

Passenger rail performance

1 July to 30 September 2022

8 December 2022

Background:

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

These include: **On Time** at every recorded station stop, **train delays**, **PPM**, **Cancellations** and **Severely disrupted days**.

It also contains more detailed information by train operator.

Source: Network Rail

Latest quarter: 1 July to 30 September 2022

Contents:

Background – p2
Train punctuality – p5
Train reliability – p8
Train operator analysis – p13
Annexes – p18

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2 March 2023

Passenger rail performance in the latest quarter (1 July to 30 September 2022) was worse than the same quarter one year ago for the main measures of punctuality and reliability. However, **On Time** was better than the same quarter before the pandemic (July to September 2019).

Figure 1 Passenger rail performance worsened in the latest quarter compared with one year ago

Measure	Jul to Sep 2022	Compared with Jul to Sep 2021 (one year ago)	Compared with Jul to Sep 2019 (before pandemic)
On Time	67.7%	↓ -6.7pp	↑ 2.6pp
PPM	85.9%	↓ -4.3pp	↓ -0.6pp
Cancellations score	4.1%	↑ 0.8pp	↑ 0.7pp

In the latest quarter, there were **1.71 million trains planned** in Great Britain. This was down 0.3% compared with the same quarter one year ago, and down 14.6% compared with the same quarter in 2019.

For the **On Time** punctuality measure, the percentage of recorded station stops arrived at 'on time' in Great Britain was **67.7%** in the latest quarter. Using **PPM**, **85.9%** of trains were punctual at their final destination in the latest quarter.

The **Cancellations score** in the latest quarter was **4.1%**. The cancellation measure 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. For example, the cancellation score on days with strike action will only reflect trains cancelled from the reduced timetable.

ORR is currently working with rail industry parties to get a better understanding of changes to train services that may not be appearing in industry measures to add context to our future statistical releases and understand more accurately what passengers are experiencing on the network.

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 data portal.

1. Background

From April 2020 there were reductions in both trains planned and passengers on the railway network due to the coronavirus (COVID-19) pandemic. This led to improvements in punctuality and reliability compared with before the pandemic. However, as passengers returned and more trains ran, both reliability and punctuality deteriorated. To monitor how the recovery of the railway network impacts train performance we focused the presentation of the latest quarterly statistics in this release compared with the same quarter (1 July to 30 September) of both the previous year (2021) and three years ago (2019, before the pandemic).

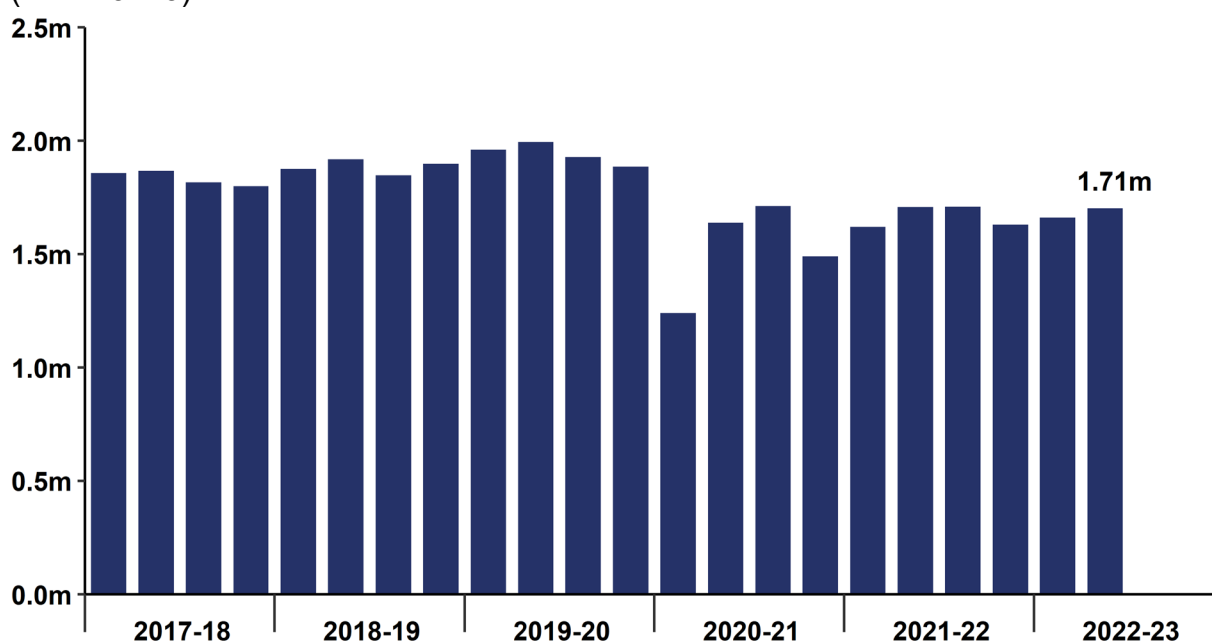
Trains planned

A train planned in this statistical release 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**, there were **1.71 million** trains planned in Great Britain. This was 5,407 fewer (down 0.3%) compared with the same quarter the previous year (1 July to 30 September 2021). The latest quarter had 291,645 fewer trains planned (down 14.6%) compared with the same quarter in 2019 (1 July to 30 September 2019) that had 2.0 million trains planned.

Figure 1.1 Trains planned consistently remain at lower levels than before the pandemic

Trains planned (millions), Great Britain, quarterly data, April 2017 to September 2022 (Table 3123)



For the **12 months** up to September 2022 (1 October 2021 to 30 September 2022), there were **6.73 million** trains planned in Great Britain. This was up 2.7% compared with the previous 12 months ending September 2021 and down 12.9% compared with the 12 months ending September 2019.

In the **latest quarter**, five strike action days took place (27, 30 July and 13, 18, 20 August). There were three strike action days in the previous quarter (21, 23 and 25 June). In response a reduced timetable was put in place on the strike days and for some of the days in between. On 18 and 19 July, Great Britain experienced an unprecedented heatwave and the number of trains planned were reduced.

Table 1.1 Major events responsible for a reduction in trains planned, Great Britain, April 2022 to September 2022

The estimated reductions were calculated by comparing the number of trains planned on the day with the same day the week before. In cases when the same day the week before also had a significant reduction in trains planned, the same day the week after was used.

Date	Event	Estimated reduction in trains planned
21 June 2022	Strike action by the RMT union	-80.8%
22 June 2022	Day in between strike action	-25.4%
23 June 2022	Strike action by the RMT union	-80.9%
24 June 2022	Day in between strike action	-25.2%
25 June 2022	Strike action by the RMT union	-80.1%
26 June 2022	Day after strike action	- 8.4%
18 July 2022	Extreme heat	-16.3%
19 July 2022	Extreme heat	-21.0%
27 July 2022	Strike action by the RMT union	-80.0%
28 July 2022	Day after strike action	-18.5%
30 July 2022	Strike action by the ASLEF union	-31.8%
13 August 2022	Strike action by the ASLEF union	-34.5%
18 August 2022	Strike action by the RMT and TSSA unions	-80.0%
19 August 2022	Day in between strike action	-20.5%
20 August 2022	Strike action by the RMT and TSSA unions	-79.0%

Further trains planned data are available in Table 3123 (quarterly) and Table 3124 (periodic). Periodic (4-weekly) operational data in Table 3124 are made available on the ORR data portal as soon as the data are loaded and validated into our systems. At the date of this release's publication (8 December 2022), the latest periodic data available is up to 12 November 2022.

Passenger usage

The Department for Transport publishes [daily statistics on transport use by mode](#) compared with the equivalent week in 2019. Please note, on [22 November 2022 these estimates were revised](#), switching from using pre-allocation (sales) data to using post-allocation (earnings) data. These revisions are reflected in this release.

According to these estimates, in the first week of May 2020 (during the pandemic) passenger usage reached as low as 5% of the equivalent weekly levels in 2019. Since then, passenger usage has been recovering. At the start of the **latest quarter** (1 July 2022) passenger usage was at 81% of equivalent weekly levels in 2019. Relative weekly usage reached a low of 61% for the seven days ending 21 August due to the strike action that week. The seven days ending on 29 August 2022 reached a high of 93% of equivalent weekly levels in 2019.

ORR publishes [quarterly passenger rail usage statistics](#). Statistics covering the latest quarter (1 July to 30 September 2022) will be published on 15 December 2022.

2. Train punctuality

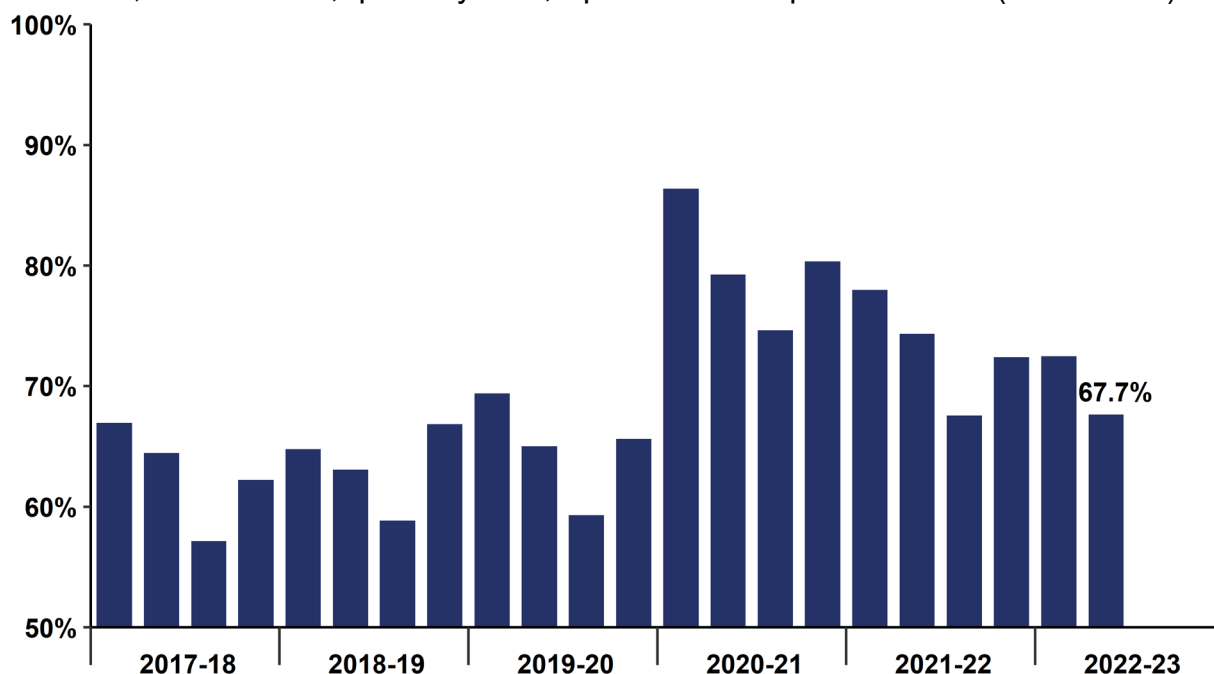
Punctuality at each recorded station stop

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

In the **latest quarter**, **67.7%** of recorded station stops in Great Britain (12.6 million out of 18.6 million) were arrived at On Time. This was 6.7 percentage points (pp) lower (i.e. worse) than the same quarter the previous year. The latest quarter was 2.6pp higher than the same quarter in 2019 (1 July to 30 September 2019).

Figure 2.1 On Time percentages are higher than before the pandemic

On Time, Great Britain, quarterly data, April 2017 to September 2022 (Table 3133)



For the **12 months** up to September 2022 (1 October 2021 to 30 September 2022), **70.1%** of recorded station stops in Great Britain (51.4 million out of 73.3 million) were arrived at On Time. This was down 6.8pp compared with the previous 12 months ending September 2021, but up 4.8pp compared with the 12 months ending September 2019.

Further train punctuality data are available in Table 3133 (quarterly) and Table 3138 (periodic). These include 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. The periodic (4-weekly) operational data in Table 3138 are made available on the ORR data portal as soon as the data are loaded and validated into our systems. At the date of this release's publication (8 December 2022), the latest periodic data available is up to 12 November 2022.

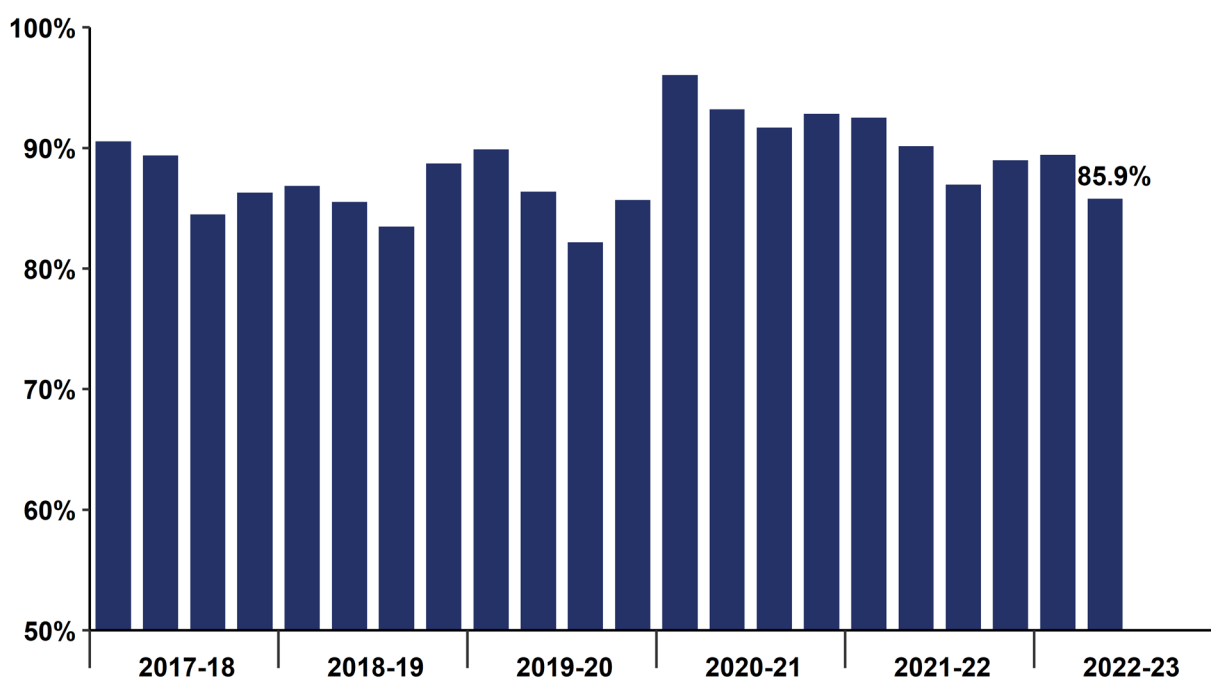
Public Performance Measure (PPM)

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**, PPM for Great Britain was **85.9%**. This was 4.3pp lower (i.e. worse) than the same quarter the previous year. PPM in the latest quarter was 0.6pp lower than the same quarter in 2019 (1 July to 30 September 2019).

Figure 2.2 PPM percentage is similar to pre-pandemic levels in the latest quarter

PPM, Great Britain, quarterly data, April 2017 to September 2022 (Table 3113)



PPM for the **12 months** up to September 2022 (1 October 2021 to 30 September 2022), was **87.9%**. This was down 4.0pp (i.e. worse) compared with the previous 12 months ending September 2021, but up 0.6pp compared with the 12 months ending September 2019.

Further PPM train punctuality data are available in Table 3113 (quarterly) and Table 3114 (periodic). The periodic (4-weekly) operational data in Table 3114 are made available on the ORR data portal as soon as the data are loaded and validated into our systems. At the date of this release's publication (8 December 2022), the latest periodic data available is up to 12 November 2022.

Other punctuality measures

Delay minutes

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

In the **latest quarter**, national (GB) passenger train delay minutes attributed to Network Rail increased by 58.0% compared with the same quarter the previous year. Delay minutes attributed to operators increased by 31.0% compared with a year earlier.

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

The periodic (4-weekly) in Table 3184 are made available on the ORR data portal as soon as the data are loaded and validated into our systems. At the date of this release's publication (8 December 2022), the latest periodic data available is up to 12 November 2022.

Consistent Region Measure – (Passenger) Performance

The **Consistent Region Measure – (Passenger) Performance** (CRM-P) measures passenger train delay attributed to Network Rail from incidents occurring in each [Network Rail region](#), per 100 train kilometres.

CRM-P is one of the key measures used by ORR for 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. Data for CRM-P can be found in Table 3174.

Average Passenger Lateness

Average Passenger Lateness (APL) measures the average lateness of a passenger as they alight from their train. Data for APL can be found in Table 3144 (periodic).

3. Train reliability

Cancellations

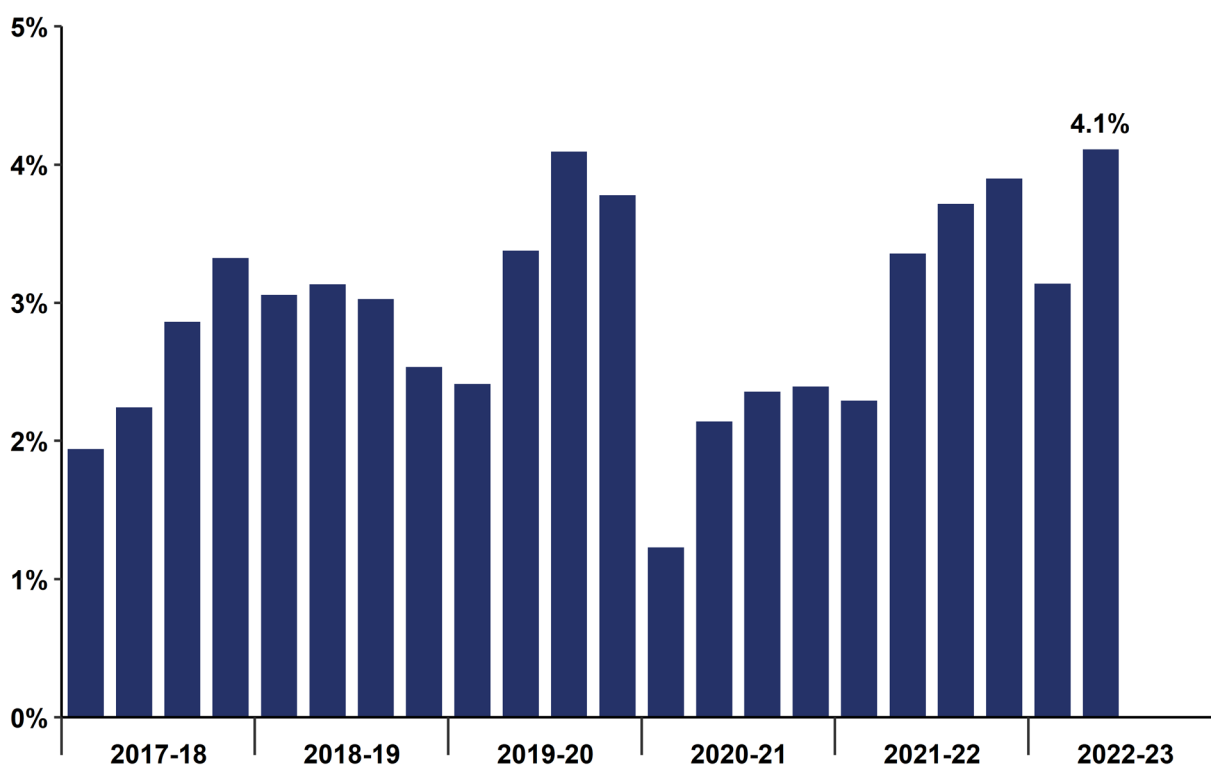
In the **latest quarter**, of the 1.71 million trains planned, 52,586 were full cancellations and 35,659 were part cancellations. The **Cancellations score** is the percentage of trains planned that were cancelled, whereby full cancellations are counted as one and part cancellations as half. This industry 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. Strike action by the railway unions took place on 27, 30 July and 13, 18, 20 August. In response a reduced timetable was put in place on the strike days and on the some of the days in between. The Cancellations score only takes account of trains cancelled from the planned reduced service.

ORR is currently working with rail industry parties to get a better understanding of changes to train services that may not be appearing in industry measures to add context to our future statistical releases and understand more accurately what passengers are experiencing on the network.

In the **latest quarter**, the Cancellations score was **4.1%** which was 0.8pp higher (i.e. worse) than the same quarter the previous year. The latest quarter was 0.7pp higher than the same quarter in 2019 (1 July to 30 September 2019). The Cancellations score in the latest quarter was the largest observed since the time series began in April 2014.

Figure 3.1 Cancellations were the highest in the latest quarter

Cancellations score, Great Britain, quarterly data, April 2017 to September 2022 (Table 3123)



The Cancellations score for the **12 months** up to September 2022 (1 October 2021 to 30 September 2022) was 3.7%. This was up 1.1pp (i.e. worse) compared with the previous 12 months ending September 2021 and up 0.9pp (i.e. worse) compared with the 12 months ending September 2019. The Cancellations score for the latest 12 months was the largest annual Cancellations score since the time series began in the 12 months up to 31 March 2015.

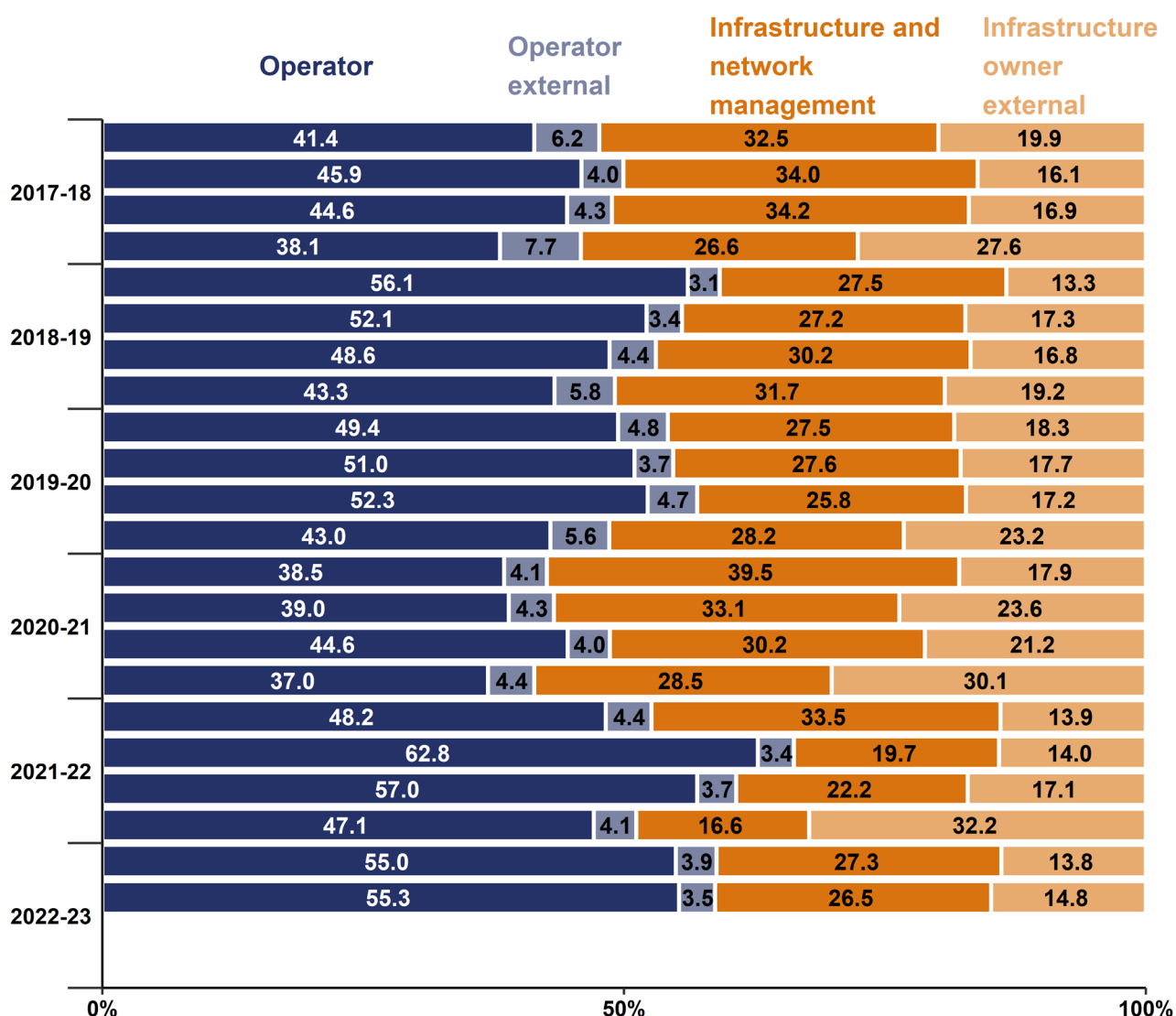
Train cancellations data in Table 3123 (quarterly) and Table 3124 (periodic) include data on the number of full and part cancellations by operator. The periodic (4-weekly) in Table 3124 are made available on the ORR data portal as soon as the data are loaded and validated into our systems. At the date of this release's publication (8 December 2022), the latest periodic data available is up to 12 November 2022.

Responsibility for cancellations

In the **latest quarter**, of all attributed cancellations, operators were attributed with responsibility for 55.3% of cancellations, with another 3.5% attributed to external incidents such as a passenger falling ill on a train. Infrastructure owners were attributed with responsibility for 26.5% of cancellations for infrastructure and network management issues, with another 14.8% attributed to external incidents such as severe weather or trespassing. External incidents are attributed to the party considered best placed to mitigate their effects.

Figure 3.2 Over half of cancellations were attributed to operators in the latest quarter

Proportion of cancellations by responsibility category, Great Britain, quarterly data, April 2017 to September 2022 (Table 3123)



Severe disruption

A **severely disrupted day** at a national (GB) level occurs when the Cancellations score is 5% or more. Nationally, there were 20 severely disrupted days in the latest quarter, which was 7 more days than the same quarter in the previous year. On the rail strike days (27, 30 July and 13, 18, 20 August) there was disruption to passengers as reduced timetables were in place (see Trains planned in section 1). However, only one strike day (13 August) was classed as a severely disrupted day as on that day cancellations from the reduced timetable was above the 5% threshold at 7.8%.

Table 3.1 Severely disrupted days within the latest quarter (July to September 2022), the daily Cancellation score and major incidents or issues that contributed to the cancellations that day

Date	Cancellations score	Major incidents and issues contributing to cancellations
11 July 2022	7.1%	An incident involving a fatality at West Hampstead Thameslink and network management issues at Cardiff Central
14 July 2022	5.0%	A trespass at Earlsfield and an overhead line dewirement incident at Beattock Summit
16 July 2022	5.9%	Over half of cancellations were attributed to traincrew issues. Also a track fault at Willesden junction
17 July 2022	6.4%	Traincrew issues, the continued track fault at Willesden junction and an incident involving a fatality at Herne Hill
18 July 2022	11.3%	An unprecedented heatwave hit Great Britain, cancellations mainly caused by the extreme heat impact on the track
19 July 2022	19.1%	Extreme heat impact on track continued, a dewirement at Birmingham New Street and software issues at Birkenhead Central
20 July 2022	11.1%	Disruption from the dewirement at Birmingham New Street and incidents caused by the extreme heat continued
26 July 2022	5.3%	High number of cancellations from technical fleet delays at Hitchin
2 August 2022	5.2%	High number of cancellations attributed to a track circuit failure at West Hampstead Thameslink

Date	Cancellations score	Major incidents and issues contributing to cancellations
11 August 2022	6.3%	High number of cancellations attributed to a points failure at Hackney Downs
12 August 2022	6.6%	Traincrew issues and a fire on the infrastructure at Luton
13 August 2022	7.8%	Strike action by the ASLEF union, cable vandalism at Flitwick and vegetation management issues at Hyndland
14 August 2022	6.3%	A high proportion of cancellations attributed to train crew issues
15 August 2022	6.0%	Trespass at North Kent East Junction and signalling system failure at Richmond caused a high number of cancellations
16 August 2022	7.0%	Technical fleet delays at Hitchin and vegetation management issues near St Pancras International
17 August 2022	8.5%	An incident involving a fatality at West Hampstead Thames link and a fire at London Bridge
21 August 2022	5.4%	Over a third of cancellations were due to train crew issues. Also, operations related issues on the Elizabeth line and infrastructure issues at Crystal Palace and Norwich
25 August 2022	5.0%	Vegetation management issues, including trees on the line, near Finsbury Park, New Cross Gate and Sevenoaks
19 September 2022	5.6%	An incident involving overhead wire damage at Hayes and Harlington
20 September 2022	5.0%	A dewirement incident at Stevenage

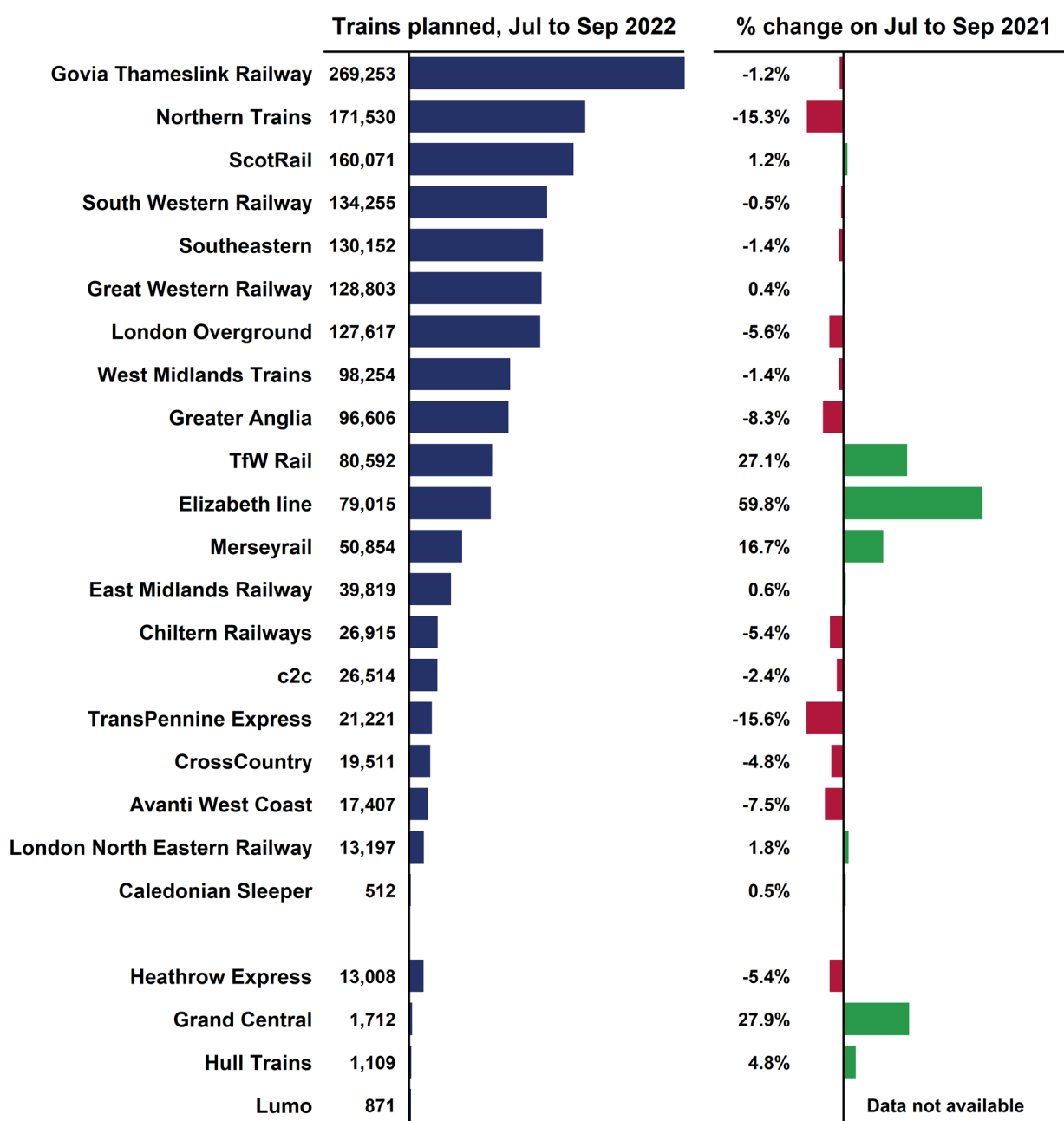
Periodic (4-weekly) data on severe disruption at a national and sub-operator level can be found in Table 3157.

4. Train operator analysis

Trains planned

Figure 4.1 Trains planned increased for 10 out of 23 operators compared with the same quarter the previous year

Trains planned by operator, July to September 2022, and percentage change compared with July to September 2021 (Table 3123)



Nationally the number of trains planned in the latest quarter was comparable to the same quarter the previous year (down 0.3%, see Figure 1.1). However, for some operators the trains planned substantially changed compared with the same quarter the previous year. The changes in trains planned by operator varied from an increase of 59.8% for the Elizabeth line to a decrease of 15.6% for TransPennine Express. This should be taken into account when reviewing the punctuality and reliability data and charts in the sections below.

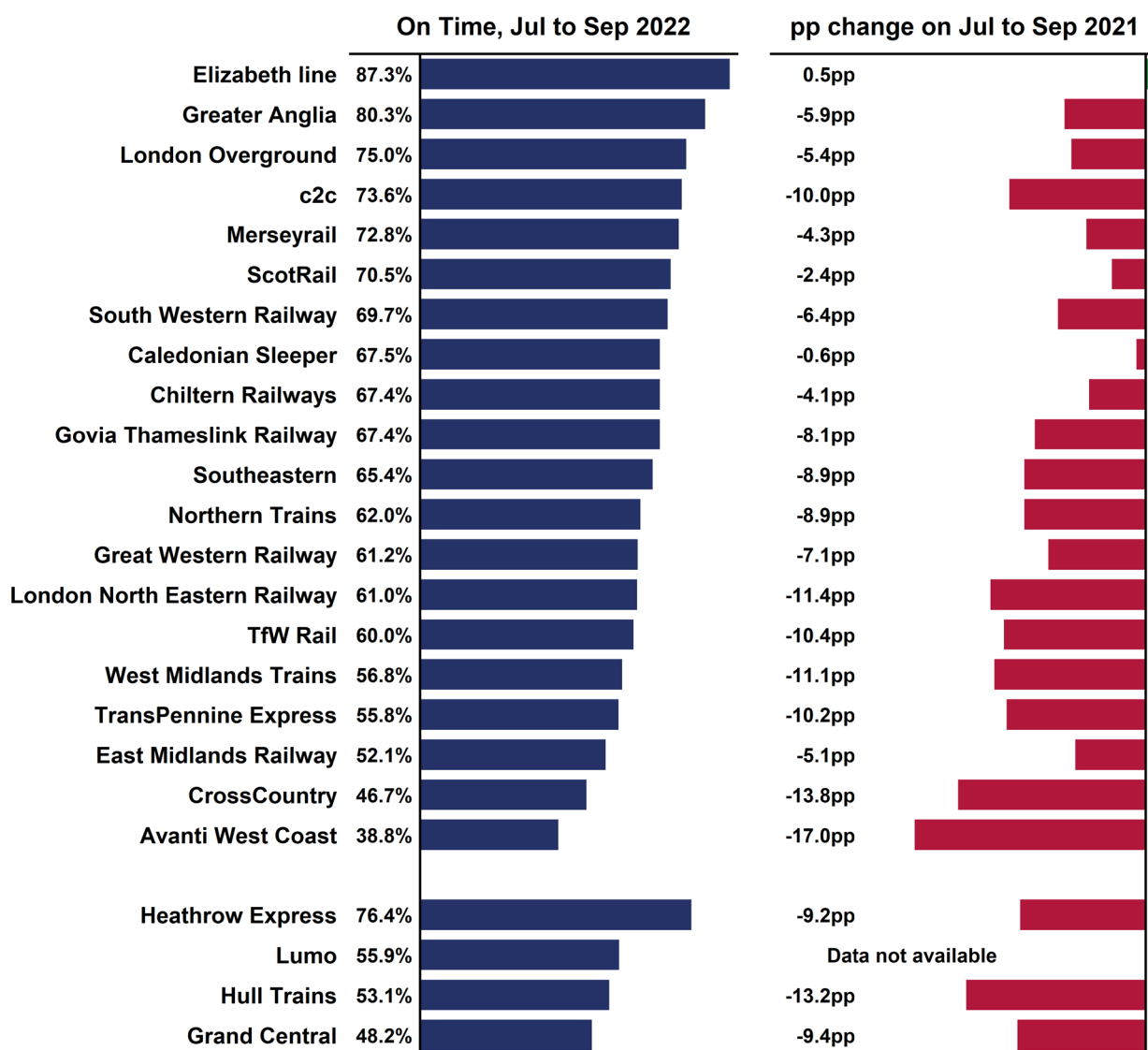
Lumo began running services on 25 October 2021, therefore there are no data for July to September 2021 available for comparison. The Elizabeth line opened on 24 May 2022 and all previous TfL Rail services were rebranded as the Elizabeth line. The increase in trains planned seen (up 59.8%) represents the new services running on the Elizabeth line. TfW Rail (up 27.1%) and Merseyrail (up 16.7%) increased the number of services they run following timetable changes in May 2022. TransPennine Express (down 15.6%) have regularly removed trains from the timetable at short notice throughout the year and have a severely reduced Sunday service. Northern Trains (down 15.3%) reduced the number of services they run following timetable changes in December 2021 and May 2022. Avanti West Coast (down 7.5%) introduced a reduced timetable in August 2022 (midway through the latest quarter).

Periodic (4-weekly) operational data in Table 3124 are made available on the ORR data portal as soon as the data are loaded and validated into our systems. At the date of this release's publication (8 December 2022), the latest periodic data available is up to 12 November 2022.

Punctuality

Figure 4.2 Punctuality improved for only one operator in the latest quarter

On Time by operator, July to September 2022 and percentage point (pp) change compared with July to September 2021 (Table 3133)



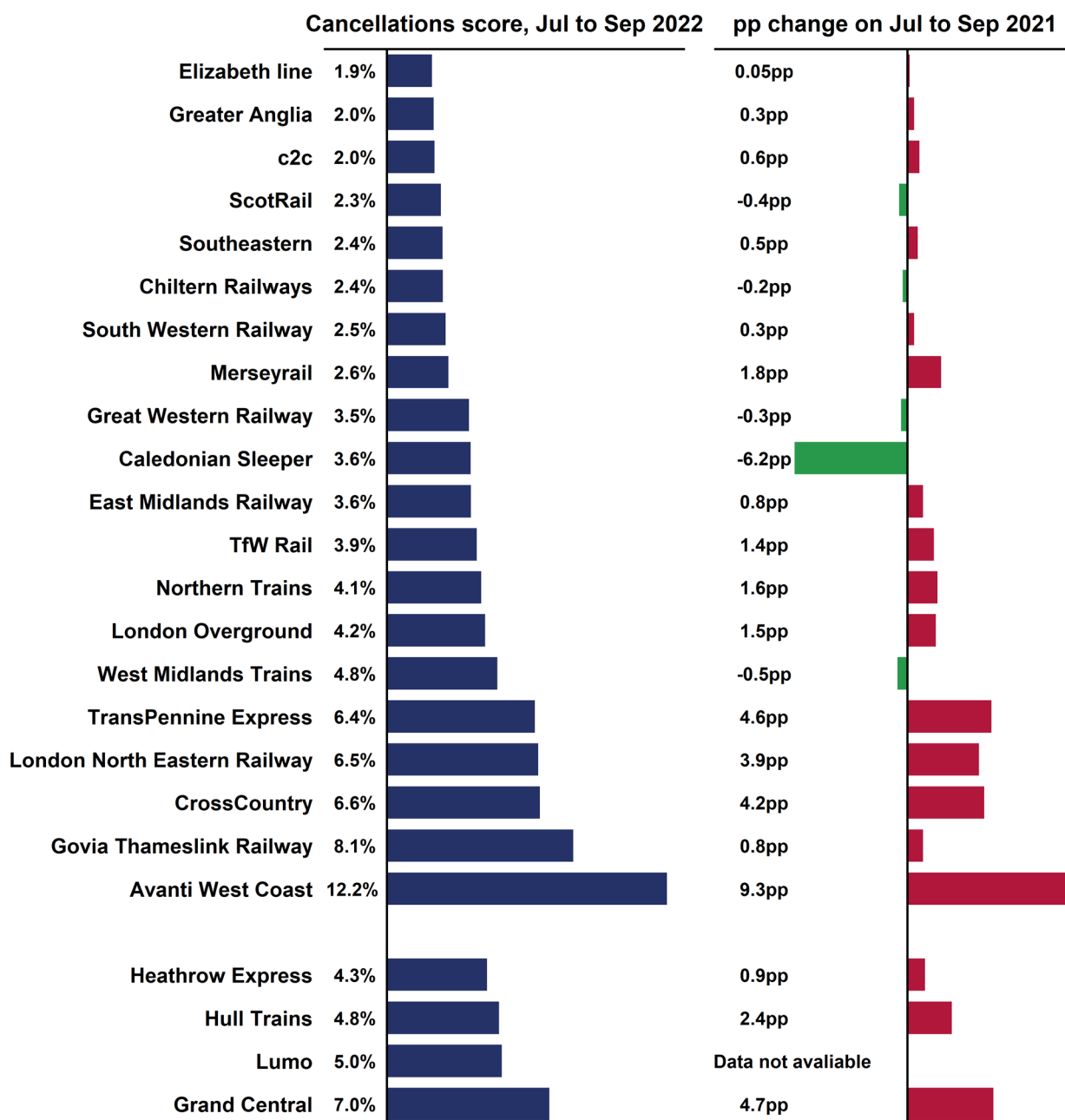
The Elizabeth line was the only operator with a higher On Time percentage in the latest quarter compared with the same quarter last year (July to September 2021, up 0.5pp). Avanti West Coast had the largest decrease in On Time percentage (down 17.0pp).

Periodic (4-weekly) operational data in Table 3138 are made available on the ORR data portal as soon as the data are loaded and validated into our systems. At the date of this release's publication (8 December 2022), the latest periodic data available is up to 12 November 2022.

Reliability

Figure 4.3 Half of the operators had Cancellations scores over 4.0% in the latest quarter

Cancellations score by operator, July to September 2022 and percentage point (pp) change compared with July to September 2021 (Table 3123)



Reliability improved for five operators, with lower Cancellations scores compared with the same quarter the previous year (July to September 2021). Of these, Caledonian Sleeper (down 6.2pp) showed the most improvement. Avanti West Coast (up 9.3pp) had the

largest pp increase in cancellations and also had the highest Cancellations score (12.2%) of all operators in the latest quarter.

As noted above, this industry measure of cancellations 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.

ORR is currently working with rail industry parties to get a better understanding of changes to train services that may not be appearing in industry measures to add context to our future statistical releases and understand more accurately what passengers are experiencing on the network.

Periodic (4-weekly) operational data in Table 3124 are made available on the ORR data portal as soon as the data are loaded and validated into our systems. At the date of this release's publication (8 December 2022), the latest periodic data available is up to 12 November 2022.

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 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.
- **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.
- 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 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.
- **Consistent Region Measure – (Passenger) Performance (CRM-P)** is defined as the delay attributed to Network Rail from incidents occurring in each Network Rail Region, per 100 train kilometres. *A lower score reflects better performance.*

- **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 score** measures the number 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 score indicates better reliability.*
- **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** at a national (GB) 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.

Further information on each of these measures and other definitions can be found in the quality and methodology report on the [Passenger rail performance page](#) of the data portal.

Annex 2 – Quality and methodology

Data source

Most of the data contained within this statistical release are 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.

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.

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 are 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 are shown for the existing operators as far back as data are available. For some operators, data are 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

Lumo is a new open access operator which began running services on 25 October 2021 between end stations London King's Cross and Edinburgh Waverley on the East Coast Main Line.

On 1 April 2022 the ScotRail franchise transferred to the publicly owned ScotRail Trains Limited company.

On 24 May 2022 the Elizabeth line opened to passengers. Also, on this date the service running under TfL Rail were rebranded as the Elizabeth line.

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 and cannot 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



- 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 [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
- 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

- 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

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 - quarterly by operator – Table 3103
- Consistent Region Measure (Passenger) Performance by Region (periodic) – Table 3174

Other related statistics

Freight rail performance data tables are published on the [Freight rail usage and performance page](#) on the data portal.

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

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 Tenth Annual Market Monitoring Report](#).

[Historic comparisons with railways in the rest of Europe](#) are available for 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 – ORR’s statistical publications

Statistical Releases

This publication is part of ORR’s [National Statistics](#) accredited releases, which consist of seven annual publications: **Estimates of station usage; Rail industry finance (UK); Rail fares index; Rail safety statistics; Rail infrastructure and assets; Rail emissions; Regional rail usage;** and four quarterly publications: **Passenger rail performance; Freight rail usage and performance; Passenger rail usage; Passenger rail service complaints.** In addition, ORR also publishes a number of 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;** 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.

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**.

The majority of our [statistical releases were assessed in 2012](#) and hold National Statistics status. Since this assessment 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 [Office for Statistics Regulation](#) (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 designated as National 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 assessed in 2020](#).

For more information on how we adhere to the Code please see our [compliance statements](#). For more details or to provide feedback, please contact the Statistics Head of Profession (Lyndsey Melbourne) at rail.stats@orr.gov.uk.



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