Passenger rail performance: cancellations data

Rail period 2 (30 April 2023 to 27 May 2023)

16 June 2023

Background:

This factsheet 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 2 (30 April 2023 to 27 May 2023)

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ORR publishes National Statistics accredited passenger rail performance statistics in a statistical release and associated data tables every quarter. The most recent release published on 25 May 2023 covered the quarter 1 January to 31 March 2023 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 is available for period 2, up to 27 May 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.

To better inform passengers and stakeholders, ORR is working with rail industry parties to identify 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.

This factsheet 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. It also presents data for operators where a Network Rail resource availability shortage has caused "P*-coded" pre-cancellations.

The associated data table is published on the P-coded cancellations page of the data portal.

All 24 train operators reported to ORR their number of “P*-coded” pre-cancellations in period 2. Half of operators (12) recorded resource availability shortage “P*-coded” pre-cancellations. Of these, 10 were due to the operator having resource availability shortage, one was due to Network Rail resource availability shortage only (Caledonian Sleeper), and one was due to both operator and Network Rail (TfW Rail).

Only the operators recording pre-cancellations in period 2 are shown in the tables and chart below, as other operators’ official Cancellations scores are unchanged.

Note that TransPennine Express changed to an operator of last resort on 28 May, therefore after the period these data relate to.

Table 1 Operator resource availability shortage “P*-coded” pre-cancellations by cause, Period 2

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
Chiltern Railways	1	7	0	0
East Midlands Railway	8	18	0	0
Grand Central	0	2	5	46
Great Western Railway	2	0	0	0
Heathrow Express	0	1	0	0
London North Eastern Railway	37	43	3	3
Northern Trains	13	503	0	0
ScotRail	11	49	0	0
South Western Railway	0	264	0	0
TfW Rail	22	16	4	35
TransPennine Express	434	716	0	0

Table 2 Network Rail resource availability shortage "P*-coded" pre-cancellations, Period 2

Train operator	Number of trains part pre-cancelled (P-coded) due to a shortage of Network Rail resources	Number of trains full pre-cancelled (P-coded) due to a shortage of Network Rail resources
Caledonian Sleeper	0	1
TfW Rail	76	27

Figure 1 TransPennine Express recorded the largest difference between their official and adjusted Cancellations score, while Grand Central had the highest score

Official and adjusted Cancellations score by operator, rail period 2 (Table 3128)

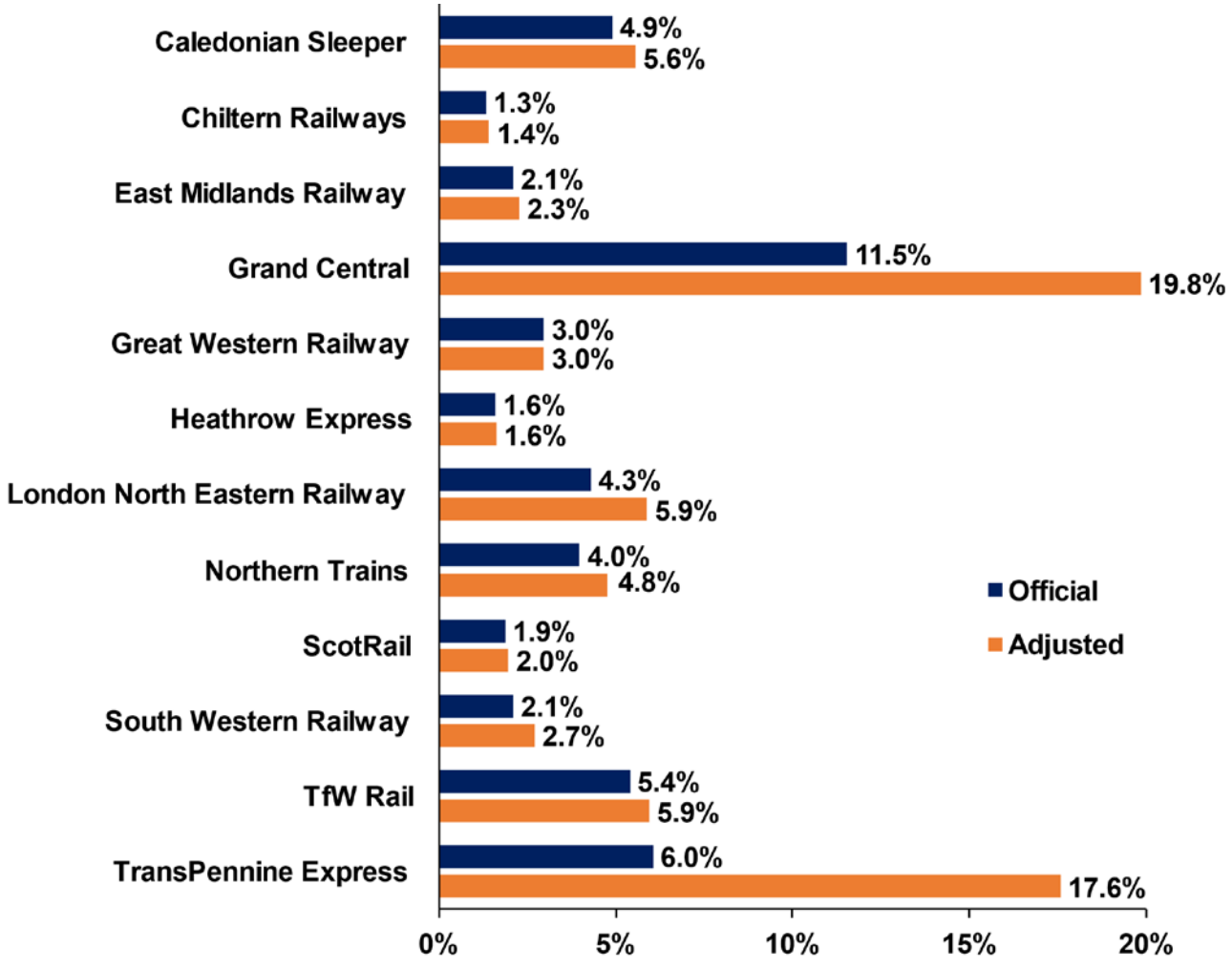
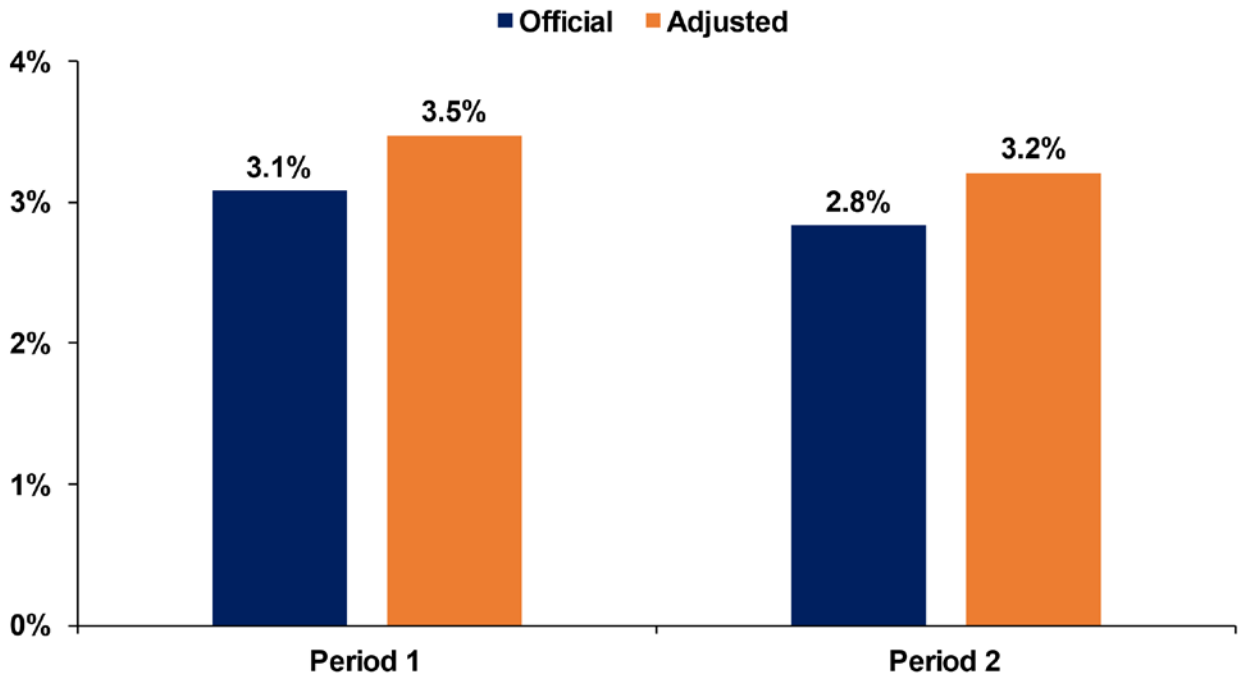


Figure 2 The inclusion of "P*-coded" pre-cancellations increased the national Cancellations score by 0.4 percentage points in each period

Official and adjusted Cancellations score, periodic data, Great Britain, rail periods 1 and 2 (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. From 1 April 2023 we also began collecting information from operators about Network Rail-caused resource availability shortage "P*-coded" pre-cancellations, to further improve completeness of the dataset. This resulted in a time series break in the data.

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-cancellations due to availability of train operator staff or rolling stock, or Network Rail staff. 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 began 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 new P-coded cancellations 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 available on the passenger rail performance 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.

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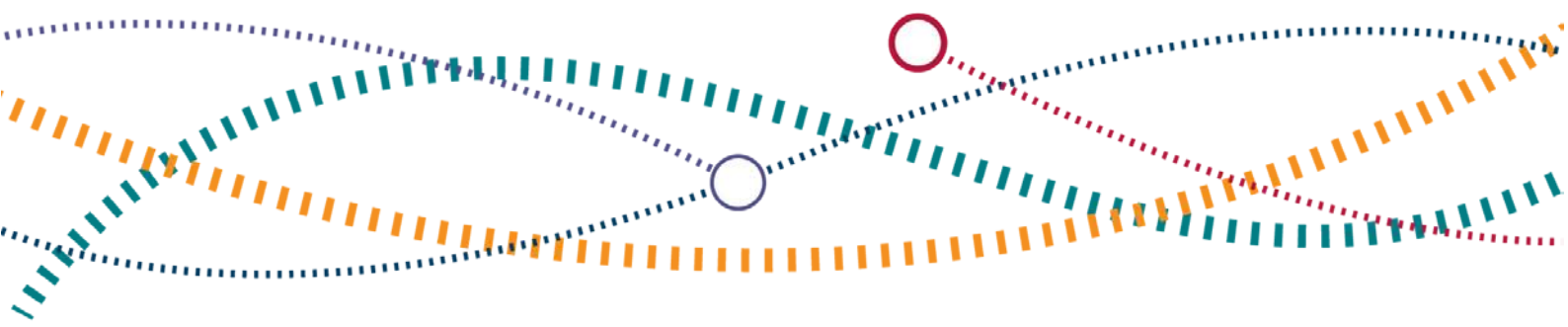
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