



Train Operating Company key statistics

April 2023 to March 2024

30 July 2024

Grand Central

This publication is an annual summary of key statistics for Grand Central covering passenger usage, performance, and passenger experience alongside reference data on number of employees and route kilometres operated. Most of the data in this publication is also available on the various [ORR data portal](#) theme pages. [TOC key statistics](#) brings all the information together from the range of topics as a summary for each operator.

Contents:

Key statistics - p2

Passenger rail usage – p3

Passenger rail performance – p5

Passenger experience – p9

Public enquiries: rail.stats@orr.gov.uk

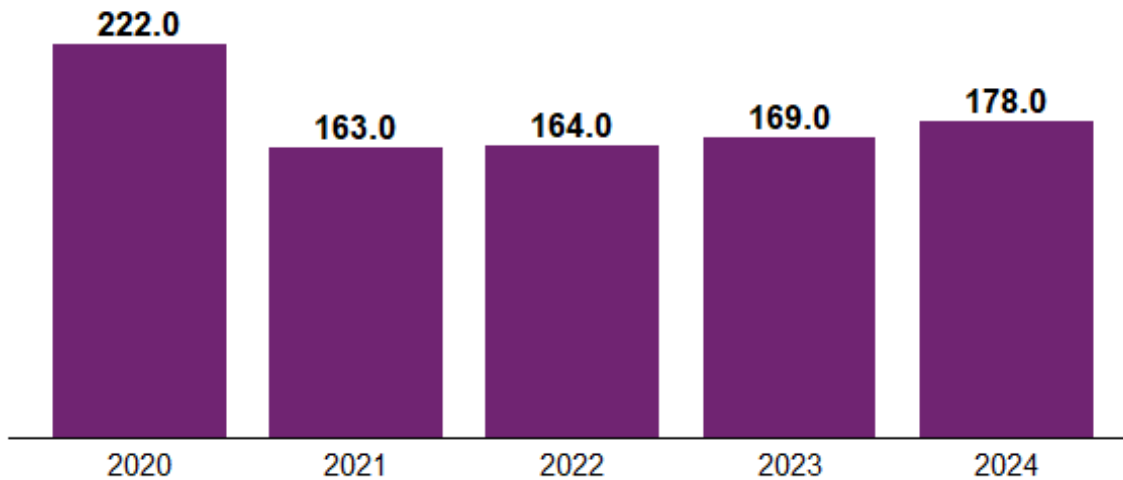
Media enquiries: Tel: 07856 279808

Next publication: July 2025

Key statistics

Number of full-time equivalent (FTE) employees is calculated by comparing an employee's average number of hours worked to the average hours of a full-time worker.

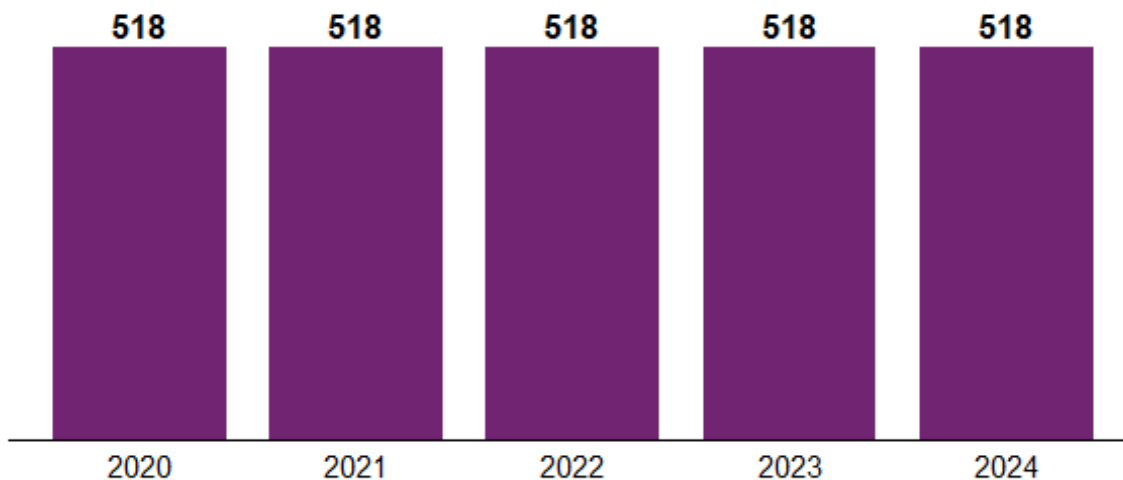
Number of FTE employees, Grand Central, as of 31 March, 2020 to 2024



Grand Central's number of FTE employees was 178 as of 31 March 2024.

Route kilometres operated includes the total extent of route available to operate on as of 31 March. It does not take into account multiple track routes (i.e. double tracks are only counted as one route kilometre but would be two track kilometres).

Route kilometres operated, Grand Central, as of 31 March, 2020 to 2024

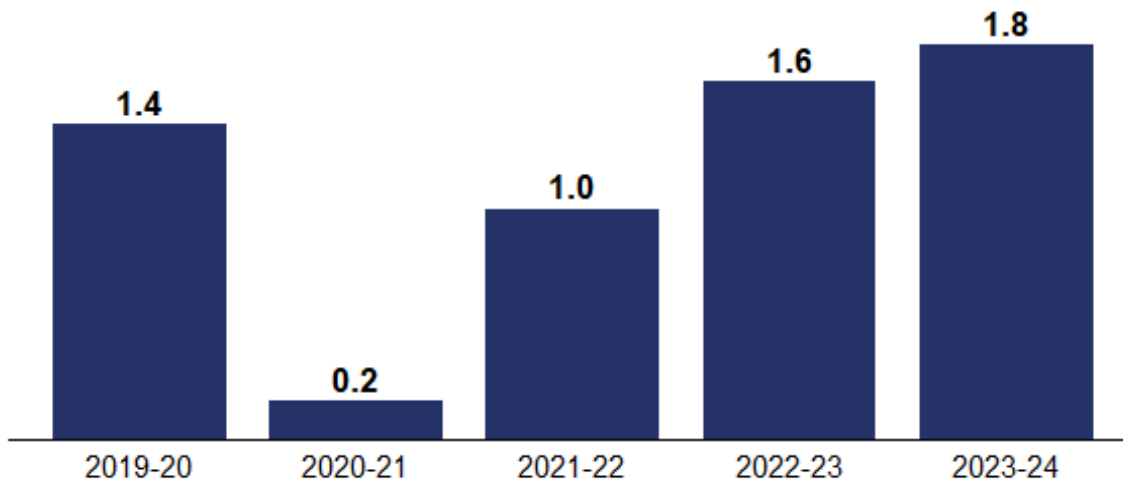


Grand Central operated on 518 kilometres of route as of 31 March 2024.

Passenger rail usage

Passenger journeys are estimated based on travel from an origin station to a destination station. Where travel includes one or more changes of train, each train used is counted as one journey.

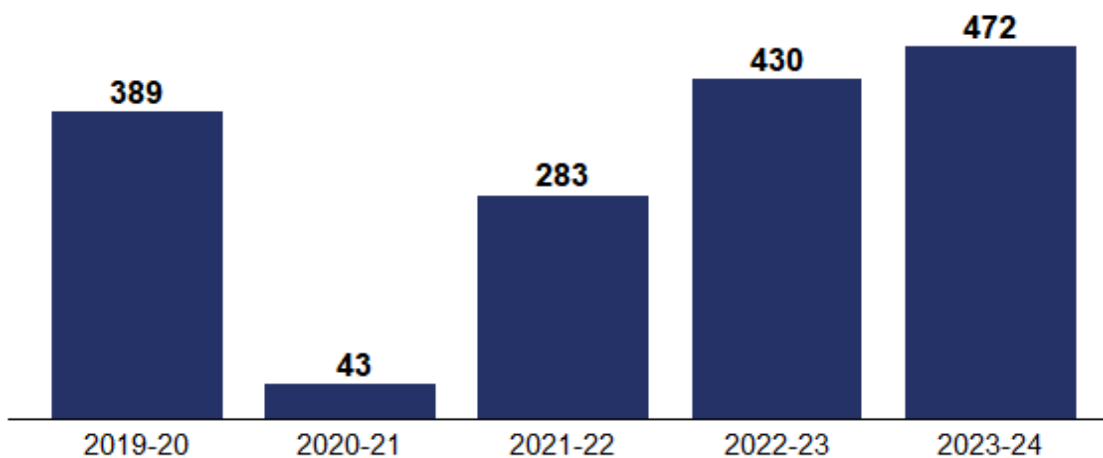
Passenger journeys (millions), Grand Central, annual data, April 2019 to March 2024



Between April 2023 and March 2024, there were 1.8 million passenger journeys.

Passenger kilometres are calculated by multiplying the number of passenger journeys on a particular flow by the number of corresponding track kilometres between stations.

Passenger kilometres (millions), Grand Central, annual data, April 2019 to March 2024

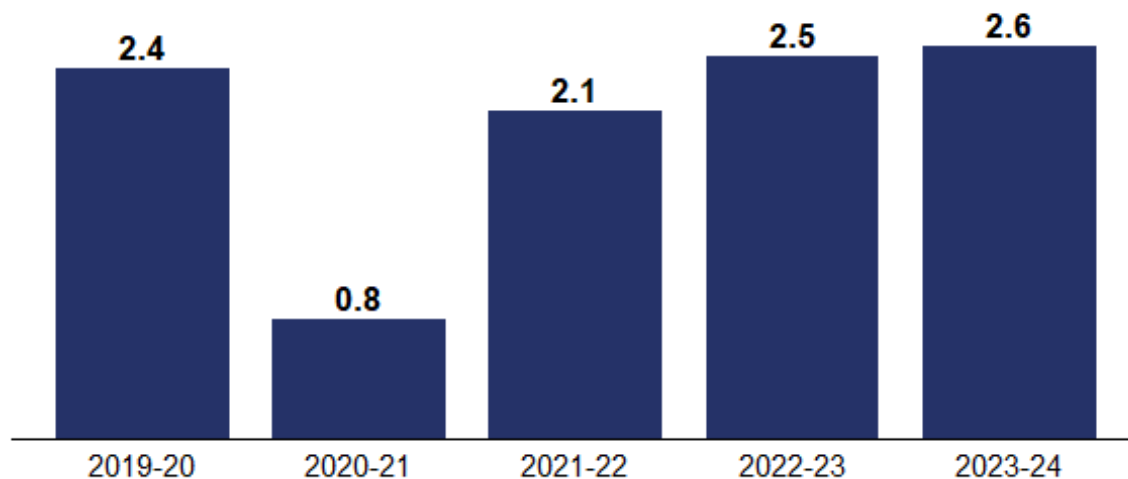


Between April 2023 and March 2024, there were 472 million passenger kilometres travelled.

There are series breaks in April 2020 to March 2021 and April 2021 to March 2022 for passenger journeys and passenger kilometres. For more details on the series breaks, please see [Table 1223: Passenger journeys by operator](#).

Passenger train kilometres refers to the number of train kilometres travelled by revenue earning passenger trains.

Passenger train kilometres (millions), Grand Central, annual data, April 2019 to March 2024



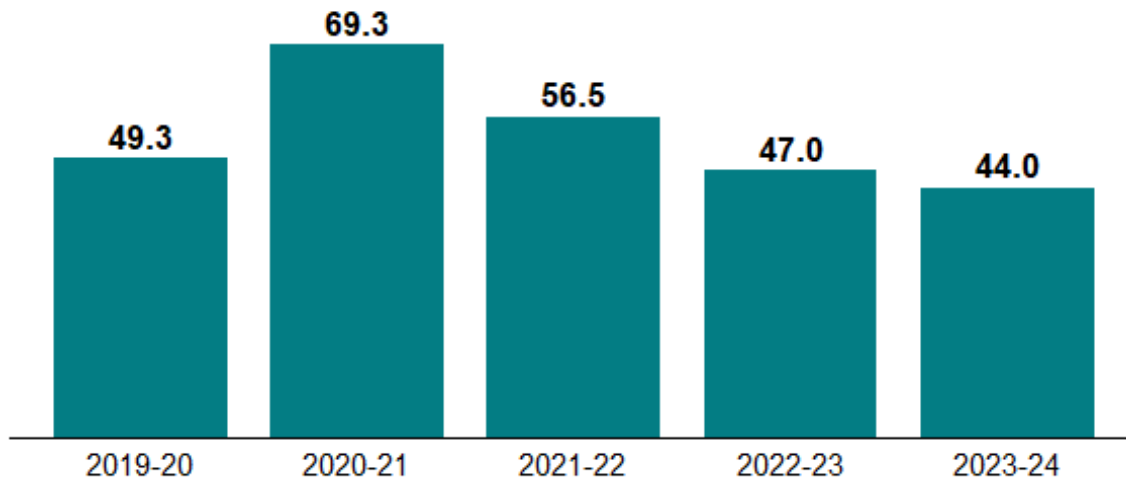
Between April 2023 and March 2024, there were 2.6 million passenger train kilometres.

More information on passenger journeys, kilometres and revenue as well as passenger train and vehicle kilometres can be found on the [Passenger rail usage](#) page on the data portal.

Passenger rail performance

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

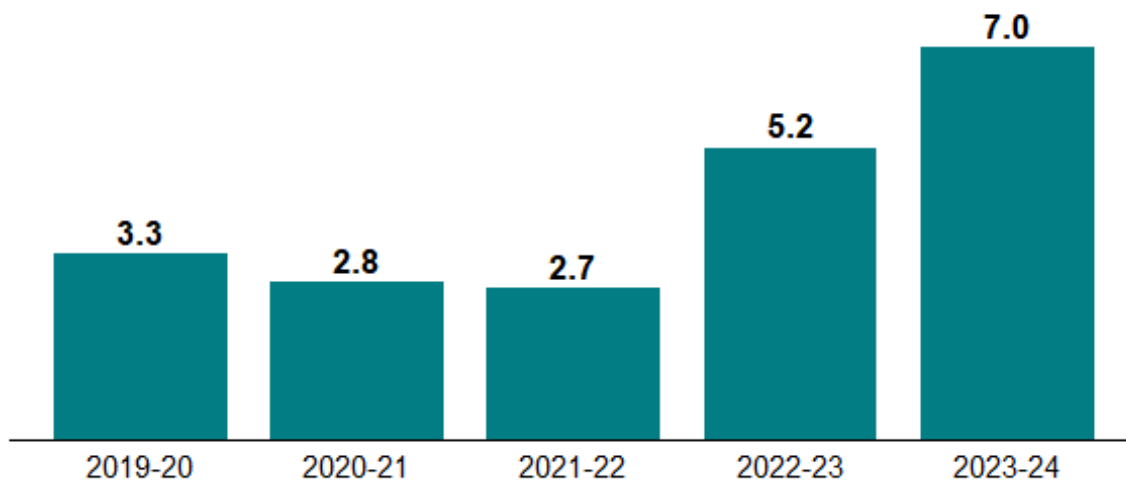
On Time (%), Grand Central, annual data, April 2019 to March 2024



The percentage of trains On Time between April 2023 and March 2024 was 44.0% compared with 47.0% in the previous year.

The **Cancellations score** is the percentage of trains planned that were cancelled, whereby full cancellations are counted as one and part cancellations as half.

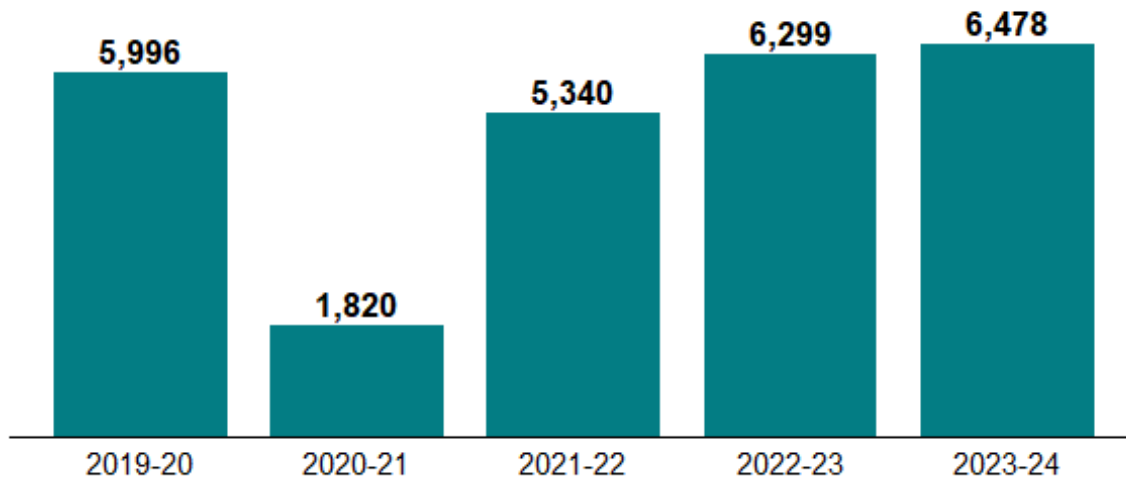
Cancellations score (%), Grand Central, annual data, April 2019 to March 2024



The Cancellations score between April 2023 and March 2024 was 7.0% compared with 5.2% in the previous year.

The number of **trains planned** is based on the daily schedule as agreed between the train operator and Network Rail at 22:00 on the previous evening.

Trains planned, Grand Central, annual data, April 2019 to March 2024



There were 6,478 trains planned between April 2023 and March 2024.

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.

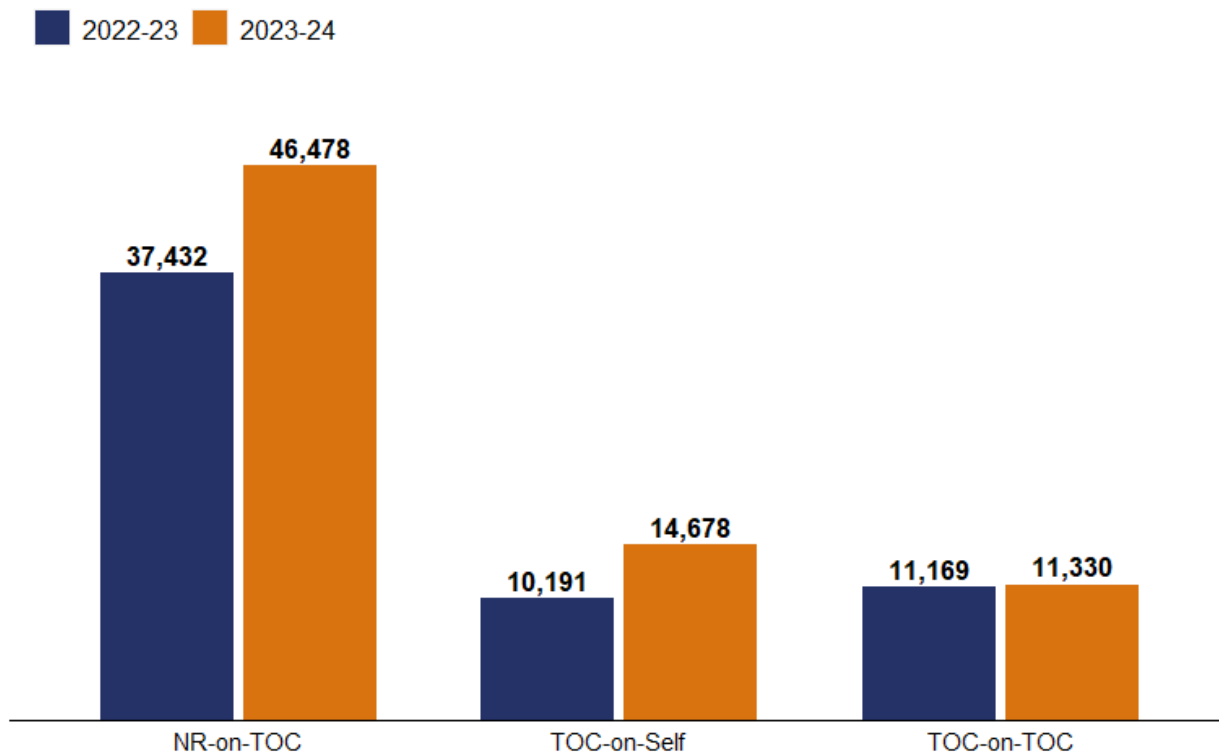
There are three types of responsibility category:

NR-on-TOC are delays attributed to Network Rail affecting train operating companies (e.g. Track, Network management, etc.).

TOC-on-Self are delays attributed to train operating companies affecting their own train operating company (e.g. their own fleet, train crew, etc.).

TOC-on-TOC are delays attributed to train operating companies affecting other train operating companies (e.g. another operator’s fleet, train crew, etc.).

Delay minutes on the rail network by responsibility, Grand Central, annual data, April 2022 to March 2024



Delay minutes by responsibility, Grand Central, annual data, April 2019 to March 2024

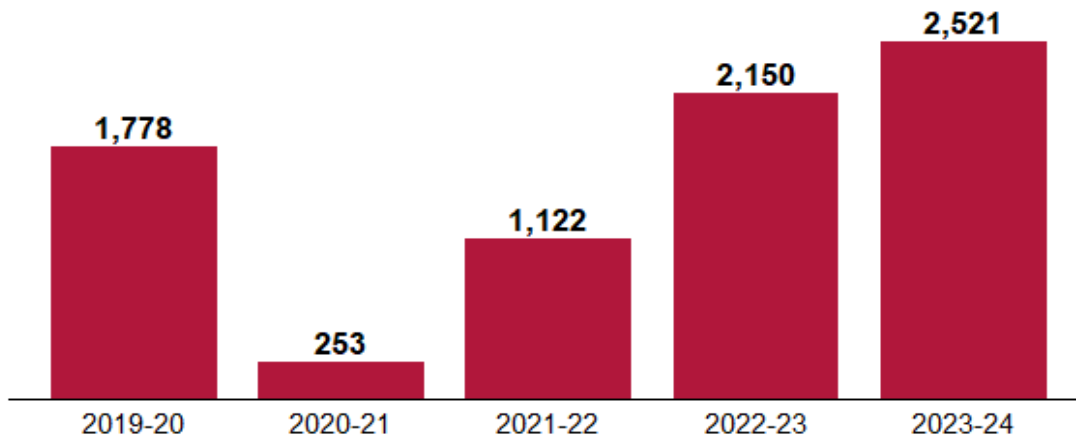
Delay type	Apr 2019 to Mar 2020	Apr 2020 to Mar 2021	Apr 2021 to Mar 2022	Apr 2022 to Mar 2023	Apr 2023 to Mar 2024
NR-on-TOC	33,309	5,906	26,407	37,432	46,478
TOC-on-Self	8,705	1,185	5,875	10,191	14,678
TOC-on-TOC	15,299	1,293	7,216	11,169	11,330

More information on punctuality, reliability and causes of delay for passenger trains can be found on the [Passenger rail performance](#) page on the data portal.

Passenger experience

Complaints are defined as ‘any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy’.

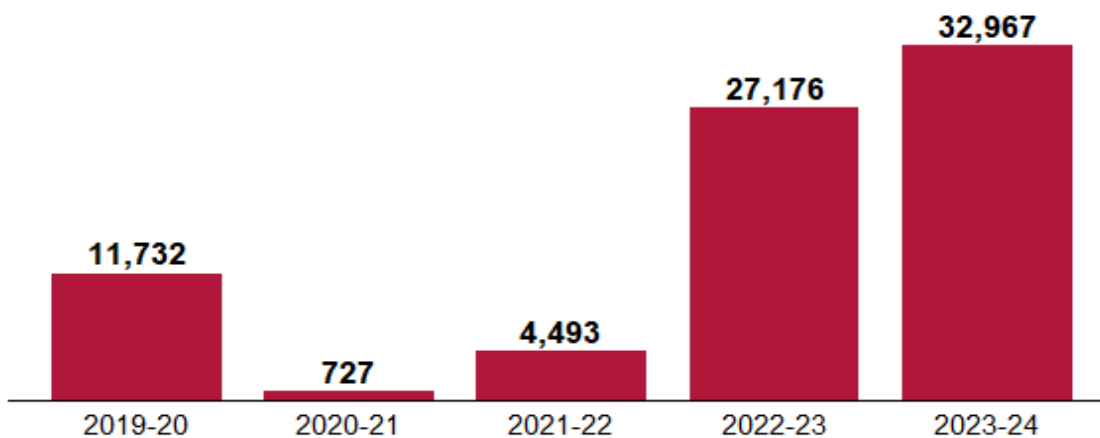
Complaints closed, Grand Central, annual data, April 2019 to March 2024



The number of complaints closed between April 2023 and March 2024 was 2,521.

Delay compensation claims closed refers to volume of claims closed when the train operator issues payment for a successful claim or when the passenger was informed that their claim was rejected.

Delay compensation claims closed, Grand Central, annual data, April 2019 to March 2024



32,967 delay compensation claims were closed between April 2023 and March 2024, compared with 27,176 in the previous year.

More information on [complaints](#), [delay compensation claims](#) and [passenger assistance](#) can be found on their respective pages on the data portal.



© Crown copyright 2024

This publication is licensed under the terms of the [Open Government Licence v3.0](#) except where otherwise stated.

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available on the [ORR data portal](#). Any media enquiries regarding this publication should be sent to us at orr.gov.uk/contact-us.

