

Passenger rail performance: cancellations data

Rail period 13 (5 March 2023 to 31 March 2023)

21 April 2023 **REVISED 26 APRIL 2023**

Background:

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

Sources: Network Rail and train operators

Latest data: Rail period 13 (5 March 2023 to 31 March 2023)

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19 May 2023
(provisionally)

ORR publish National Statistics accredited [passenger rail performance statistics](#) in a statistical release and associated data tables every quarter. The most recent release published on 2 March 2023 covered the quarter 1 October to 31 December 2022 and contained statistics on a range of industry punctuality and reliability measures for all train operators in Great Britain. In addition, operational data supplied to us by Network Rail are published every period (4-weekly) in tables on our data portal as soon as the data are loaded and validated into our systems. This data includes the number of trains cancelled by each operator. The latest periodic data released today is for period 13, up to 31 March 2023.

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

ORR has been working with rail industry parties to get a better understanding of 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 scores.

ORR asked industry to move away from the use of resource availability shortage "P*-coded" pre-cancellations and will continue to collect and publish data on this until the work is complete.

This ad hoc release and associated data table (Table 3128) presents data for both on the day and resource availability shortage "P*-coded" pre-cancellations by cause for each operator.



All 24 train operators reported to ORR their number of “P*-coded” pre-cancellations in period 13. Eight operators recorded resource availability shortage “P*-coded” pre-cancellations. Of these, six operators recorded pre-cancellations in all three periods for which data has been collected. These are: Grand Central, London North Eastern Railway, Northern Trains, ScotRail, TfW Rail, and TransPennine Express.

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

Table 1 Resource availability shortage “P*-coded” pre-cancellations by cause, Period 13

Train operator	Number of trains part pre-cancelled (P-coded) due to a shortage of available train crew	Number of trains full pre-cancelled (P-coded) due to a shortage of available train crew	Number of trains part pre-cancelled (P-coded) due to a shortage of available rolling stock	Number of trains full pre-cancelled (P-coded) due to a shortage of available rolling stock
Caledonian Sleeper	0	0	0	2
Grand Central	0	0	2	35
London North Eastern Railway	22	52	2	4
Lumo	0	0	0	2
Northern Trains	6	173	0	0
ScotRail	21	44	0	0
TfW Rail	52	93	362	921
TransPennine Express	388	583	0	0

TfW Rail informed us that the reason for the high numbers of pre-cancellations in period 13 were due to the need to withdraw their entire fleet of Class 175 trains at short notice, this led to a severe rolling stock shortage.

Figure 1 TransPennine Express recorded the largest difference between their official and adjusted cancellations score

Official and adjusted cancellations score by operator, rail period 13 (Table 3128) **REVISED**

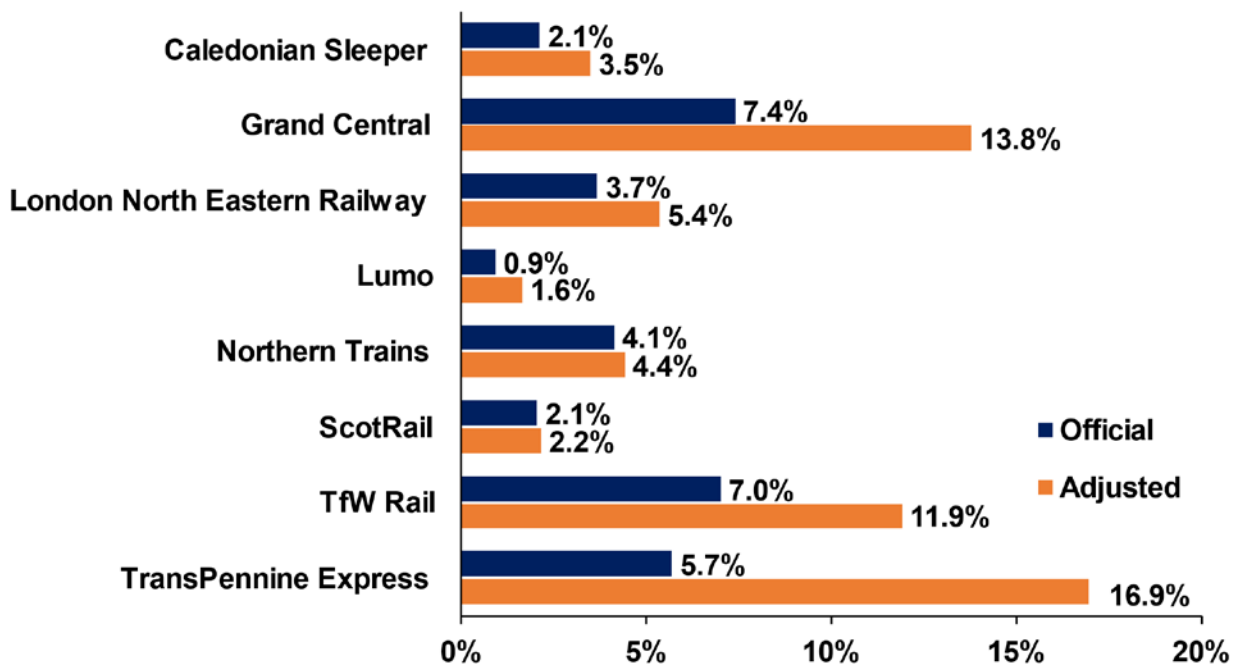
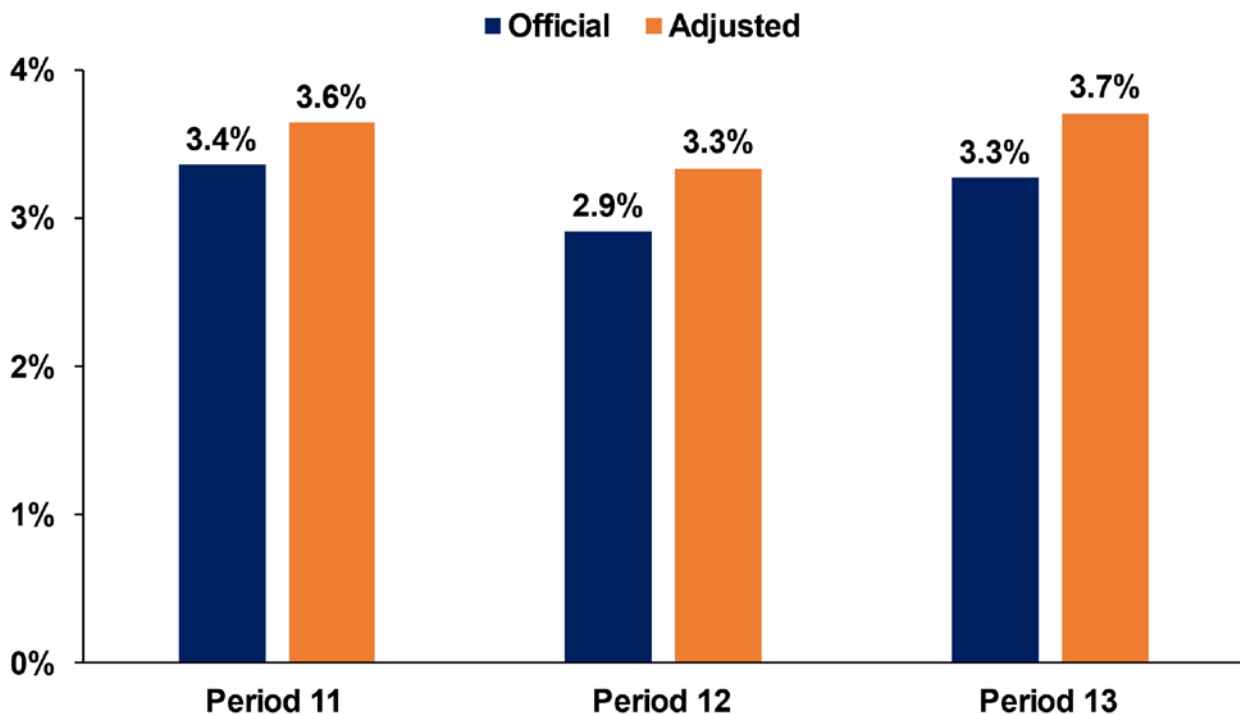


Figure 2 The inclusion of “P*-coded” pre-cancellations increased the national cancellations score by 0.4 percentage points in period 13

Official and adjusted cancellations score, Great Britain, rail periods 11, 12 and 13 (Table 3128)



Annex

Quality and methodology

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

On 19 January, ORR [wrote to all train operators](#) to seek their confirmation that they will support and participate in action by the industry to stop the use of resource availability shortage “P*-coded” pre-cancellations. Until this is complete, operators were asked to provide ORR with the number of resource availability shortage “P*-coded” pre-cancellations every period, starting in period 11, which ORR will publish.

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

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

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

Data tables

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

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

Revisions

The data in Table 3128 was revised on 26 April 2023 following original publication on 21 April. This revision also affected Figure 1 in this factsheet changing TransPennine Express' official cancellation score from 5.8% to 5.7%, and their adjusted score from 17.0% to 16.9%. This was due to Network Rail revising data for some operators due to a minor error in data previously supplied.

Details of revisions can be found in the [revisions log](#).



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