage.**

ORR also publishes a number of other official statistics, which consist of five annual publications: **Common Safety Indicators; Passenger satisfaction with complaints handling; Train operating company key statistics; Occupational health**; **Rail statistics compendium**; one twice-yearly release: **Passenger rail service complaints,** and four quarterly publications: **Signals passed at danger (SPADs); Delay compensation claims; Disabled Persons Railcards (DPRC); Passenger assistance.**

All the above publications are available on the data portal along with a list of publication dates for the next 12 months.

Accredited official statistics

Accredited official statistics are called National Statistics in the Statistics and Registration Service Act 2007. They are official statistics that have been independently reviewed by the Office for Statistics Regulation and found to comply with the standards of trustworthiness, quality and value in the Code of Practice for Statistics.

The majority of our statistical releases were independently reviewed by the OSR in June 2012. They comply with the standards of trustworthiness, quality and value in the Code of Practice for Statistics and are labelled accredited official statistics.

Since our review we have improved the content, presentation and quality of our statistical releases. In addition, in July 2019 we launched our new data portal. Therefore, in late 2019 we worked with the OSR to conduct a compliance check to ensure we are still meeting the standards of the Code. On 4 November 2019, OSR published a letter confirming that ORR's statistics should continue to be accredited official statistics.

OSR found many positive aspects in the way that we produce and present our statistics and welcomed the range of improvements made since the statistics were last assessed.

Estimates of station usage statistics were independently reviewed by OSR in November 2020 and their accreditation was confirmed on 1 December 2020.

For more information on how we adhere to the Code please see our compliance statements.

If you have any feedback or questions, please email rail.stats@orr.gov.uk.

This publication is available at dataportal.orr.gov.uk

Any enquiries regarding this publication should be sent to us at orr.gov.uk/contact-us