

Passenger rail performance

1 April to 30 June 2024

12 September 2024

Passenger rail performance in the latest quarter (1 April to 30 June 2024) was worse than the same quarter one year ago for the main measures of punctuality and reliability. In the latest quarter, there were **1.8 million trains planned** in Great Britain. This was up 5% compared with the same quarter one year ago.

Table 1 Passenger rail performance has deteriorated this quarter

Measure	Apr to Jun 2024	Compared with Apr to Jun 2023 (one year ago)	
On Time	70.1%	↓	0.6pp
PPM	87.4%	↓	0.2pp
Cancellations score	3.5%	↑	0.2pp

For the **On Time** punctuality measure, the percentage of recorded station stops arrived at 'on time' in Great Britain was **70.1%** in the latest quarter. Using **PPM**, **87.4%** of trains were punctual at their final destination in the latest quarter.

The **Cancellations score** in the latest quarter was **3.5%**. The cancellations 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, "P*-coded" pre-cancelled trains are not included, and on days with strike action the Cancellations score only reflects trains cancelled from the reduced timetable.

There were **nine severely disrupted days**, when the daily Cancellations score was 5% or higher, in the latest quarter. This was an increase of four days on the same quarter in the previous year.

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.

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.

Numbers presented in this release are rounded.

Source: Network Rail

Latest quarter: 1 April to 30 June 2024

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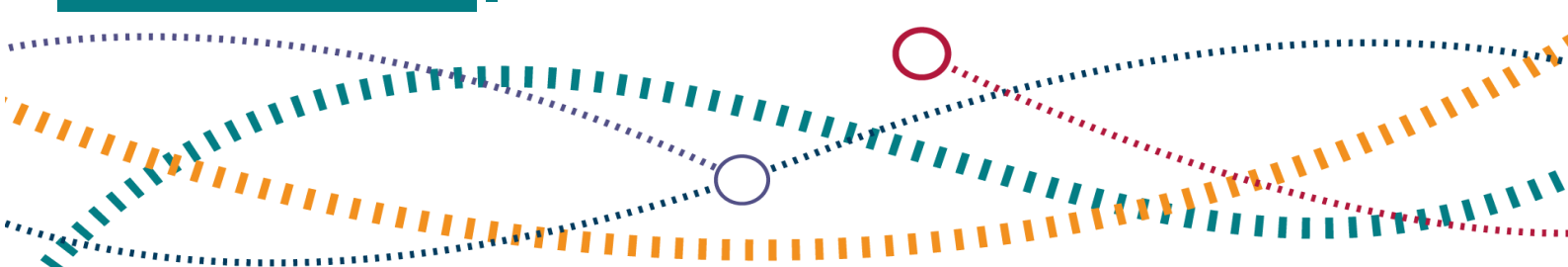
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Next publication:

12 December 2024



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. This should be considered when assessing each timeseries.

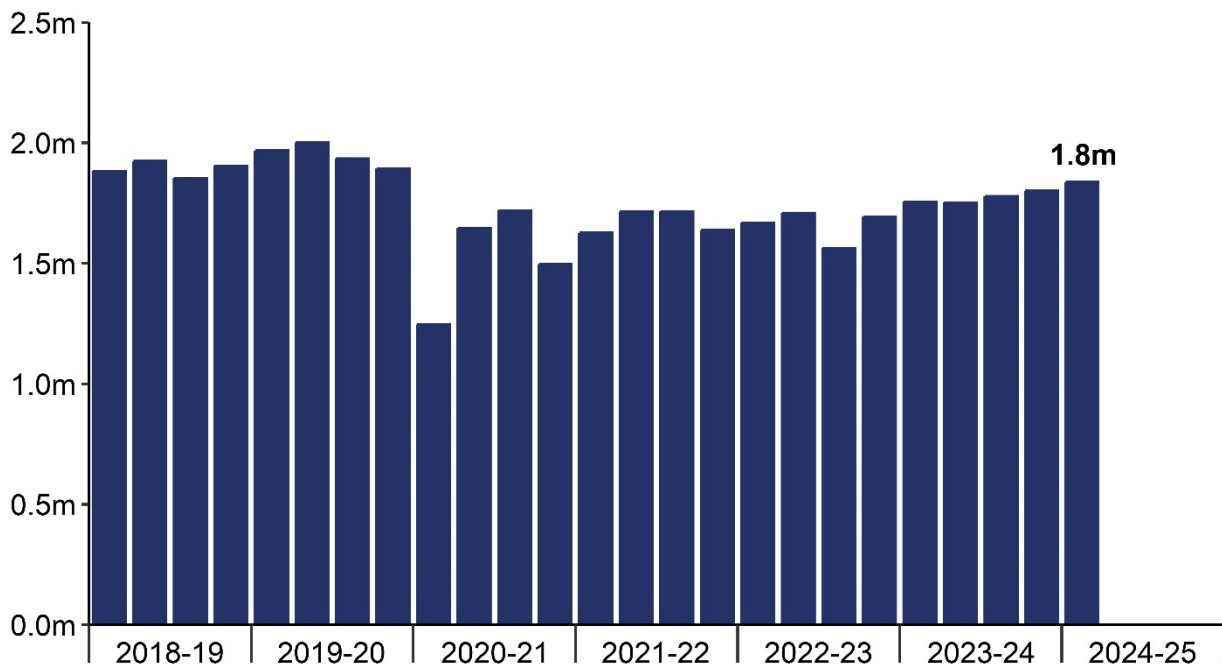
Trains planned

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 (1 April to 30 June 2024)**, there were **1.8 million** trains planned in Great Britain. The latest quarter had 80,700 more planned trains (up 5%) compared with the same quarter the previous year (1 April to 30 June 2023).

Figure 1.1 Trains planned are slightly higher than the previous year

Trains planned (millions), Great Britain, quarterly data, April 2018 to June 2024 (Table 3123)



For the **12 months** up to June 2024 (1 July 2023 to 30 June 2024), there were **7.2 million** trains planned in Great Britain. This was up 7% compared with the previous 12 months ending June 2023.

In the **latest quarter**, three nationwide strike action days took place (5, 6, and 8 April 2024). All of these were linked to action by the ASLEF union.

Table 1.1 Reduction of trains planned on nationwide strike days, Great Britain, April to June 2024

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. Note that this table only considers days of nationwide strike action; additional strike action was also taken by individual operators on other days within this quarter.

Date	Event	Estimated daily reduction of trains planned
5 April 2024	Strike action by the ASLEF union affecting Avanti West Coast, CrossCountry, East Midlands Railway, and West Midlands Trains (London Northwestern Railway and West Midlands Railway) services	8%
6 April 2024	Strike action by the ASLEF union affecting Chiltern Railways, Great Western Railway, Heathrow Express, London Northeastern Railway, Northern Trains, and TransPennine Express services	23%
8 April 2024	Strike action by the ASLEF union affecting c2c, Govia Thameslink Railway (Gatwick Express, Southern, Great Northern, and Thameslink), Greater Anglia (including Stansted Express), Southeastern, and South Western Railway (including Island Line) services	27%

Further trains planned data is available in Table 3123 (quarterly) and Table 3124 (periodic). Periodic (4-weekly) operational data in Table 3124 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (12 September 2024), the latest periodic data available is up to 17 August 2024.

Passenger usage

ORR publishes [quarterly passenger rail usage statistics](#). Statistics covering the latest quarter (1 April to 30 June 2024) will be published on 3 October 2024.

2. Train punctuality

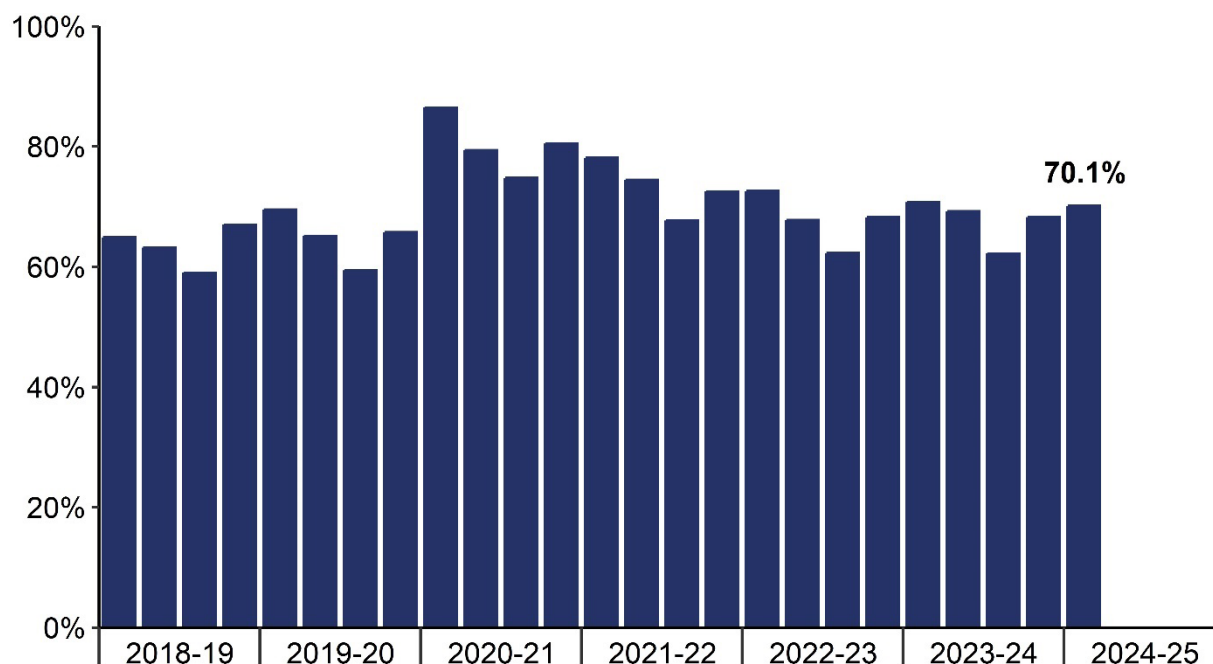
Punctuality at each recorded station stop

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

In the **latest quarter (1 April to 30 June 2024)**, **70.1%** of recorded station stops in Great Britain (14.4 million out of 20.5 million) were arrived at On Time. This was 0.6 percentage points (pp) lower (i.e. worse) than the same quarter the previous year but remains slightly above levels observed before the pandemic.

Figure 2.1 On Time percentages are similar to the previous year

On Time, Great Britain, quarterly data, April 2018 to June 2024 (Table 3133)



For the **12 months** up to June 2024 (1 July 2023 to 30 June 2024), **67.5%** of recorded station stops in Great Britain (53.6 million out of 79.4 million) were arrived at On Time. This was up 0.1pp compared with the previous 12 months ending June 2023.

Further train punctuality data is available in Table 3133 (quarterly) and Table 3138 (periodic). This includes 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. Periodic (4-weekly) operational data in Table 3138 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (12 September 2024), the latest periodic data available is up to 17 August 2024.

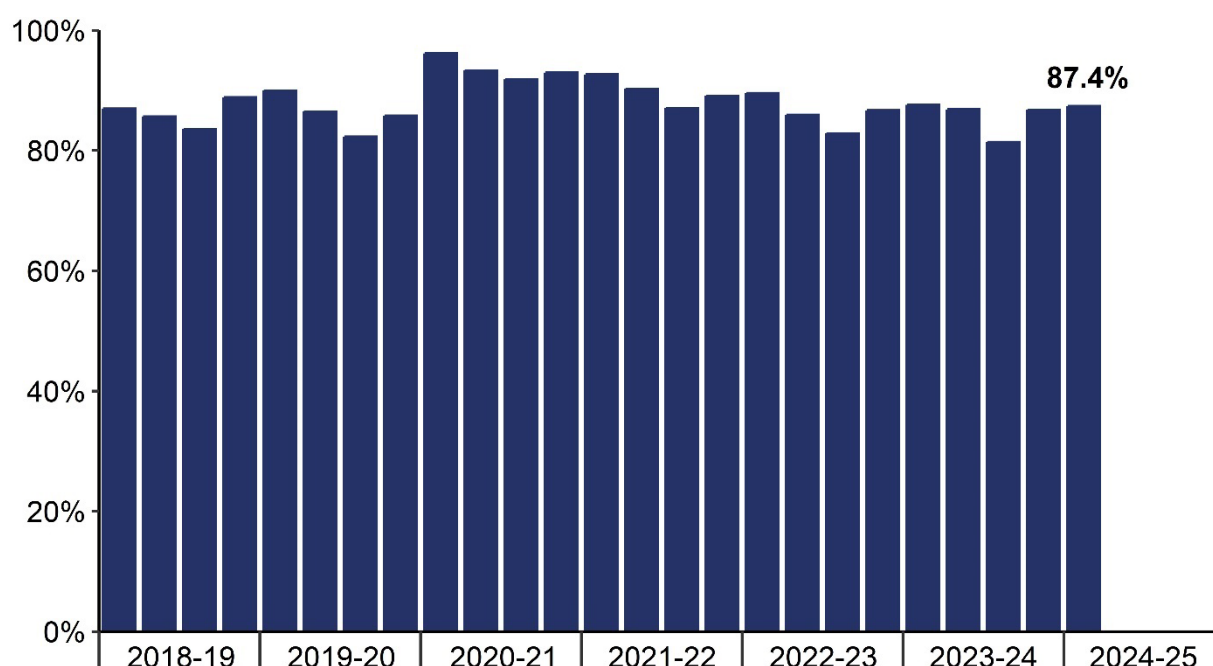
Public Performance Measure (PPM)

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 (1 April to 30 June 2024)**, PPM for Great Britain was **87.4%**. This was 0.2pp lower (i.e. worse) than the same quarter the previous year.

Figure 2.2 PPM in the latest quarter worsened slightly on the previous year

PPM, Great Britain, quarterly data, April 2018 to June 2024 (Table 3113)



PPM for the **12 months** up to June 2024 (1 July 2023 to 30 June 2024), was **85.6%**. This was down 0.2pp (i.e. worse) compared with the previous 12 months ending June 2023.

Further PPM train punctuality data is available in Table 3113 (quarterly) and Table 3114 (periodic). Periodic (4-weekly) operational data in Table 3114 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (12 September 2024), the latest periodic data available is up to 17 August 2024.

Other punctuality measures

Delay minutes

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

In the **latest quarter (1 April to 30 June 2024)**, national (GB) passenger train delay minutes attributed to Network Rail increased by 3.3% compared with the same quarter the previous year. Delay minutes attributed to operators increased by 2.4%.

For detailed information on Network Rail and operator performance this quarter, please see our [interactive performance dashboard](#) on the data portal. Periodic (4-weekly) operational data in Table 3184 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (12 September 2024), the latest periodic data available is up to 17 August 2024.

Delay minutes per 1000 miles

Delay minutes per 1000 miles measures passenger train delay attributed to Network Rail and train operators from incidents occurring in each [Network Rail](#) region, per 1000 miles of train travel.

In Control Period 7 (April 2024 to March 2029), this is a supporting measure used by ORR for [routine monitoring and assessment of Network Rail's passenger rail performance](#).

Periodic (4-weekly) operational data in Tables 3181 and 3182 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (12 September 2024), the latest periodic data available is up to 17 August 2024.

Average Passenger Lateness

Average Passenger Lateness (APL) measures the average lateness of a passenger as they alight from their train.

Periodic (4-weekly) operational data in Table 3144 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (12 September 2024), the latest periodic data available is up to 17 August 2024.

3. Train reliability

Cancellations

In the **latest quarter (1 April to 30 June 2024)**, of the 1.8 million trains planned, 45,900 were full cancellations and 36,500 were part cancellations.

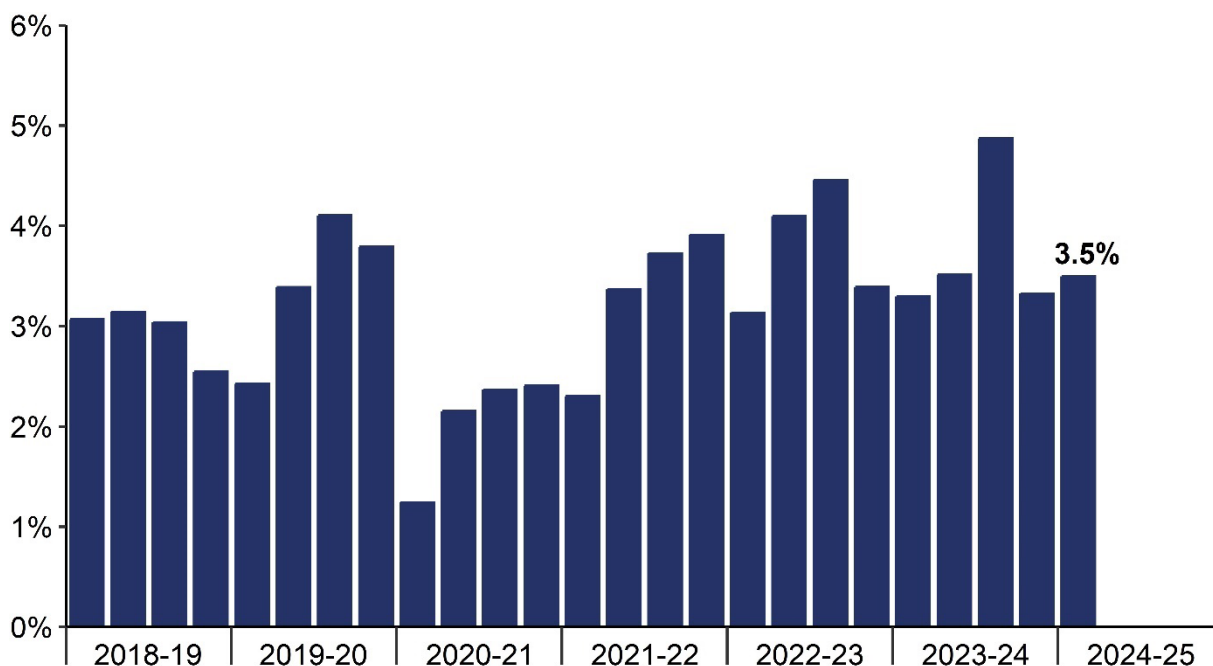
The **Cancellations score** is the percentage of trains planned that were cancelled, whereby full cancellations are counted as one and part cancellations as half. This industry measure is an indicator of disruption against the timetable operating on the day. The timetable is finalised at 22:00 the previous evening, and trains removed from the timetable before then will not be included. Strike action by the railway unions took place on seven days in the latest quarter. In response a reduced timetable was put in place on the strike days and on the some of the days after. The Cancellations score only takes account of trains cancelled from the planned reduced service.

Some operators have reported they use the practice of “**P*-coding**” for 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. Operators who use “P*-coding” may therefore have a lower Cancellations score reported in this release than that which a passenger may experience. ORR has collected and [published](#) the number of trains that each operator removed from the timetable due to resource availability shortages and an ‘adjusted’ Cancellations score for each period from 8 January 2023 (rail period 11). For more information about “P-coding” see Section 4 below (Train operator analysis – Reliability).

In the **latest quarter**, the Cancellations score was **3.5%** which was 0.2pp higher (i.e. worse) than the same quarter the previous year.

Figure 3.1 Cancellations score worsened slightly on the previous year

Cancellations score, Great Britain, quarterly data, April 2018 to June 2024 (Table 3123)



The Cancellations score for the **12 months** up to June 2024 (1 July 2023 to 30 June 2024) was 3.8%. This was the same as the 12 months up to June 2023.

Train cancellations Table 3123 (quarterly) and Table 3124 (periodic) include data on the number of full and part cancellations by operator. Periodic (4-weekly) operational data in Table 3124 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release’s publication (12 September 2024), the latest periodic data available is up to 17 August 2024.

Severe disruption

A **Severely disrupted day** at a national (GB) level occurs when the Cancellations score is 5% or more. Nationally, there were nine severely disrupted days in the latest quarter, four more days than the same quarter in the previous year.

Table 3.1 Severely disrupted days within April to June 2024 with daily Cancellation scores and major incidents or issues that contributed to the cancellations that day

Date	Cancellations score	Major incidents and issues contributing to cancellations
12 April 2024	5.0%	Points failure at Wimbledon and a track circuit failure at London Blackfriars
15 April 2024	6.7%	Fallen trees across the network amid severe weather
13 May 2024	5.0%	Multi-track circuit failure at Norwood Junction
3 June 2024	5.4%	Trespass at London Victoria and a points failure at Portobello Junction
21 June 2024	5.1%	Traincrew-related cancellations and a track circuit failure at West Croydon
25 June 2024	5.6%	Points failure at Barnham and a track circuit failure at Wimbledon
26 June 2024	6.4%	Overhead line trip at Portobello Junction
27 June 2024	5.4%	Traincrew-related cancellations and a fatality at West Ealing
30 June 2024	5.1%	Traincrew-related cancellations

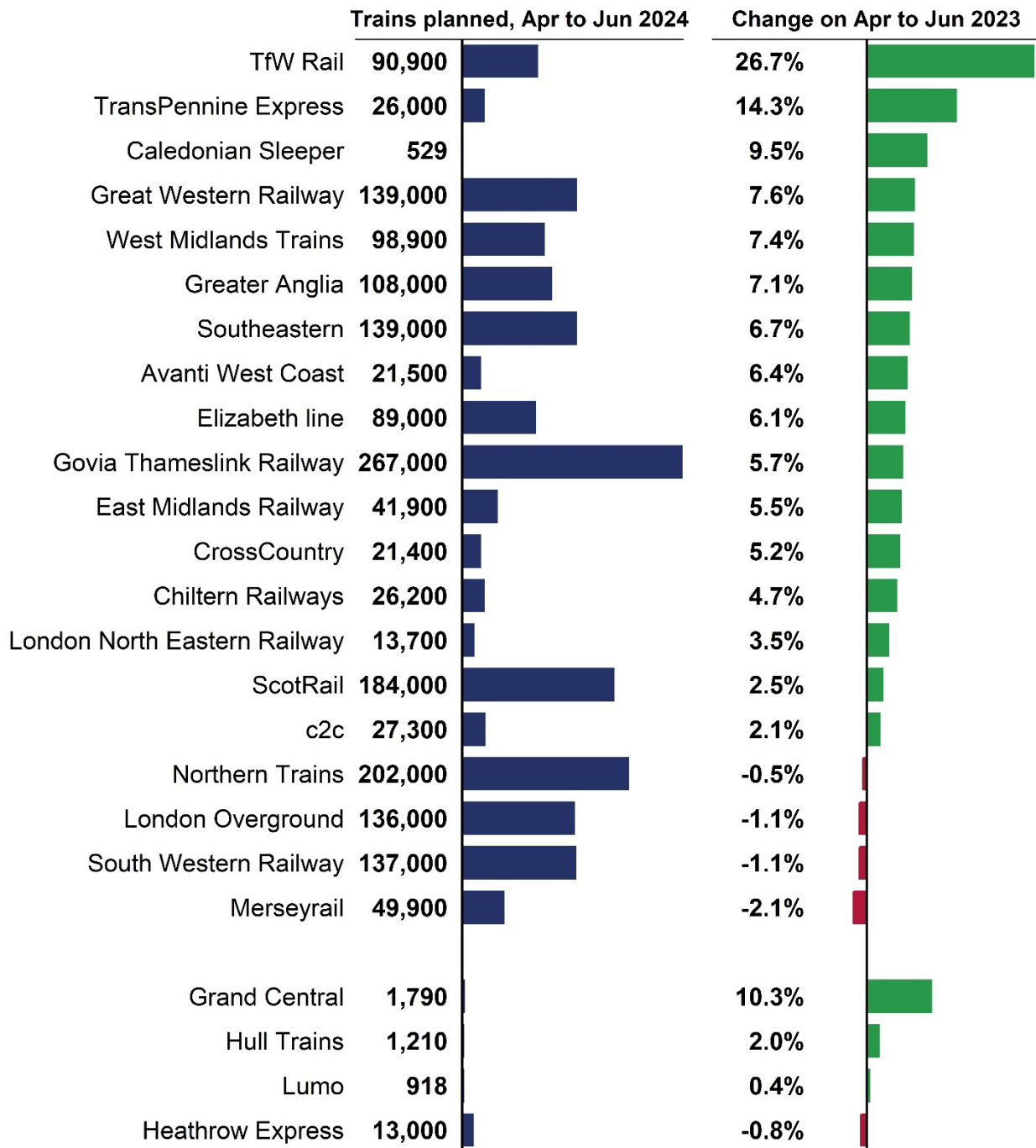
Periodic (four-weekly) data on severe disruption at a national and sub-operator level can be found in Table 3157.

4. Train operator analysis

Trains planned

Figure 4.1 Trains planned increased for 19 out of 24 operators

Trains planned by operator, April to June 2024, and percentage change compared with April to June 2023 (Table 3123)



In the latest quarter (1 April to 30 June 2024), the changes in trains planned compared with the same quarter in the previous year varied by operator, from an increase of 26.7% for TfW Rail to a decrease of 2.1% for Merseyrail. This should be considered when reviewing the punctuality and reliability data and charts in the sections below.

The significant increases in trains planned on the same quarter in the previous year reflect a reduction in the number of strike days recorded in the latest quarter, and the smaller number of operators striking on nationwide strike days.

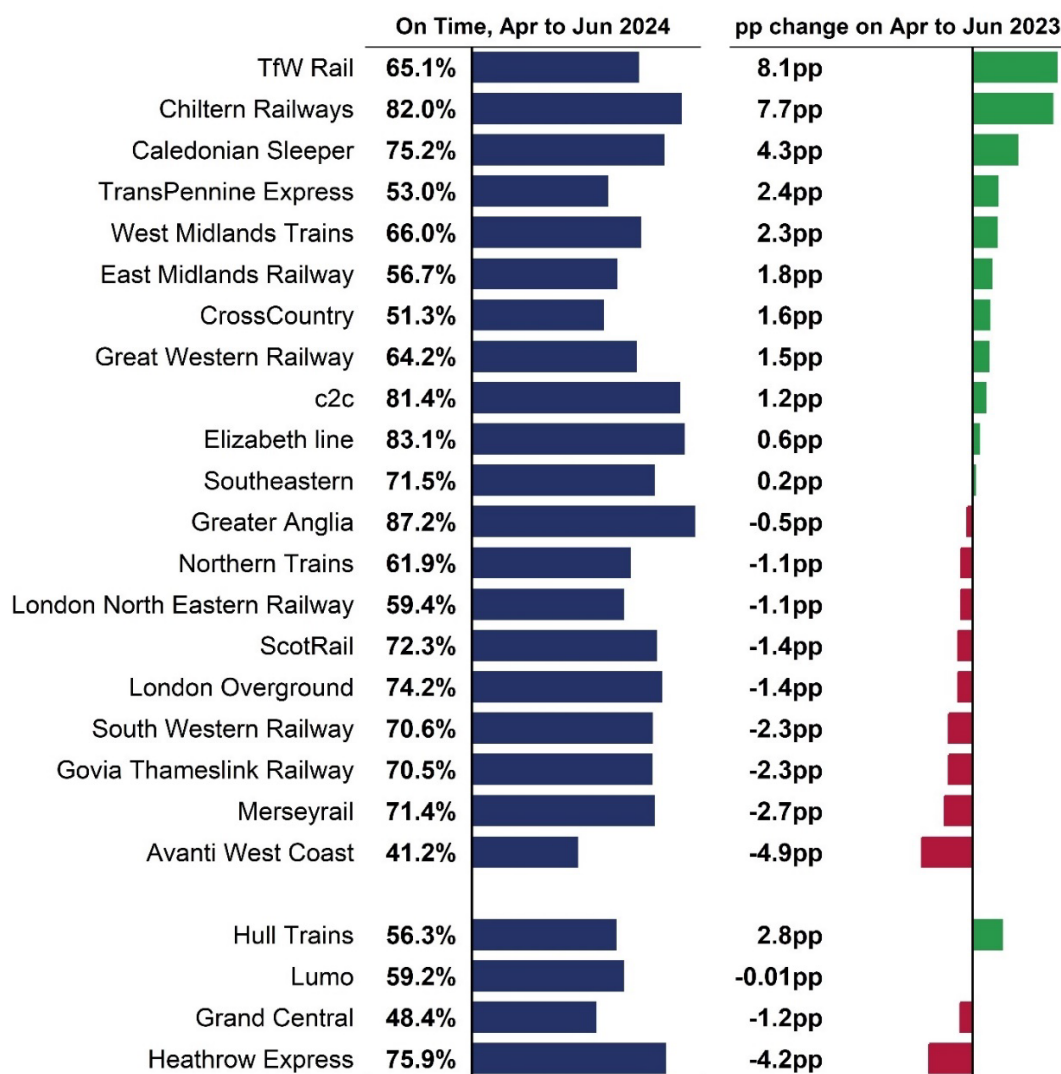
Seventeen operators have reported they use the practice of resource availability shortage “P-coded” pre-cancellations. Pre-cancelled trains are removed from the timetable before the 22:00 the previous evening and are not included in trains planned statistics.

Periodic (4-weekly) operational data in Table 3124 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release’s publication (12 September 2024), the latest periodic data available is up to 17 August 2024.

Punctuality

Figure 4.2 Punctuality improved for half of all operators

On Time by operator, April to June 2024 and percentage point (pp) change compared with April to June 2023 (Table 3133)



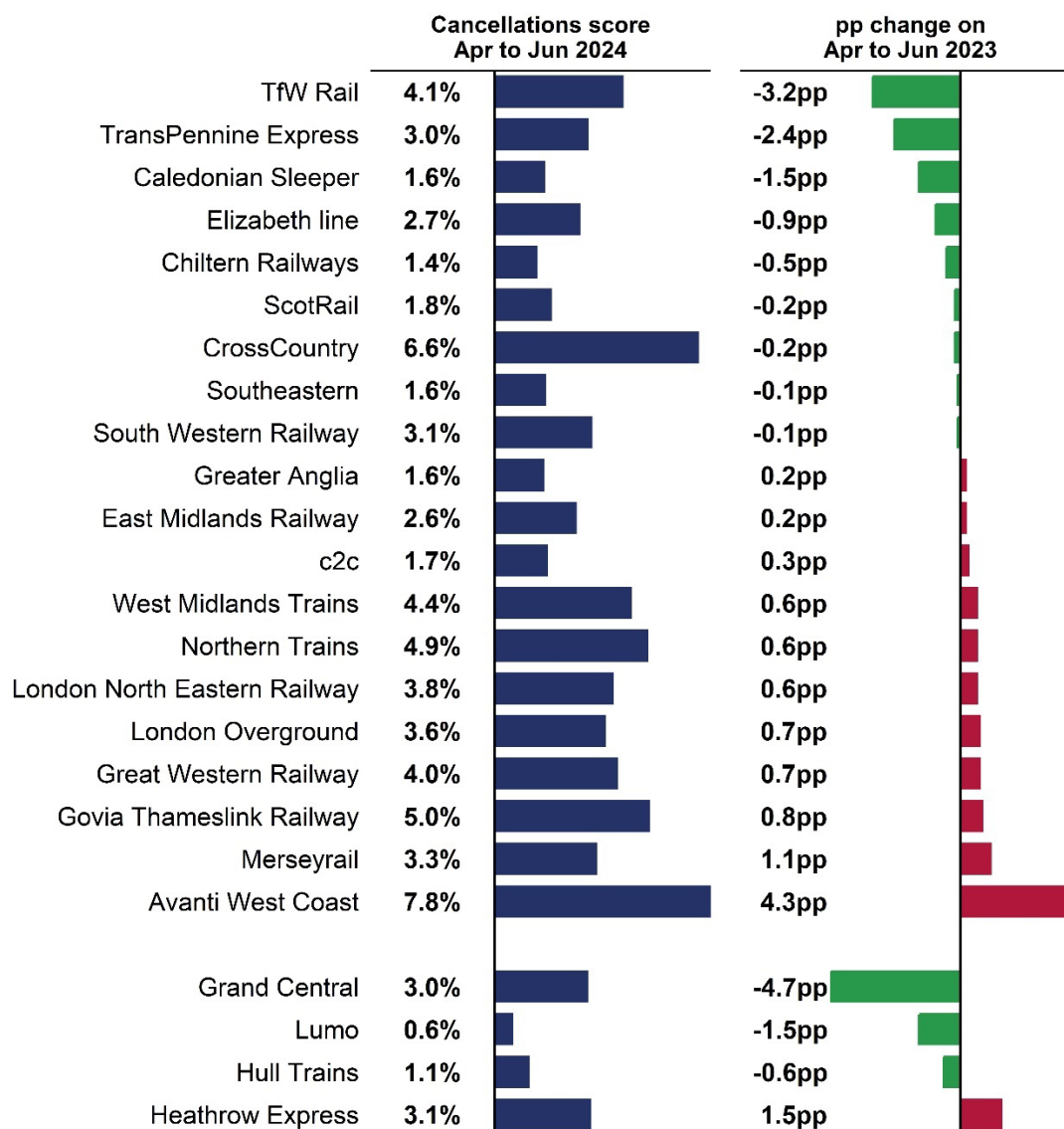
In the latest quarter (1 April to 30 June 2024), punctuality improved for half of operators, with higher On Time percentages than the same quarter the previous year. TfW Rail recorded the highest increase in On Time percentage compared with the same quarter the previous year (up 8.1pp), while Avanti West Coast recorded the largest decrease (down 4.9pp).

Periodic (4-weekly) operational data in Table 3138 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (12 September 2024), the latest periodic data available is up to 17 August 2024.

Reliability

Figure 4.3 Reliability improved for half of operators

Cancellations score by operator, April to June 2024 and percentage point (pp) change compared with April to June 2023 (Table 3123)



In the latest quarter (1 April to 30 June 2024), reliability improved for 12 operators, with lower Cancellations scores compared with the same quarter the previous year. Of these, Grand Central (down 4.7pp) showed the most improvement. Avanti West Coast (up 4.3pp) had the largest percentage point increase (i.e. worsened).

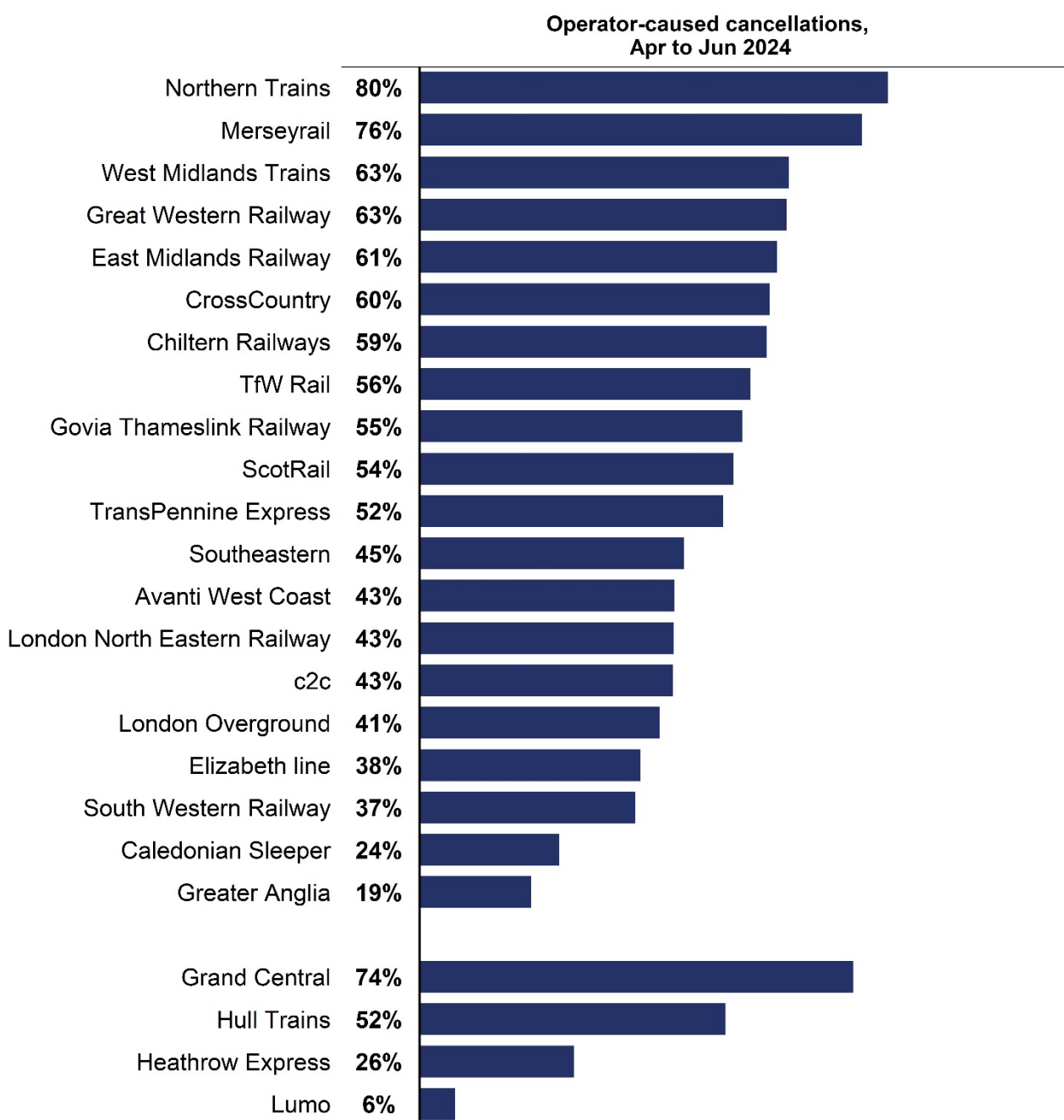
Periodic (4-weekly) operational data in Table 3124 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (12 September 2024), the latest periodic data available is up to 17 August 2024.

Responsibility for cancellations

Train cancellations can be attributed to either the operator itself or the infrastructure owner (e.g. Network Rail). In the **latest quarter (1 April to 30 June 2024)**, Northern Trains recorded the highest proportion of operator-caused cancellations at 80%, while Lumo recorded the lowest proportion of operator-caused cancellations at 6%.

Figure 4.4 13 out of 24 operators were responsible for most of their cancellations

Proportion of cancellations attributed to the operator, Great Britain, quarterly data, April to June 2024 (Table 3123)



P*-coded pre-cancellations

Some operators have reported they use the practice of “P*-coding” for resource availability shortage pre-cancellations. Pre-cancelled trains are removed from the timetable before it is finalised at 22:00 the previous evening and therefore may not be appearing in operators’ Cancellations scores. Operators who use “P*-coding” may therefore have a lower Cancellations score reported in this release than that which a passenger may experience. From the start of 2023 ORR has collected and published the number of trains that each operator removed from the timetable due resource availability shortages every rail period.

This data is published with an ‘adjusted Cancellations score’ to include the trains removed from the timetable due resource availability shortages. The ‘adjusted Cancellations score’ was calculated by combining the official Cancellations score data with the resource availability shortage pre-cancellations data. More information about how the adjusted Cancellations scores are calculated and the limitations of the measure can be found in the Passenger rail performance: cancellations data factsheet on the [ORR data portal](#).

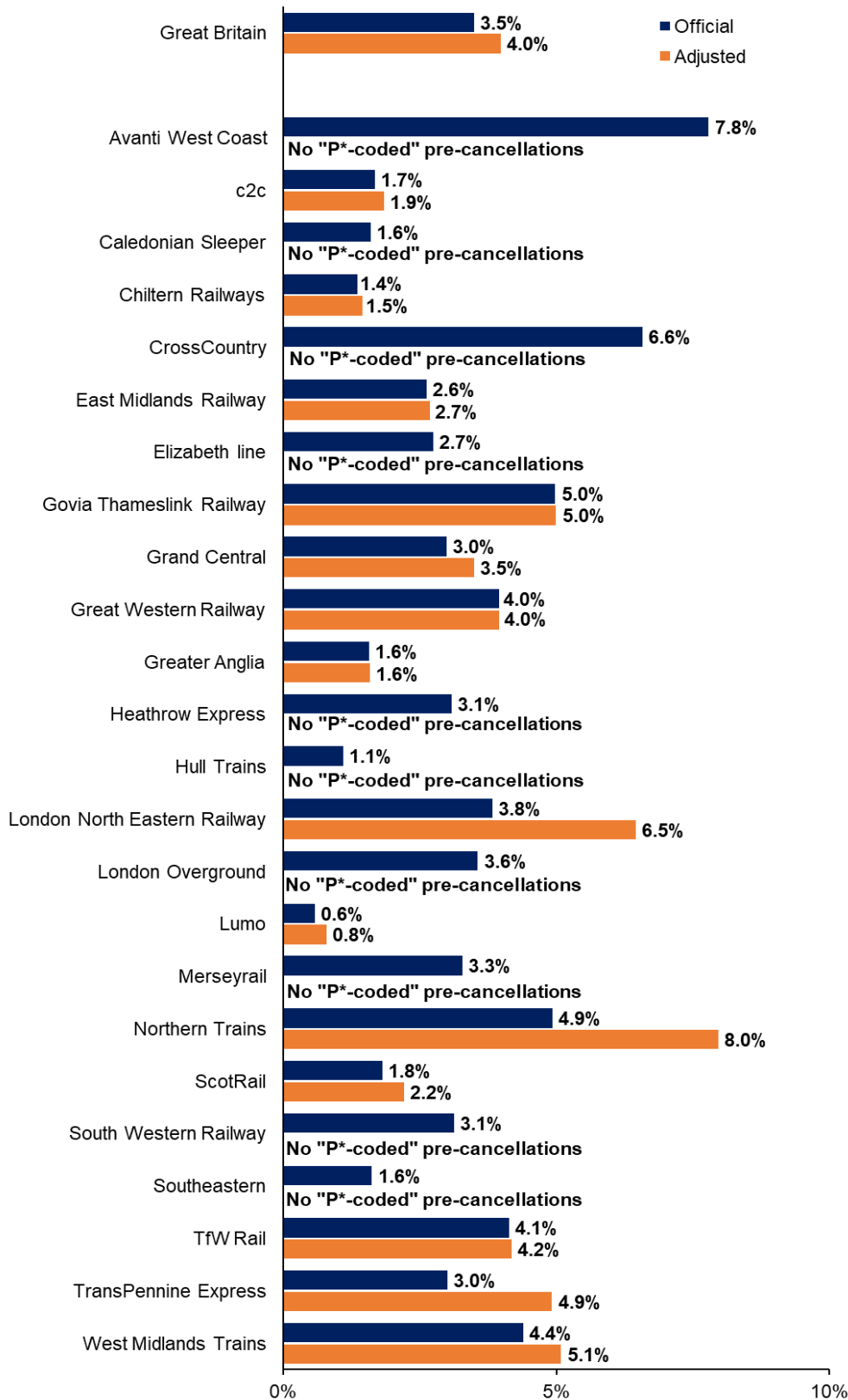
Based on the data we collected, the adjusted Cancellations score for the latest quarter was 4.0% (Figure 4.4). This was 0.5pp higher than the official Cancellations score.

In the latest quarter (1 April to 30 June 2024), fourteen operators reported the use of “P*-coding” for resource availability shortage pre-cancellations, and of these, Northern Trains had the highest adjusted Cancellations score at 8.0%.

More information and data about resource availability shortage “P- coded” pre-cancellations can be found in the Passenger rail performance: cancellations data factsheet and Table 3128 on the [ORR data portal](#). At the date of this release’s publication (12 September 2024), the latest periodic data available is up to 17 August 2024.*

Figure 4.5 Fourteen operators reported the use of “P*- coded” pre-cancellations in the latest quarter

Official Cancellations score and “P*- coded” adjusted Cancellations score, Great Britain and by operator, April to June 2024 (Table 3128, periodic data)



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 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 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 score** 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 score 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 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** 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 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.

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 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 28 May 2023, TransPennine Express was moved to public ownership under the Department for Transport Operator of Last Resort (OLR).

On 25 June 2023, Caledonian Sleeper was moved to public ownership under the Scottish Government.

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 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 [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

The [Passenger rail performance: cancellations data factsheet](#) 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.

DfT has also published statistics on the estimated reduction in services during the strike action, for each train operator, as part of a consultation on [implementing minimum service levels for passenger rail](#).

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 Eleventh 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 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**.

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 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.

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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