Passenger rail performance

January to March 2026

28 May 2026

Background:

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

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 2026

Contents:

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Next publication:
17 September 2026

Passenger rail performance in the latest quarter (1 January to 31 March 2026) has improved. There have been improvements in both punctuality and reliability compared with the same quarter the previous year.

Table 1 Train performance has improved compared with the same quarter in the previous year

Measure	January to March 2026	Compared with January to March 2025 (one year ago)
Time to 3	86.4%	up 0.5 pp ↑
Cancellations	3.2%	down 0.2 pp ↓

For **Time to 3**, the percentage of station stops arrived at within three minutes was 86.4%. This was 0.5 percentage points higher (i.e. better) than the same quarter in the previous year.

For the **Cancellations** measure of reliability, 3.2% of services were cancelled in the latest quarter. This was 0.2 percentage points lower (i.e. better) than the same quarter in the previous year.

In terms of severe disruption, there were six **Severely disrupted days** in the latest quarter, when the daily Cancellations percentage was at least 5%. This was a decrease of one day on the same quarter in the previous year.

We are proposing some changes to our data tables for future releases. Please see page 2 for more information.

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.

1. Context

Proposed changes to data tables

We propose the following changes to our passenger rail performance tables from the Quarter 1 (April to June 2026) release onwards:

- Cease updates and remove quarterly Table 3103 (Historic passenger trains planned, PPM, and CaSL by operator)
- Remove Table 3174 (Consistent Region Measure (Passenger) Performance by Region (periodic) – updates to this table were ceased after March 2024
- Cease updates and remove Tables 3194a and 3194b (Cancelled and Significantly Late by operator and sector (periodic and moving annual average)

These proposals to cease updates and remove tables that are viewed by a relatively small number of users would allow us to focus on developing new and improved statistical products e.g. enhancements to existing Power BI dashboards.

Please provide any feedback on these proposals by contacting us at rail.stats@orr.gov.uk by 31 July 2026.

Recent changes to this release

Since our last Quarter 1 (April to June 2025) release we have placed more focus on the Time to 3 punctuality measure following a 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) within the rail industry.

We recognise that the rail industry continues to use a range of measures to monitor and report train performance and we will continue to publish statistics on **other performance measures** (including On Time and PPM) in our data tables.

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, there were 1.9 million trains planned in Great Britain. The latest quarter had 30,500 more planned trains (up 2%) compared with the same quarter in the previous year (January to March 2025).

Figure 1.1 Trains planned are higher than the same quarter in the previous year

Trains planned (millions), Great Britain, quarterly data, April 2020 to March 2026 (Table 3123)

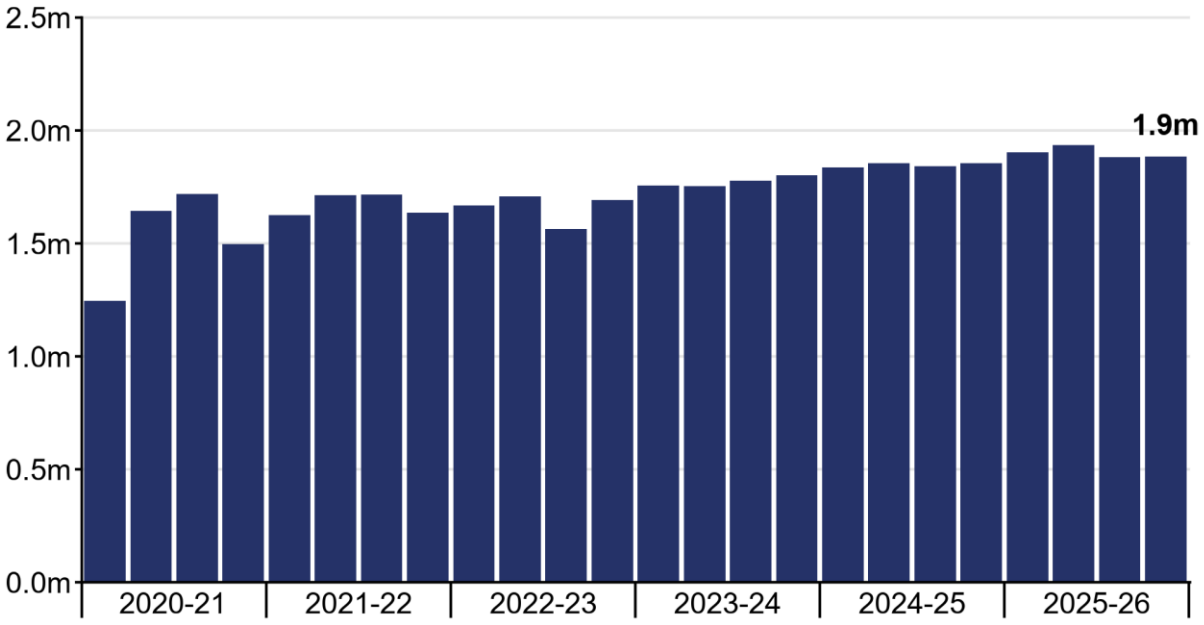
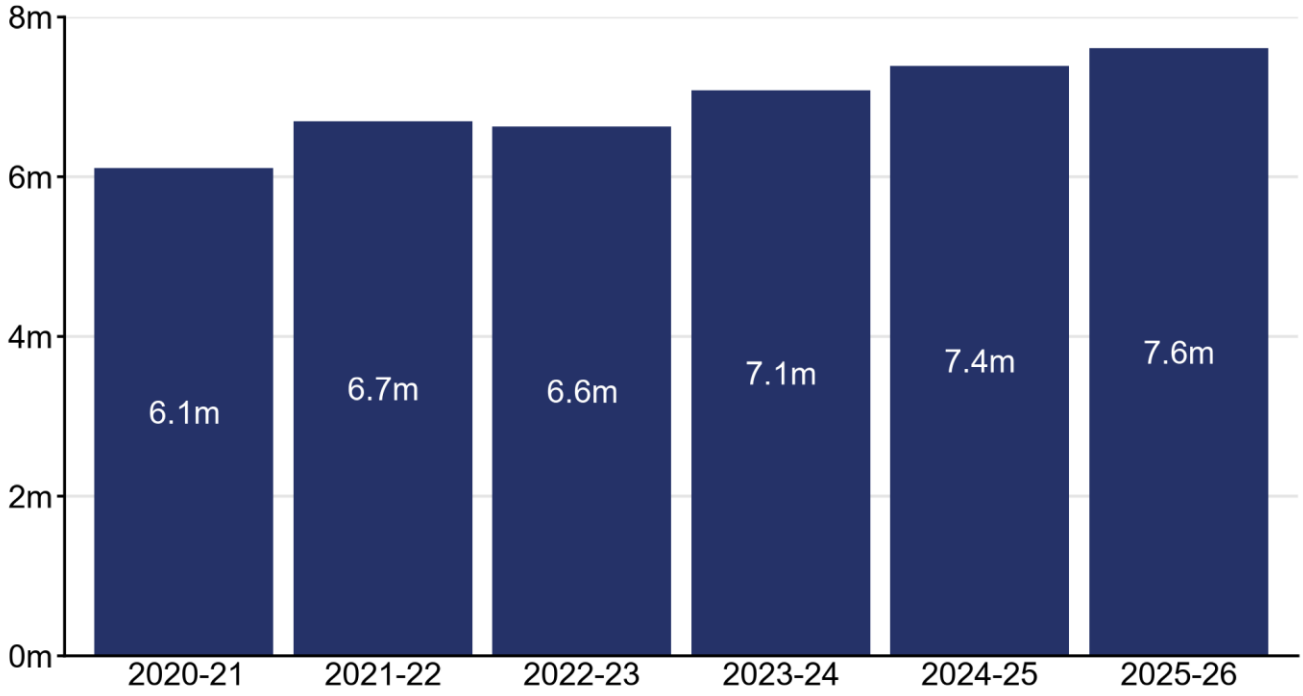


Figure 1.2 Trains planned increased on the previous year

Trains planned, Great Britain, annual data, April 2020 to March 2026 (Table 3123)



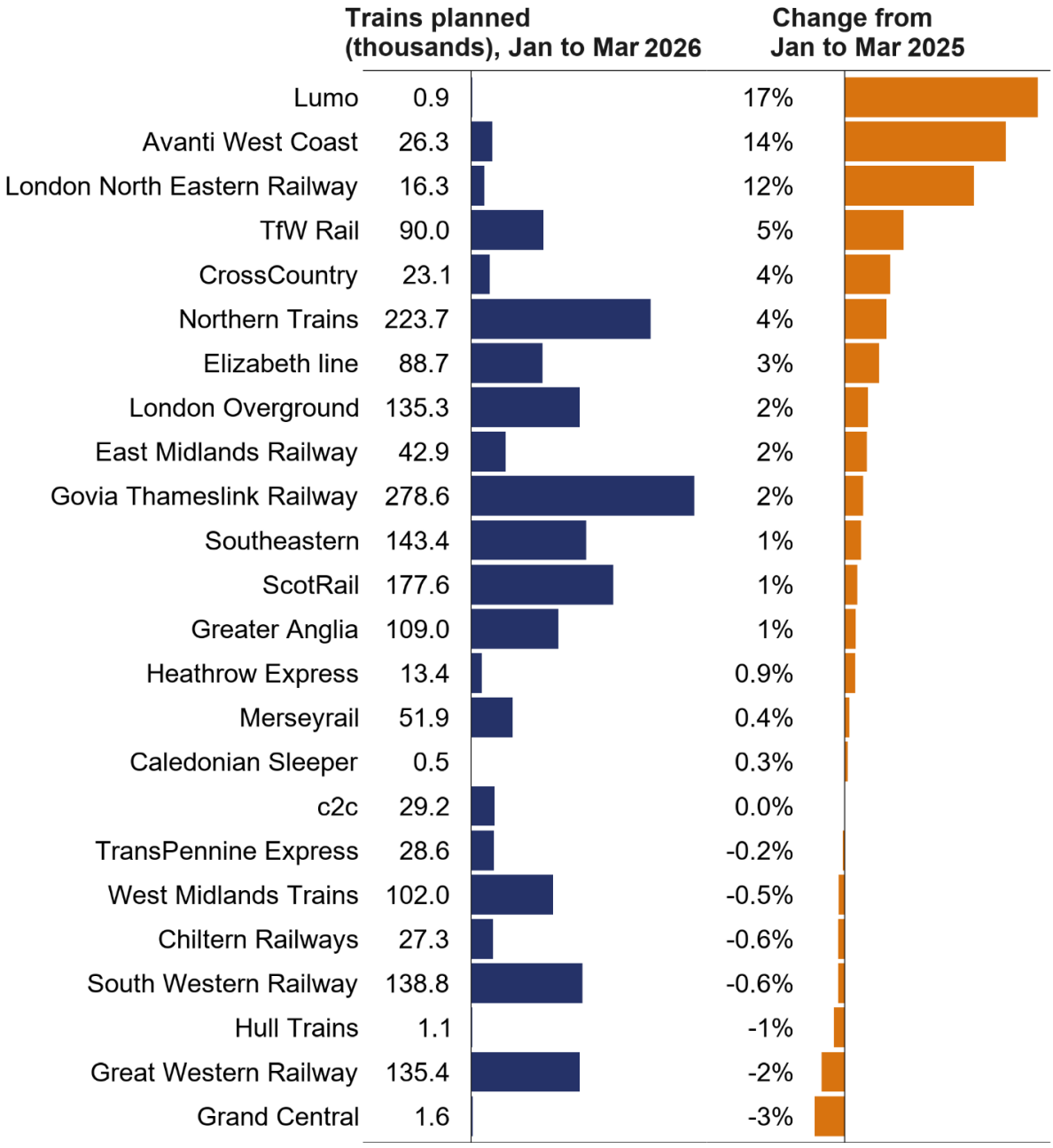
In the 12 months to March 2026 (1 April 2025 to 31 March 2026), there were 7.6 million trains planned in Great Britain. This was an increase of 3% on the previous year.

Trains planned by operator

In the latest quarter, the changes in trains planned compared with the same quarter in the previous year varied from an increase of 17% for Lumo to a decrease of 3% for Grand Central. These changes should be considered when comparing changes in punctuality and reliability performance by operator in the following sections.

Figure 1.3 Trains planned increased for most operators compared with last year

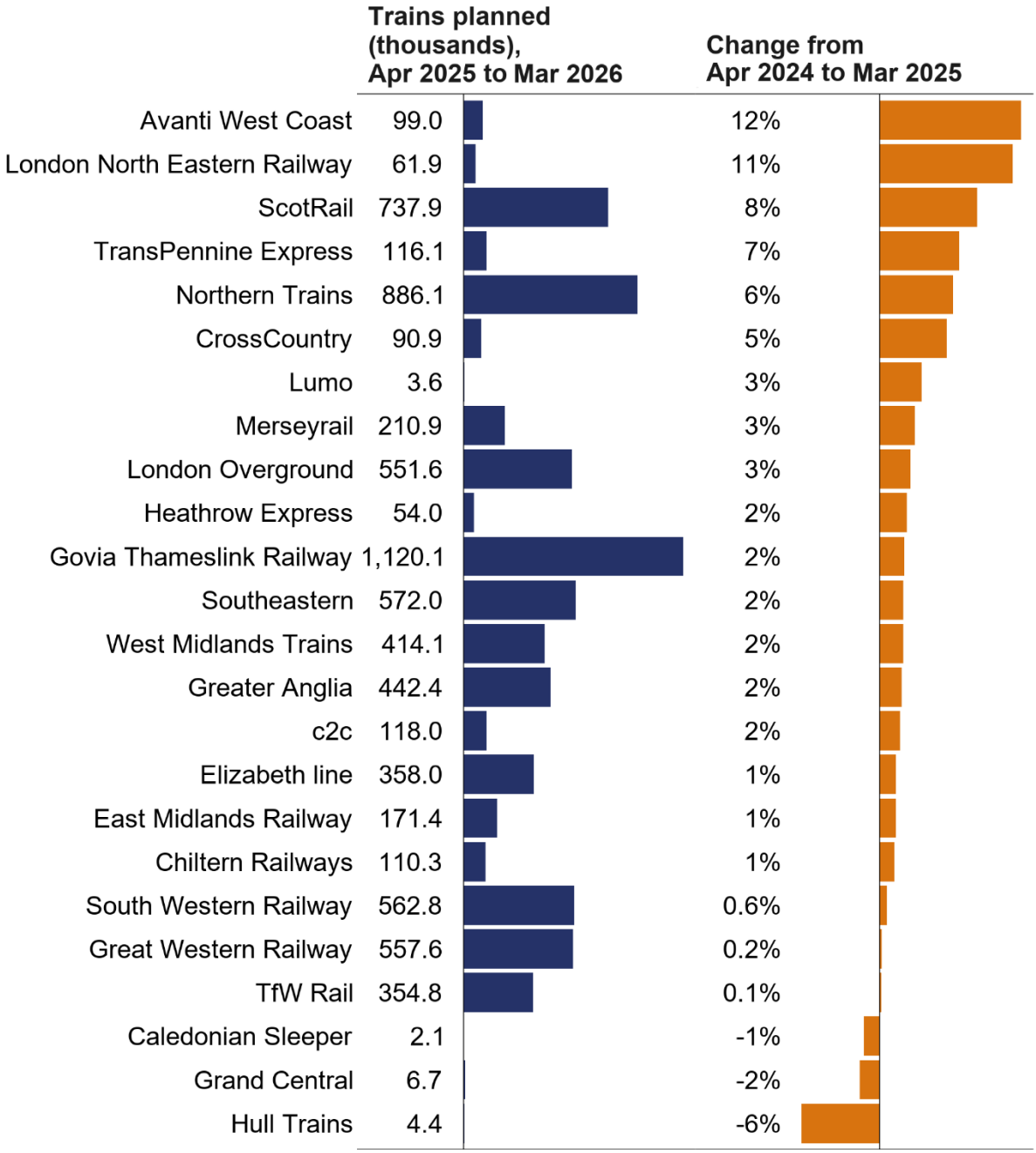
Trains planned by operator, January to March 2026, and percentage change compared with January to March 2025 (Table 3123)



In the 12 months to March 2026, trains planned increased for 21 out of 24 operators on the previous year. Avanti West Coast recorded the largest increase in trains planned (up 12%), while Hull Trains recorded the largest decrease in trains planned (down 6%). Most operators recorded increases between 1% and 10%.

Figure 1.4 Trains planned by operator increased for all but three operators in the latest year

Trains planned by operator, April 2025 to March 2026, and percentage change compared with April 2024 to March 2025 (Table 3123)



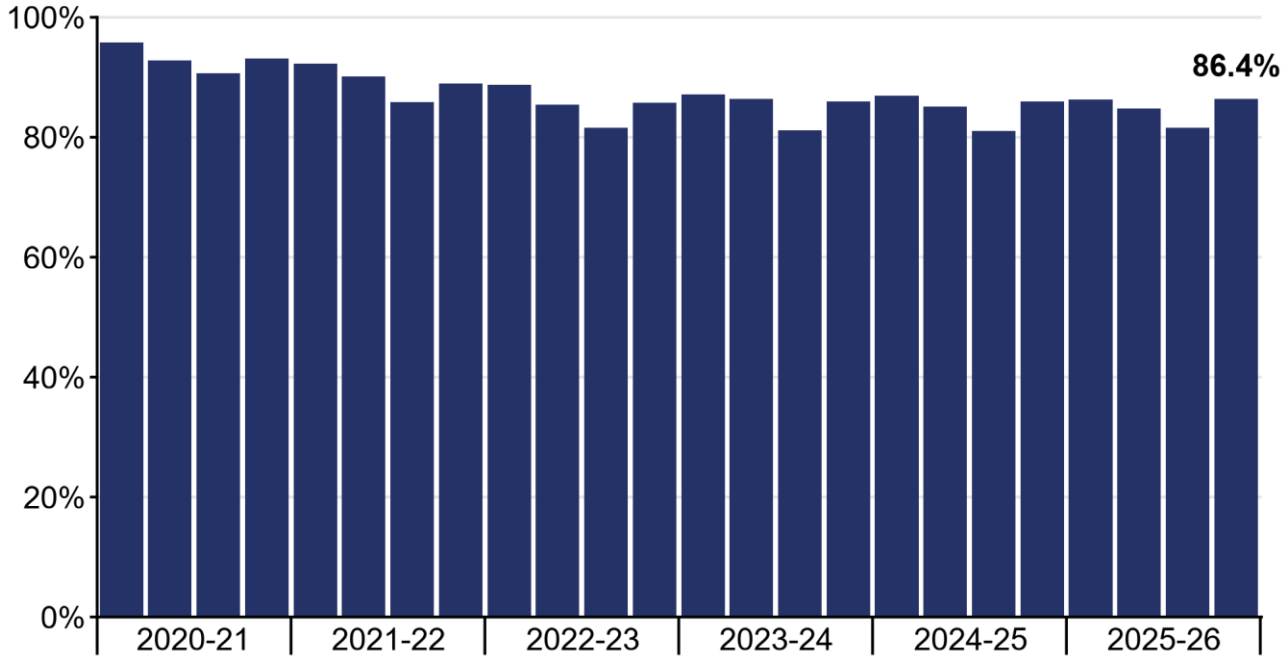
2. Train punctuality

Time to 3 is the percentage of recorded station stops that were arrived at early or less than three minutes after the scheduled time.

In the latest quarter, 86.4% of recorded station stops in Great Britain (18.4 million out of 21.3 million) were arrived at within three minutes. This was 0.5 percentage points (pp) higher (i.e. better) than the same quarter in the previous year.

Figure 2.1 Time to 3 this quarter has been the highest for January to March since 2021-22

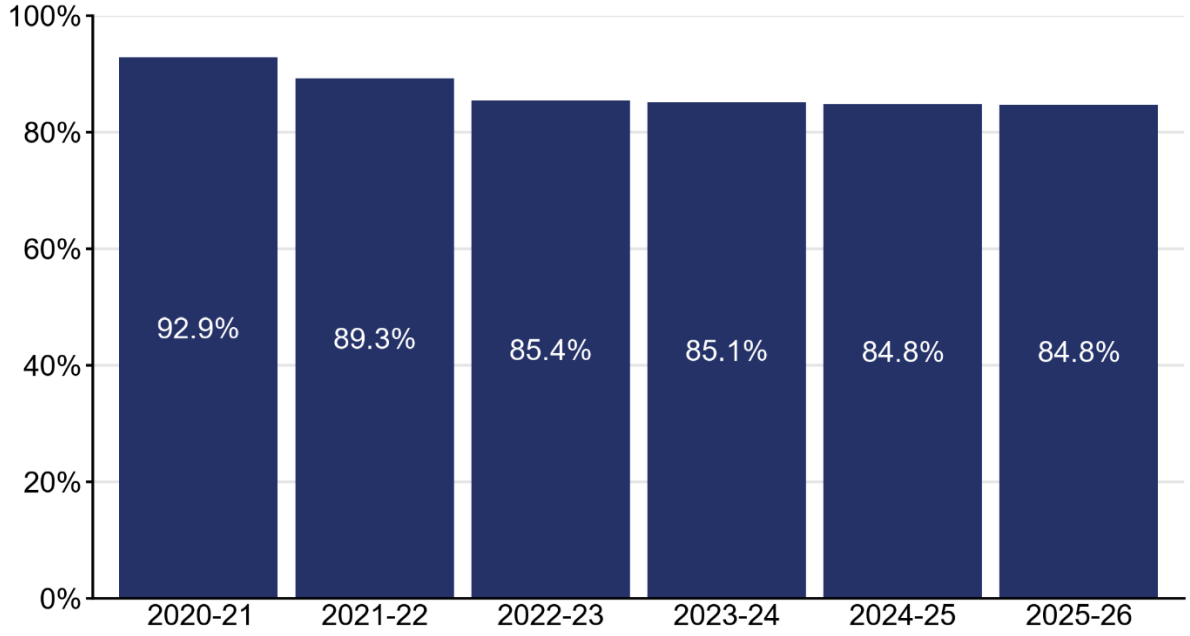
Time to 3, Great Britain, quarterly data, April 2020 to March 2026 (Table 3133)



In the 12 months to March 2026, the Time to 3 percentage in Great Britain was 84.8%. This was unchanged on the previous year.

Figure 2.2 The Time to 3 percentage was unchanged on the previous year

Time to 3, Great Britain, annual data, April 2020 to March 2026 (Table 3133)

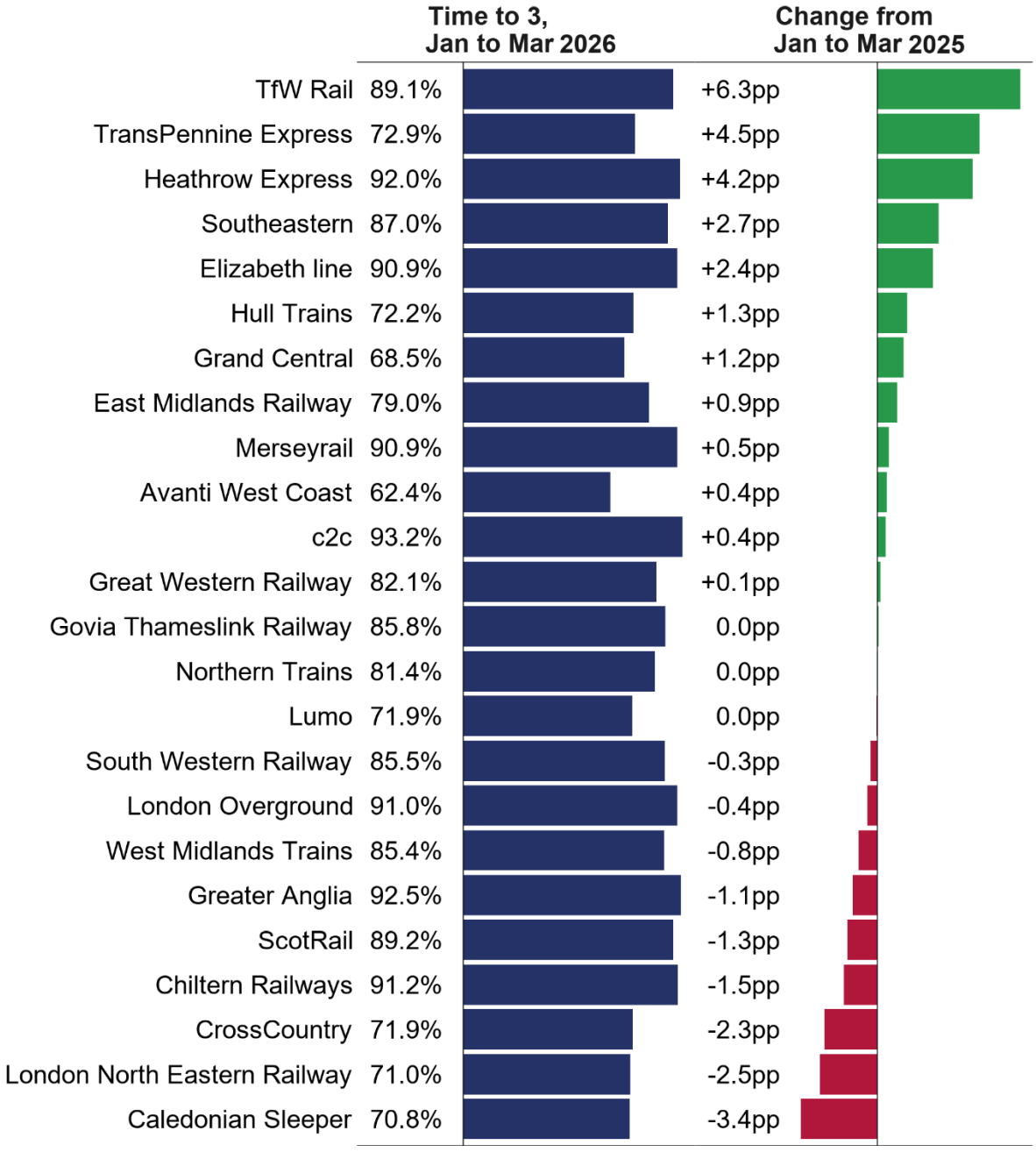


Punctuality by train operator

In the latest quarter, punctuality improved for 12 out of 24 operators, with higher Time to 3 percentages compared with the same quarter in the previous year. TfW Rail had the largest increase (up 6.3pp), while Caledonian Sleeper had the largest decrease (down 3.4pp). Punctuality was unchanged for 3 operators.

Figure 2.3 Punctuality improved for half of operators

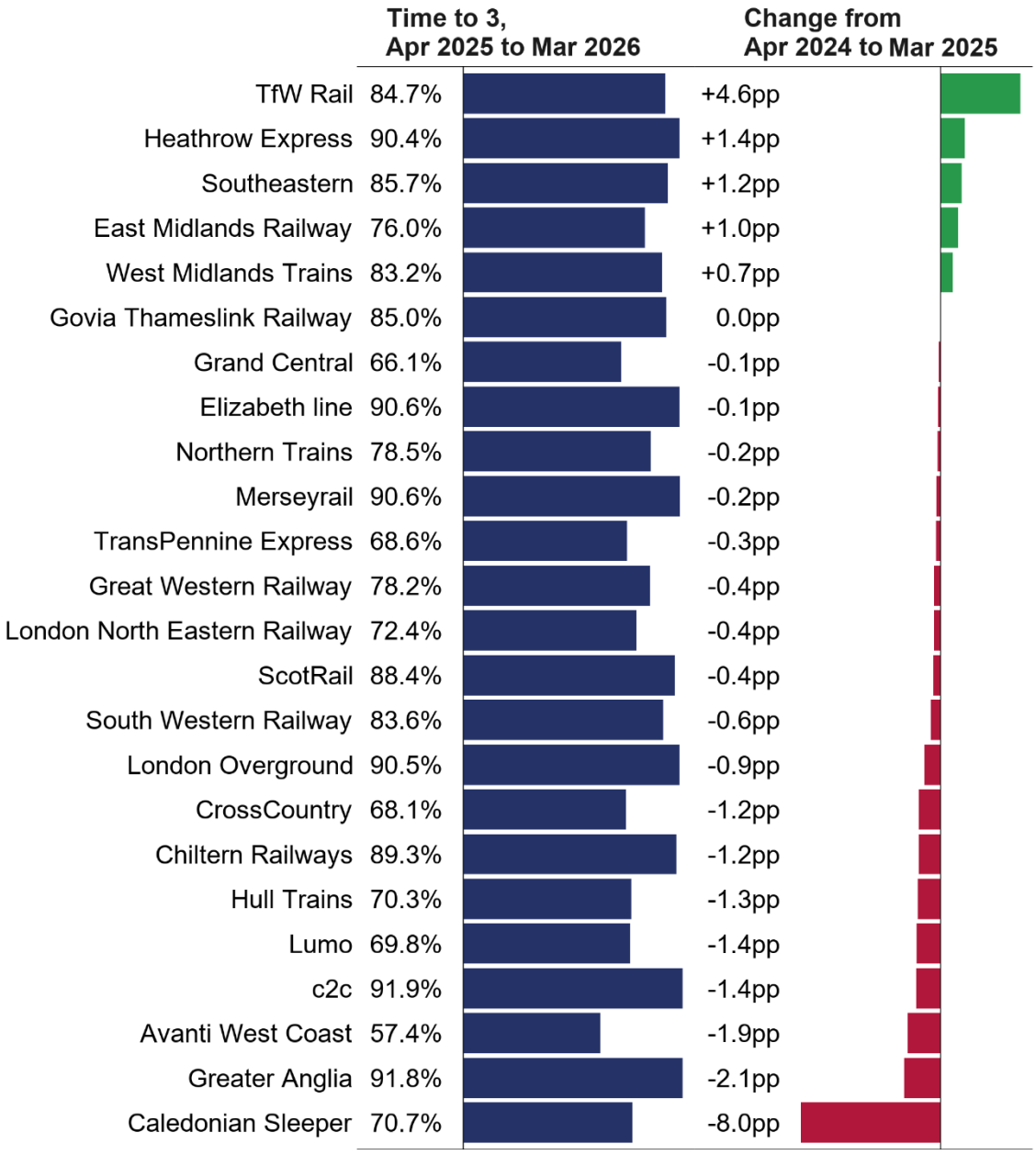
Time to 3 by operator, January to March 2026 and percentage point (pp) change compared with January to March 2025 (Table 3133)



In the latest year, punctuality improved for 5 out of 24 operators on the previous year, with higher Time to 3 percentages compared with the previous year. TfW Rail had the largest increase on the previous year (up 4.6pp), while Caledonian Sleeper had the largest decrease (down 8.0pp). Punctuality was unchanged for one operator.

Figure 2.4 Punctuality deteriorated for most operators in the latest year

Time to 3 by operator, April 2025 to March 2026 and percentage point (pp) change compared with April 2024 to March 2025 (Table 3133)



Other performance measures

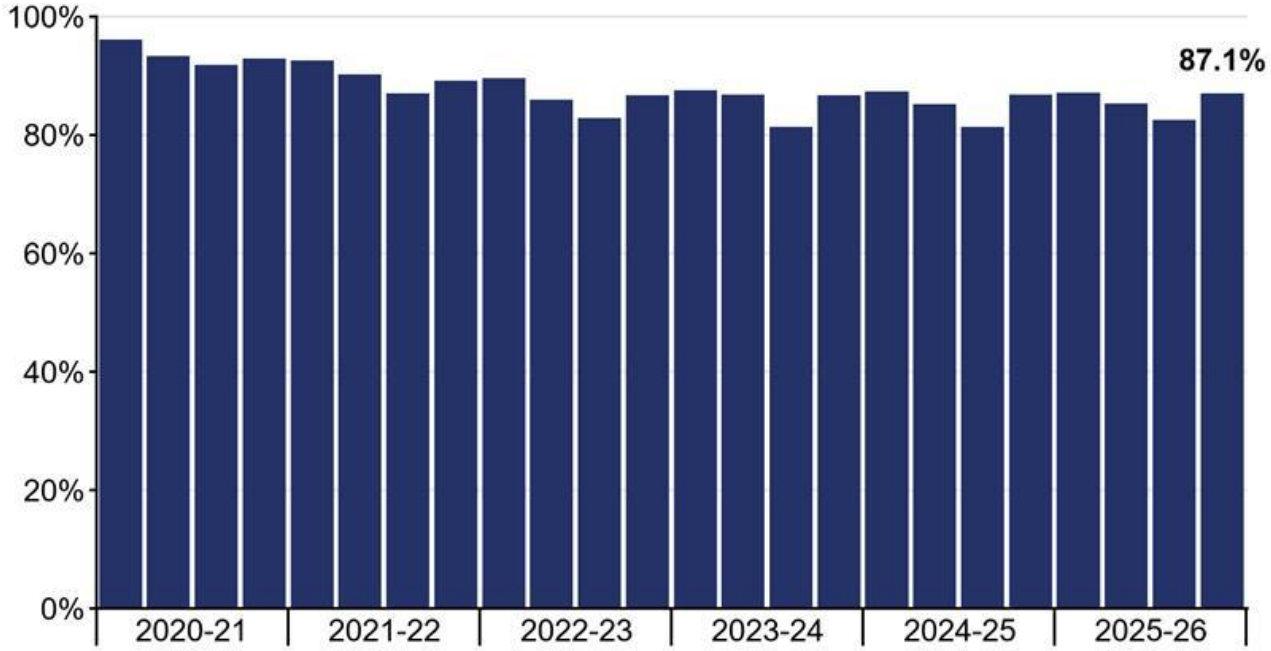
The rail industry continues to use a range of measures to monitor and report train performance including Time to 3 and Cancellations. Other measures include On Time, PPM, Delay minutes and Average Passenger Lateness.

On Time measures the percentage of recorded station stops arrived at early or less than one minute after the scheduled time (as per timetable). In the latest quarter, On Time for Great Britain was 68.8%. This is an increase of 0.7 percentage points on the same quarter in the previous year. Data for this measure can be found on the ORR data portal (Table 3133).

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 87.1%. This is an increase of 0.3 percentage points on the same quarter in the previous year.

Figure 2.5 PPM in the latest quarter has been the highest for January to March since 2021-22

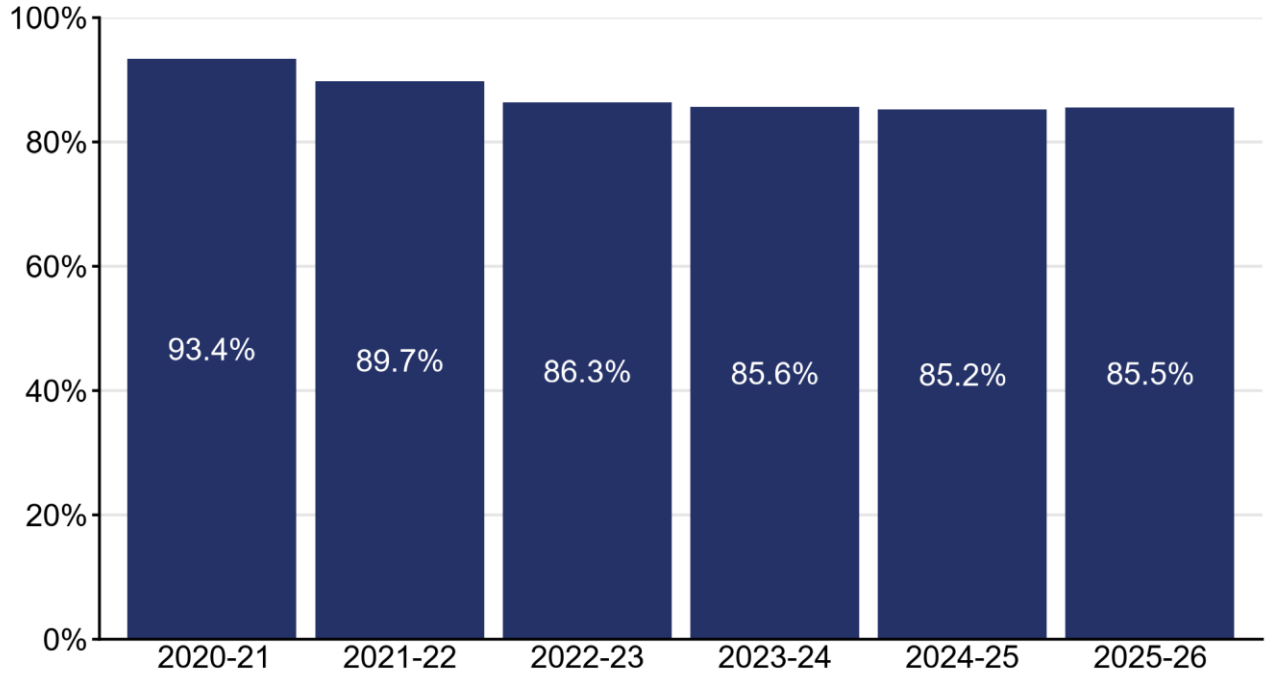
PPM, Great Britain, quarterly data, April 2020 to March 2026 (Table 3113)



In the 12 months to March 2026, PPM for Great Britain was 85.5%. This was an increase of 0.3 percentage points on the previous year.

Figure 2.6 PPM has increased slightly on the previous year

PPM, Great Britain, annual data, April 2020 to March 2026 (Table 3113)



Further information on these measures can be found in the annex of this release and in our quality and methodology report. We continue to publish statistics on these measures in our data tables on our data portal.

3. Train reliability

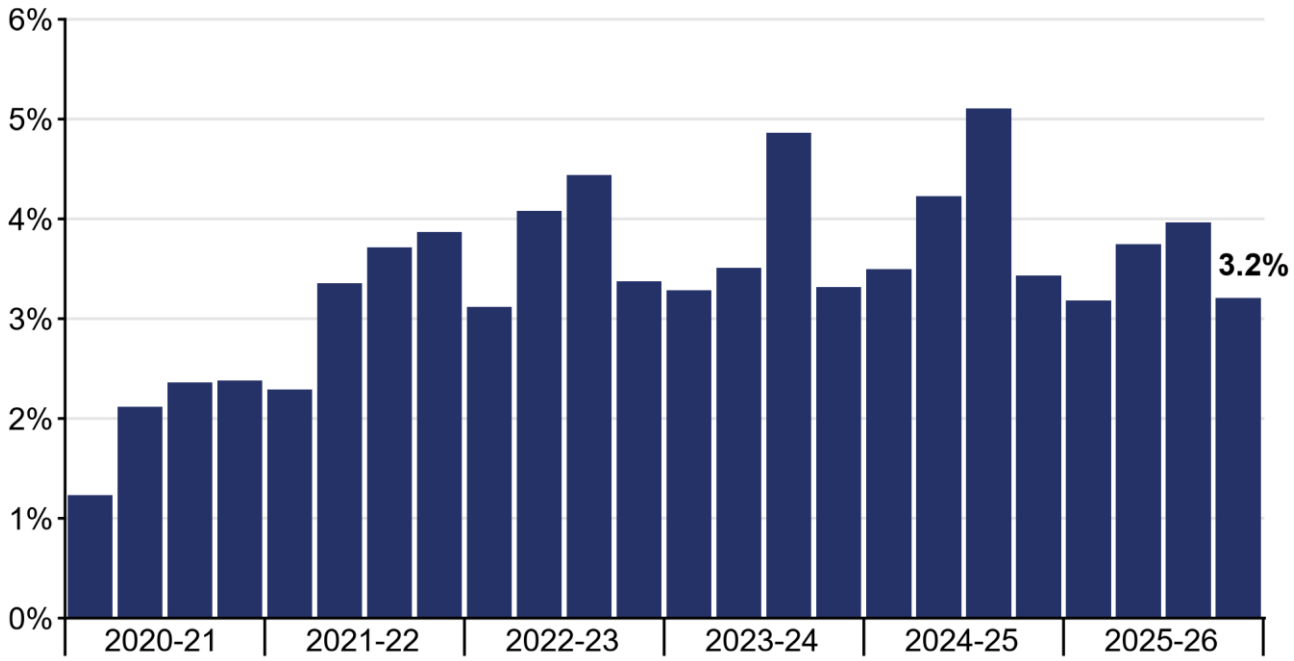
Cancellations

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.

In the latest quarter, of the 1.9 million trains planned, 40,800 were full cancellations and 39,300 were part cancellations. As a result, Cancellations were 3.2% this quarter, which is 0.2 percentage points (pp) lower (i.e. better) than the same quarter in the previous year.

Figure 3.1 Cancellations this quarter have been the lowest for January to March since 2020-21

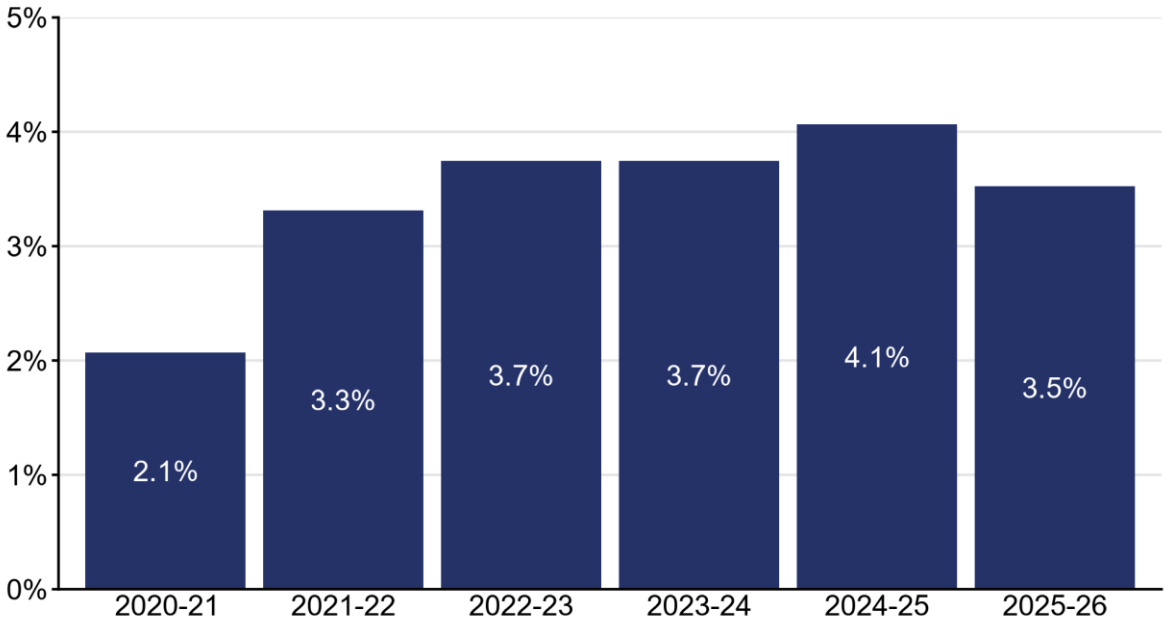
Cancellations, Great Britain, quarterly data, April 2020 to March 2026 (Table 3123)



In the 12 months to March 2026, Cancellations in Great Britain were 3.5%. This was 0.5 percentage points (pp) lower (i.e. better) than the same quarter in the previous year.

Figure 3.2 The Cancellations figure in the latest year was the lowest since 2021-22

Cancellations, Great Britain, annual data, April 2020 to March 2026 (Table 3123)



Some operators have reported using 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 and therefore may not appear in operators' Cancellations percentages.

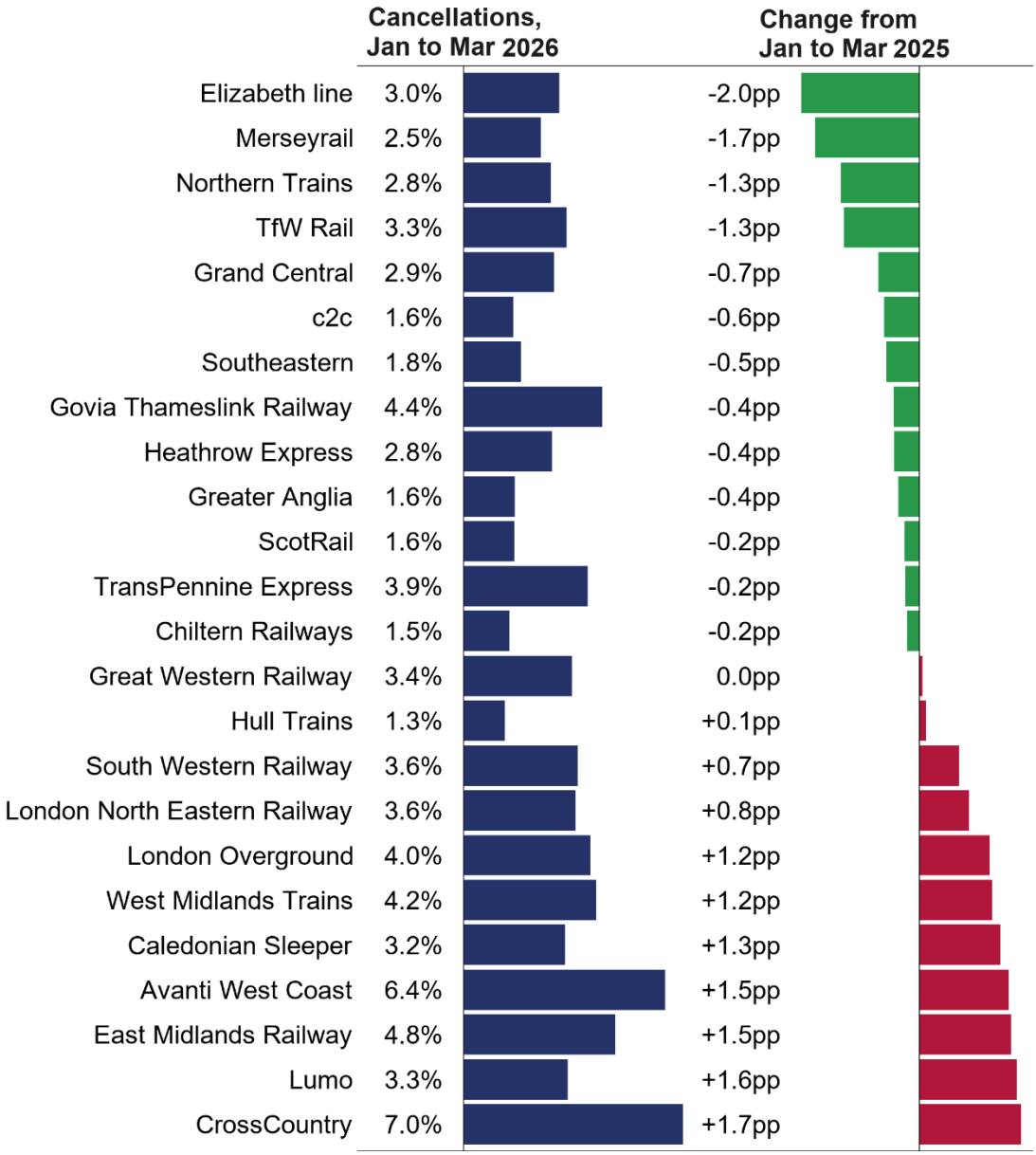
The 'adjusted Cancellations measure' (including 'P-coded' pre-cancelled trains) for the latest quarter was 3.2%. This was the same (to one decimal place) as the official Cancellations measure. Further information on P-coded pre-cancellations can be found at P-coded cancellations page of the data portal.

Reliability by train operator

In the latest quarter, reliability improved for 13 out of 24 operators, with lower Cancellations compared with the same quarter in the previous year. Of these, Elizabeth line recorded the largest improvement (down 2.0pp). Reliability worsened for 10 operators, with CrossCountry (up 1.7pp) recording the largest percentage point increase. Reliability was unchanged for one operator.

Figure 3.3 Reliability improved for just over half of operators compared with the same quarter last year

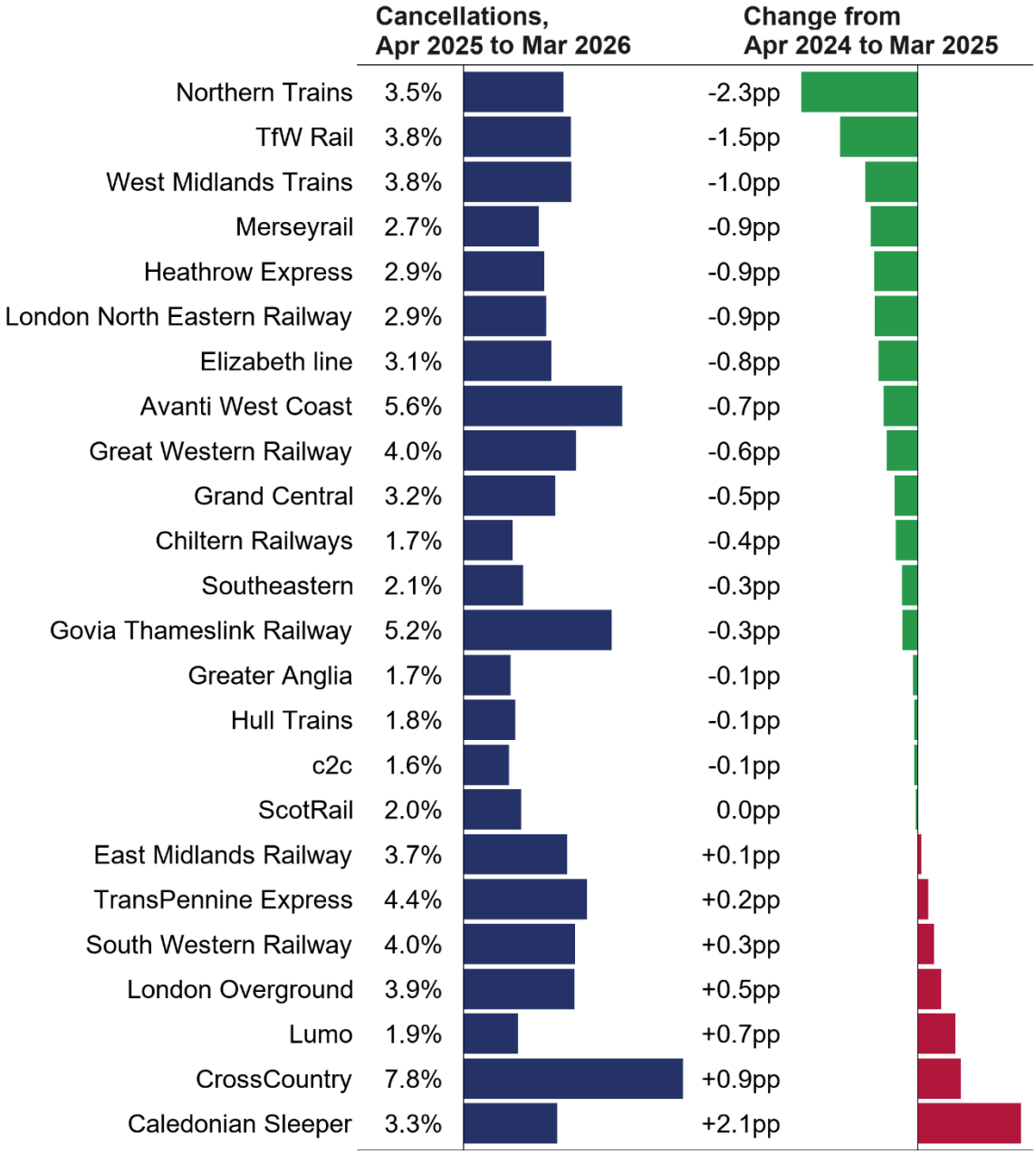
Cancellations by operator, January to March 2026 and percentage point (pp) change compared with January to March 2025 (Table 3123)



In the 12 months to March 2026, reliability improved for 16 out of 24 operators, with lower Cancellations scores compared with the previous year. Northern Trains recorded the largest improvement (down 2.3pp), while Caledonian Sleper recorded the most deterioration (up 2.1pp). Most operators recorded increases or decreases of less than one percentage point.

Figure 3.4 Reliability has improved for most operators on the previous year

Cancellations by operator, April 2025 to March 2026 and percentage point (pp) change compared with April 2024 to March 2025 (Table 3123)



Details on the cancellation responsibility attributed to operators and infrastructure owners can be found in Table 3123.

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 six Severely disrupted days in Great Britain in the latest quarter, one day fewer than the same quarter in the previous year.

Table 3.1 Severely disrupted days within January to March 2026 with daily Cancellations and major incidents or issues that contributed to the cancellations that day

Date	Cancellations	Major incidents and issues contributing to cancellations
5 January 2026	5.0%	Broken insulated joint block at Peterborough and points failure at Tring
6 January 2026	8.9%	Continuation of Tring points failure
9 January 2026	5.3%	Weather-related incidents, including snow and failed vegetation management at Park Lane Junction
27 January 2026	5.4%	Possession over-run at Diggle Junction
4 February 2026	5.6%	Signal passed at danger (SPAD) at Selhurst Depot, leading to derailment
15 March 2026	5.0%	Wide range of incidents, with driver shortages the most significant contributing factor

4. 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

On 1 February 2026, West Midlands Trains was transferred to public ownership.

We are expecting the new Lumo service between London Euston and Stirling to commence in May 2026. This will be reported under “Lumo (West Coast)” in future releases, while the existing Lumo services will be reported under “Lumo (East Coast).

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

Revisions

Table 3123: The breakdown of cancellations by responsibility for all operators throughout the time series have been subject to very minor revisions. This is due to ORR changing its data storage system which has resulted in improvements in the accuracy of the underlying calculations.

Corresponding performance data in previous statistical release documents has not been revised and is based on the data available at the time of publication.

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

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.

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.

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 Fourteenth 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**; one biannual publication: **Passenger rail service complaints;** 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 trends** (formerly Rail statistics compendium); one biannual publication: **Passenger lifts at stations** (official statistics in development); 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.

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