Passenger rail performance
October to December 2024

Passenger rail performance in the latest quarter (1 October to 31 December 2024) was similar or worse than the same quarter the previous year 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 4% compared with the same quarter the previous year.

Table 1 Changes in rail performance were mixed this quarter

Measure	Oct to Dec 2024	Compared with Oct to Dec 2023 (one year ago)	
On Time	62.1%	⬇	down 0.04pp
PPM	81.4%	⬅	no change
Cancellations	5.1%	⬆	up 0.2pp

For the **On Time** punctuality measure, the percentage of recorded station stops arrived at 'on time' in Great Britain was **62.1%** in the latest quarter. Using **the Public Performance Measure (PPM)**, **81.4%** of trains were punctual at their final destination in the latest quarter.

The **Cancellations** measure in the latest quarter was **5.1%**. This 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. Late-notice "P-coded" pre-cancelled trains are therefore not included in this measure.

There were **34 Severely disrupted days**, when the daily Cancellations percentage was 5% or higher, in the latest quarter. This was an increase of 9 days on the same quarter 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 ORR data portal.
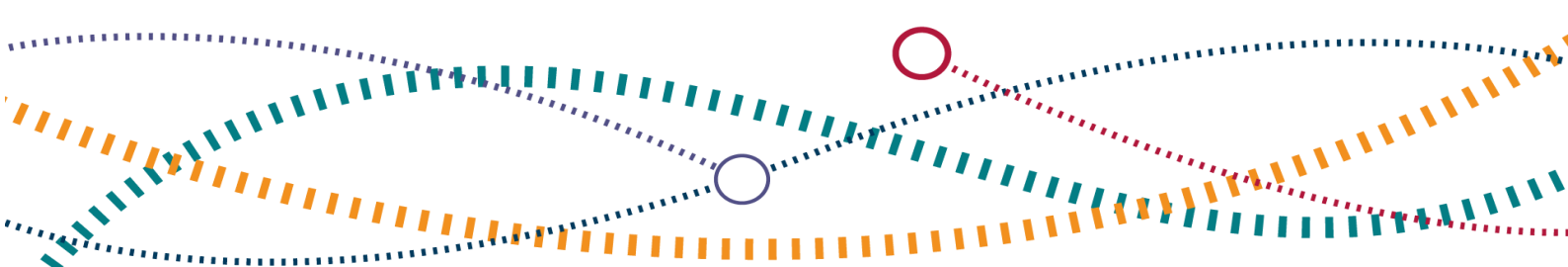
1. Background

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 October to 31 December 2024)**, there were **1.8 million** trains planned in Great Britain. The latest quarter had 64,700 more planned trains (up 4%) compared with the same quarter the previous year (1 October to 31 December 2023).

Figure 1.1   Trains planned are higher than the previous year

Trains planned (millions), Great Britain, quarterly data, April 2019 to December 2024 (Table 3123)
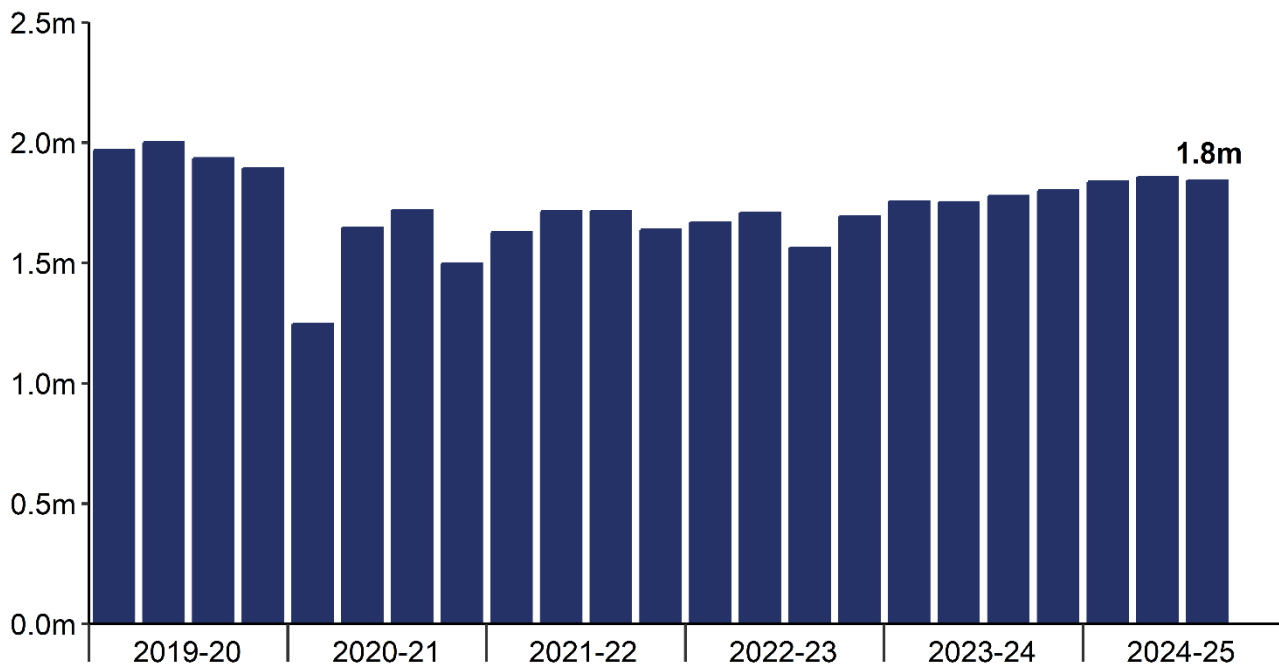
For the **12 months up to December 2024** (1 January to 31 December 2024), there were **7.3 million** trains planned in Great Britain. This was up 5% compared with the previous 12 months ending December 2023.

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 (6 March 2025), the latest periodic data available is up to 1 February 2025.

Passenger rail usage

ORR publishes quarterly statistics on [Passenger rail usage](#). Statistics covering the latest quarter (1 October to 31 December 2024) will be published on 20 March 2025.

2. Train punctuality

Punctuality at recorded station stops

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 October to 31 December 2024)**, **62.1%** of recorded station stops in Great Britain (12.7 million out of 20.4 million) were arrived at On Time. This was 0.04 percentage points (pp) lower (i.e. worse) than the same quarter the previous year.

Figure 2.1   On Time percentages were lower than the previous year

On Time, Great Britain, quarterly data, April 2019 to December 2024 (Table 3133)
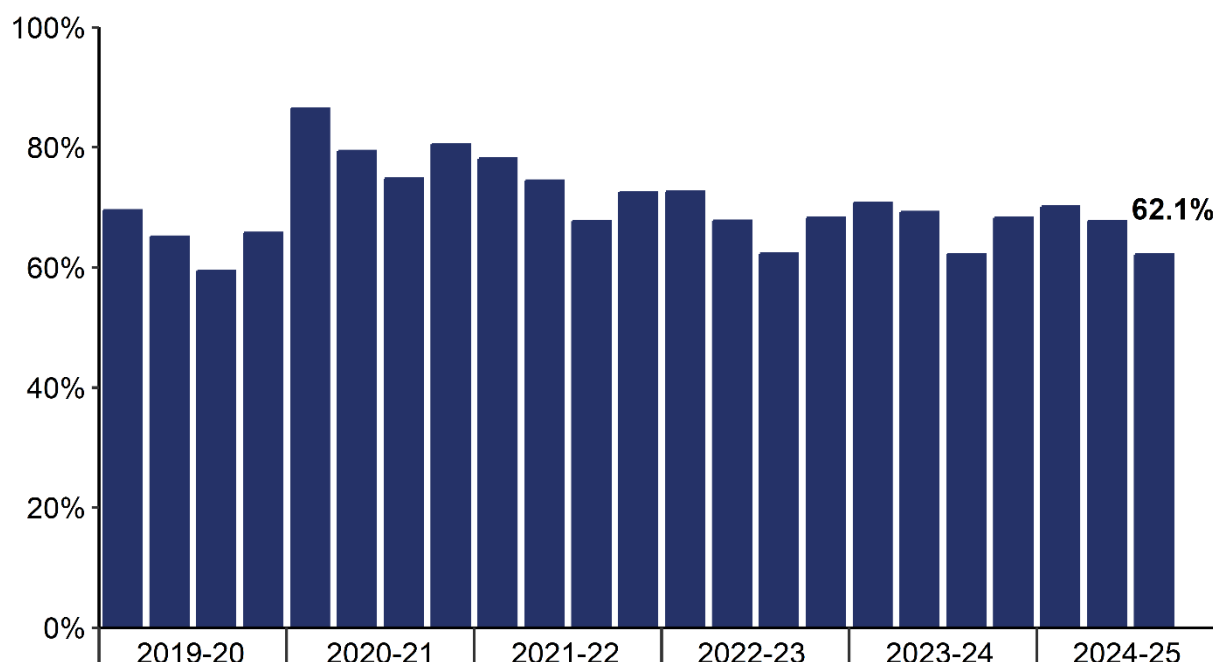
For the **12 months up to December 2024** (1 January to 31 December 2024), **67.0%** of recorded station stops in Great Britain (54.8 million out of 81.7 million) were arrived at On Time. This was down 0.5pp compared with the previous 12 months ending December 2023.

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 (6 March 2025), the latest periodic data available is up to 1 February 2025.

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 October to 31 December 2024)**, PPM for Great Britain was **81.4%**. This is unchanged (to one decimal place) on the same quarter the previous year.

Figure 2.2   PPM in the latest quarter was unchanged on the previous year

PPM, Great Britain, quarterly data, April 2019 to December 2024 (Table 3113)
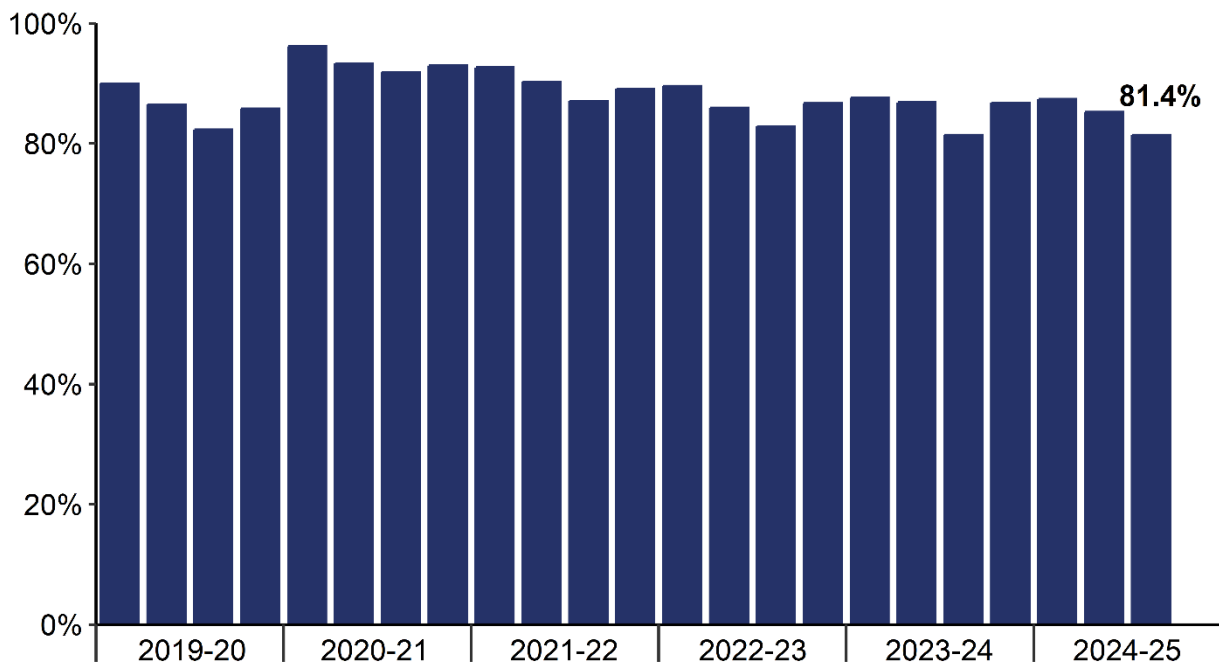
PPM for the **12 months up to December 2024** (1 January to 31 December 2024), was **85.2%**. This was down 0.4pp (i.e. worse) compared with the previous 12 months ending December 2023.

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 (6 March 2025), the latest periodic data available is up to 1 February 2025.

Other punctuality measures

Delay minutes

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

In the **latest quarter (1 October to 31 December 2024)**, passenger train delay minutes attributed to Network Rail in Great Britain decreased by 7% compared with the same quarter the previous year. Delay minutes attributed to operators increased by 5%.

For detailed information on Network Rail and operator performance this quarter, please see our [interactive performance dashboard](#) on the ORR data portal. Periodic (4-weekly) operational data in Table 3184 is made available on the data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (6 March 2025), the latest periodic data available is up to 1 February 2025.

Delay minutes per 1,000 miles

Delay minutes per 1,000 miles measures passenger train delay attributed to Network Rail and train operators from incidents occurring in each [Network Rail](#) region, per 1,000 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 (6 March 2025), the latest periodic data available is up to 1 February 2025.

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 (6 March 2025), the latest periodic data available is up to 1 February 2025.

3. Train reliability

Cancellations

In the **latest quarter (1 October to 31 December 2024)**, of the 1.8 million trains planned, 70,000 were full cancellations and 48,300 were part 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.

Some operators have reported they use the practice of late-notice **"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. Operators who use "P-coding" may therefore have a lower Cancellations 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 measure 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 measure was **5.1%** which was 0.2pp higher (i.e. worse) than the same quarter the previous year. This is the highest level for any individual quarter since the time series began in April 2014.

Figure 3.1   Cancellations were higher than the previous year

Cancellations, Great Britain, quarterly data, April 2019 to December 2024 (Table 3123)
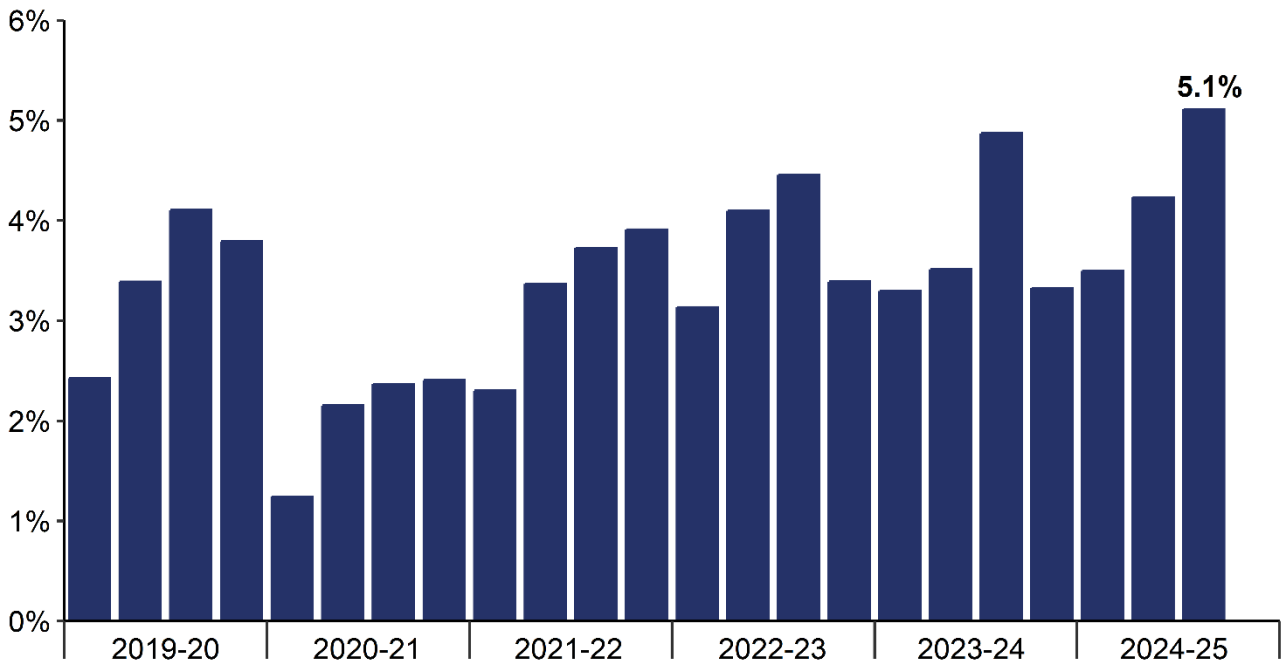
The Cancellations measure for the **12 months up to December 2024** (1 January to 31 December 2024) was 4.0%. This was 0.3pp higher (i.e. worse) than the 12 months ending December 2023. This is the joint highest 12-month figure, alongside the 12 months to September 2024, since the time series began in April 2014.

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 (6 March 2025), the latest periodic data available is up to 1 February 2025.

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 34 Severely disrupted days in Great Britain in the latest quarter, 9 more days than the same quarter in the previous year.

Table 3.1   Severely disrupted days within October to December 2024 with daily Cancellations and major incidents or issues that contributed to the cancellations that day

Date	Cancellations	Major incidents and issues contributing to cancellations
4 October 2024	5.5%	Points failure at Norwood Junction and traincrew-caused cancellations
9 October 2024	5.1%	Lineside fire at Stevenage
12 October 2024	5.2%	Lineside fire at Galton Junction and traincrew-caused cancellations
19 October 2024	5.4%	Traincrew-caused cancellations and a power failure amid flooding at Wellington
20 October 2024	5.4%	Traincrew-caused cancellations, vegetation management failure at Barnt Green
28 October 2024	5.5%	Dalmuir security alert and cable fault at Waterloo
31 October 2024	5.3%	High proportion of traincrew-caused cancellations
4 November 2024	5.0%	High proportion of traincrew-caused cancellations
6 November 2024	5.2%	Track circuit failure at London Blackfriars
12 November 2024	5.1%	Cracked rail at Acton
17 November 2024	5.6%	High proportion of traincrew-caused cancellations
20 November 2024	6.2%	Broken rail at Harrow & Wealdstone and technical fleet delay at Stevenage
21 November 2024	6.2%	Tree on the line at Brockenhurst
23 November 2024	8.1%	Impacts of Storm Bert
24 November 2024	14.1%	Impacts of Storm Bert
25 November 2024	8.7%	Impacts of Storm Bert
26 November 2024	9.0%	Mixture of causes, operations leading cause

Date	Cancellations	Major incidents and issues contributing to cancellations
27 November 2024	10.7%	Impacts of Storm Conall
28 November 2024	6.0%	Fleet issues at Greenhills Lower Junction and Earlswood
30 November 2024	5.4%	High proportion of traincrew-related cancellations
5 December 2024	6.6%	Overhead line trip at West Hampstead
6 December 2024	6.6%	Mixture of causes, driver communications issues most significant
7 December 2024	18.3%	Impacts of Storm Darragh
8 December 2024	11.8%	Impacts of Storm Darragh and high proportion of traincrew-related cancellations
9 December 2024	7.1%	High winds in Wales and high proportion of traincrew-related cancellations
12 December 2024	6.5%	Mix of causes, traincrew-related cancellations most prominent
14 December 2024	5.9%	High proportion of traincrew-related cancellations
15 December 2024	7.8%	High proportion of traincrew-related cancellations
16 December 2024	5.2%	High proportion of traincrew-related cancellations
19 December 2024	5.9%	High proportion of traincrew-related cancellations, issues with fleet in Wales
20 December 2024	5.3%	High proportion of traincrew-related cancellations, issues with fleet on TfW Rail
21 December 2024	5.2%	High proportion of traincrew-related cancellations, issues with fleet on TfW Rail
22 December 2024	5.1%	High proportion of traincrew-related cancellations, issues with fleet on London Overground
27 December 2024	8.0%	Overhead line failure at Newton West Junction

Periodic (four-weekly) data on Severely disrupted days for Great Britain and at a 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, October to December 2024, and percentage change compared with October to December 2023 (Table 3123)

	Trains planned, Oct to Dec 2024		Change on Oct to Dec 2023	
c2c	29,200		13.0%	
TfW Rail	86,000		10.5%	
Merseyrail	50,900		9.7%	
West Midlands Trains	101,000		8.2%	
TransPennine Express	27,100		6.6%	
Chiltern Railways	27,000		6.1%	
CrossCountry	21,000		5.8%	
Greater Anglia	109,000		5.4%	
Govia Thameslink Railway	273,000		5.0%	
London North Eastern Railway	13,800		3.8%	
East Midlands Railway	41,900		3.3%	
Avanti West Coast	21,700		3.1%	
ScotRail	179,000		3.0%	
South Western Railway	141,000		2.5%	
Southeastern	138,000		2.1%	
Northern Trains	206,000		1.5%	
London Overground	136,000		1.4%	
Caledonian Sleeper	519		0.7%	
Great Western Railway	138,000		0.4%	
Elizabeth line	86,900		-1.1%	
Grand Central	1,670		-0.1%	
Heathrow Express	12,900		-1.9%	
Lumo	877		-2.8%	
Hull Trains	1,150		-2.9%	

In the latest quarter (1 October to 31 December 2024), the changes in trains planned compared with the same quarter in the previous year varied by operator, from an increase of 13% for c2c to a decrease of 2.9% for Hull Trains. All open access operators recorded a reduction in trains planned. These percentage changes should be considered when reviewing the punctuality and reliability data and charts in the sections below.

Fourteen operators have reported they use the practice of resource availability shortage "P-coded" pre-cancellations. Pre-cancelled trains are removed from the timetable before 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 (6 March 2025), the latest periodic data available is up to 1 February 2025.

Punctuality

Figure 4.2   Punctuality improved for most operators

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

Operator	On Time, Oct to Dec 2024	pp change on Oct to Dec 2023
East Midlands Railway	49.7%	4.9pp
London North Eastern Railway	52.8%	4.4pp
TransPennine Express	43.3%	3.3pp
Merseyrail	71.1%	2.4pp
Caledonian Sleeper	61.6%	2.3pp
c2c	78.0%	1.7pp
Elizabeth line	78.2%	1.7pp
West Midlands Trains	58.0%	1.0pp
TfW Rail	57.1%	0.9pp
CrossCountry	41.1%	0.8pp
Northern Trains	50.6%	0.5pp
Govia Thameslink Railway	64.9%	0.4pp
London Overground	69.6%	-0.2pp
Great Western Railway	56.2%	-0.2pp
ScotRail	62.5%	-0.4pp
Greater Anglia	82.8%	-1.4pp
South Western Railway	56.2%	-1.6pp
Avanti West Coast	35.6%	-1.6pp
Chiltern Railways	74.6%	-1.8pp
Southeastern	58.6%	-3.7pp
Lumo	53.6%	9.3pp
Heathrow Express	72.9%	6.2pp
Grand Central	42.4%	4.8pp
Hull Trains	44.1%	1.2pp

In the latest quarter (1 October to 31 December 2024), punctuality improved for 16 out of 24 operators, with higher On Time percentages than the same quarter the previous year. Lumo recorded the highest increase in On Time percentage compared with the same quarter the previous year (up 9.3pp), while Southeastern recorded the largest decrease (down 3.7pp).

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 (6 March 2025), the latest periodic data available is up to 1 February 2025.

Reliability

Figure 4.3 Reliability improved for most operators

Cancellations by operator, October to December 2024 and percentage point (pp) change compared with October to December 2023 (Table 3123)
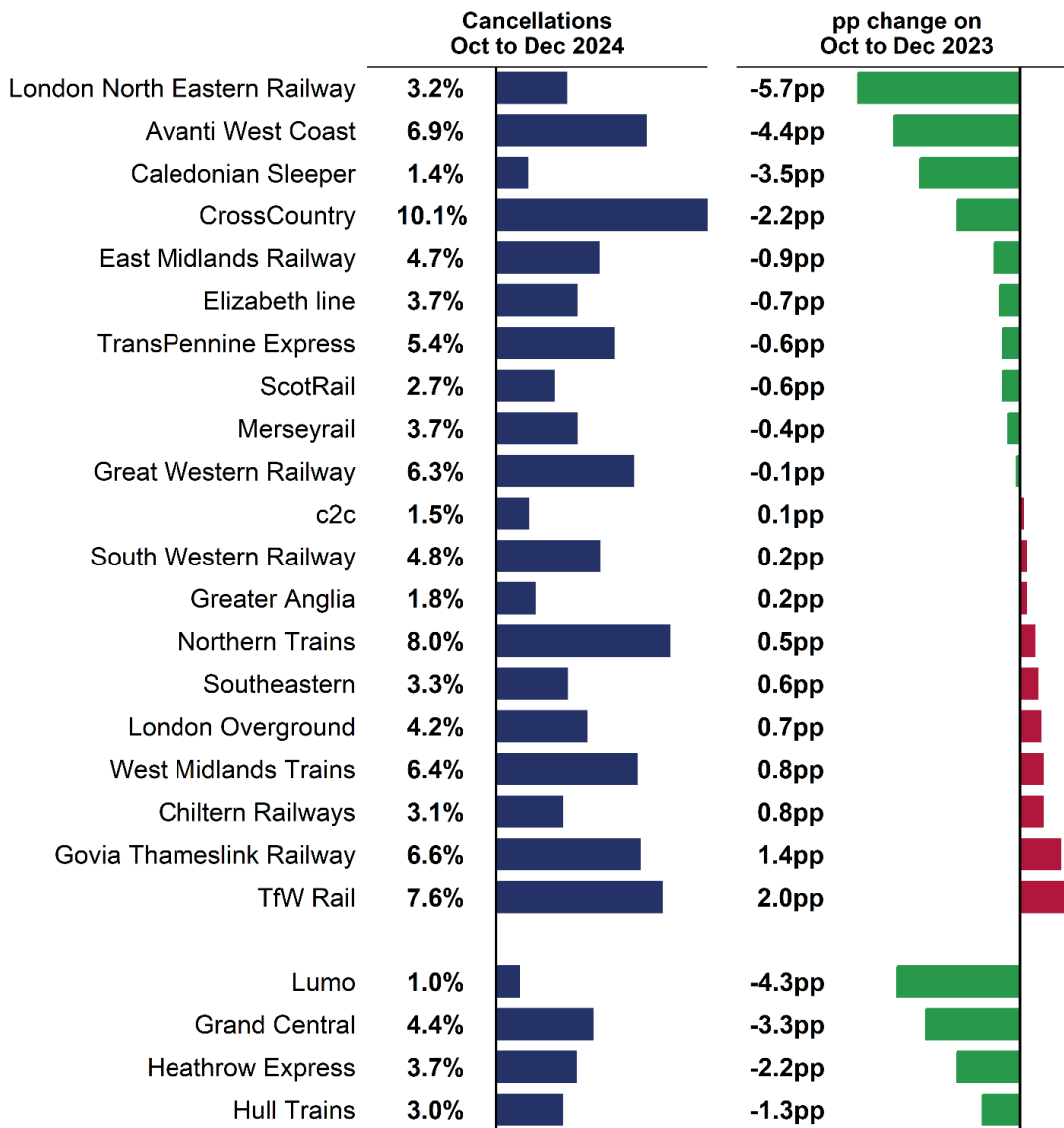
	Cancellations Oct to Dec 2024		pp change on Oct to Dec 2023	
London North Eastern Railway	3.2%		-5.7pp	
Avanti West Coast	6.9%		-4.4pp	
Caledonian Sleeper	1.4%		-3.5pp	
CrossCountry	10.1%		-2.2pp	
East Midlands Railway	4.7%		-0.9pp	
Elizabeth line	3.7%		-0.7pp	
TransPennine Express	5.4%		-0.6pp	
ScotRail	2.7%		-0.6pp	
Merseyrail	3.7%		-0.4pp	
Great Western Railway	6.3%		-0.1pp	
c2c	1.5%		0.1pp	
South Western Railway	4.8%		0.2pp	
Greater Anglia	1.8%		0.2pp	
Northern Trains	8.0%		0.5pp	
Southeastern	3.3%		0.6pp	
London Overground	4.2%		0.7pp	
West Midlands Trains	6.4%		0.8pp	
Chiltern Railways	3.1%		0.8pp	
Govia Thameslink Railway	6.6%		1.4pp	
TfW Rail	7.6%		2.0pp	
Lumo	1.0%		-4.3pp	
Grand Central	4.4%		-3.3pp	
Heathrow Express	3.7%		-2.2pp	
Hull Trains	3.0%		-1.3pp	

In the latest quarter (1 October to 31 December 2024), reliability improved for 14 out of 24 operators, with lower Cancellations compared with the same quarter the previous year. Of these, London North Eastern Railway (down 5.7pp) showed the most improvement. TfW Rail (up 2.0pp) had the largest percentage point increase (i.e. worsened).
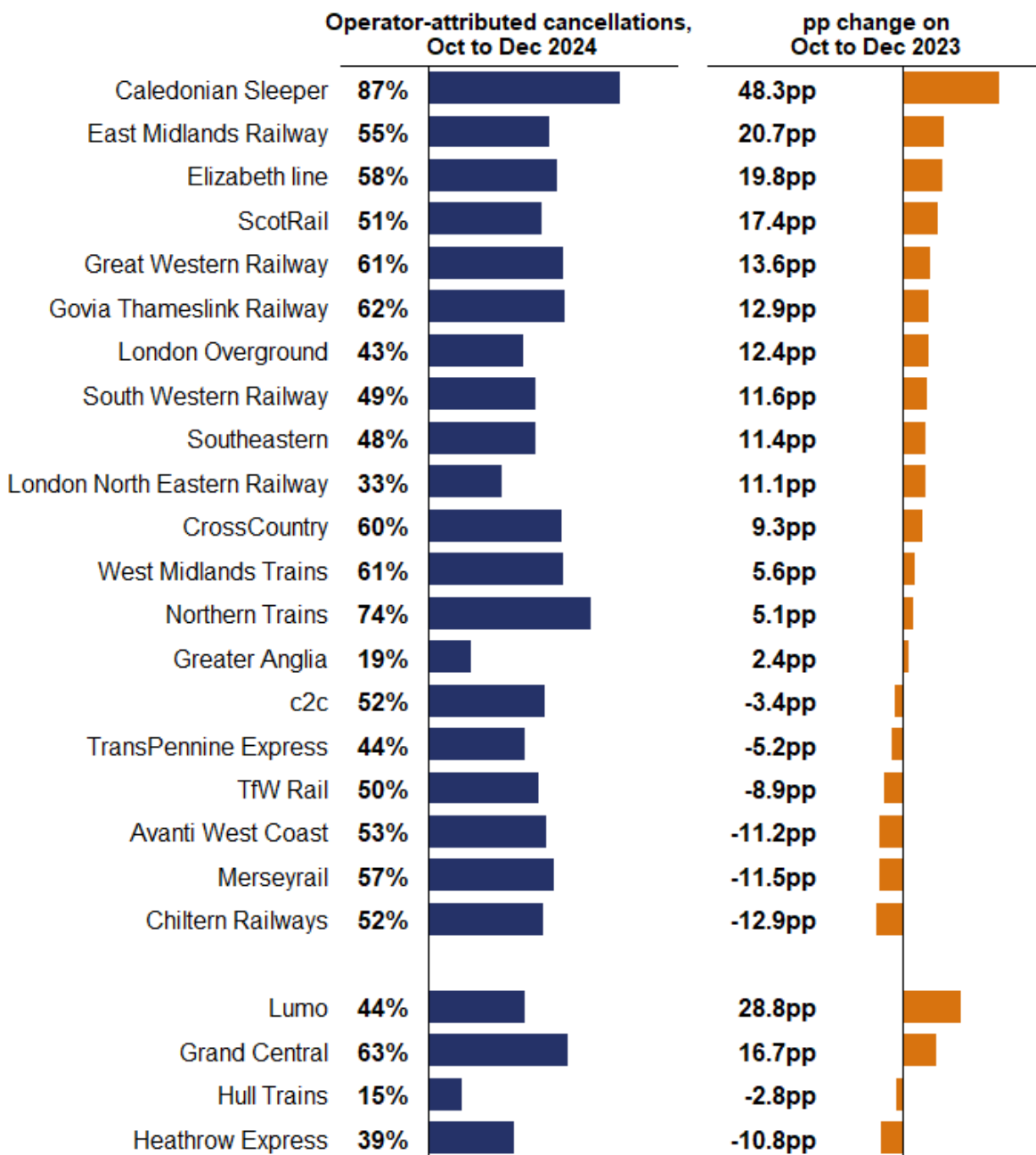
Periodic (4-weekly) operational data in Table 3124 is made available on the ORR data portal as soon as the data is loaded and validated into our systems. At the date of this release's publication (6 March 2025), the latest periodic data available is up to 1 February 2025.

Responsibility for cancellations

Train cancellations can be attributed to either the operator itself or the infrastructure owner (e.g. Network Rail). The proportion of cancellations attributed to the operator varied considerably in the latest quarter.

Figure 4.4   14 out of 24 operators were responsible for most of their cancellations

Proportion of cancellations attributed to the operator, October to December 2024 and percentage point (pp) change compared with October to December 2023

Operator	Operator-attributed cancellations, Oct to Dec 2024	pp change on Oct to Dec 2023
Caledonian Sleeper	87%	48.3pp
East Midlands Railway	55%	20.7pp
Elizabeth line	58%	19.8pp
ScotRail	51%	17.4pp
Great Western Railway	61%	13.6pp
Govia Thameslink Railway	62%	12.9pp
London Overground	43%	12.4pp
South Western Railway	49%	11.6pp
Southeastern	48%	11.4pp
London North Eastern Railway	33%	11.1pp
CrossCountry	60%	9.3pp
West Midlands Trains	61%	5.6pp
Northern Trains	74%	5.1pp
Greater Anglia	19%	2.4pp
c2c	52%	-3.4pp
TransPennine Express	44%	-5.2pp
TfW Rail	50%	-8.9pp
Avanti West Coast	53%	-11.2pp
Merseyrail	57%	-11.5pp
Chiltern Railways	52%	-12.9pp
Lumo	44%	28.8pp
Grand Central	63%	16.7pp
Hull Trains	15%	-2.8pp
Heathrow Express	39%	-10.8pp

In the latest quarter (1 October to 31 December 2024), Caledonian Sleeper was responsible for the highest proportion of its cancellations, at 87%, while Hull Trains was responsible for the smallest proportion of its cancellations, at 15%. Caledonian Sleeper recorded the highest increase in cancellation responsibility (up 48.3pp), while Chiltern Railways recorded the highest decrease in cancellation responsibility (down 12.9pp).

P-coded pre-cancellations

Some operators have reported they use 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 at 22:00 the previous evening and therefore may not be appearing in operators' Cancellations percentages. Operators who use "P-coding" may therefore have a lower Cancellations percentage 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 to resource availability shortages every rail period.

This data is published with an 'adjusted Cancellations measure' to include the trains removed from the timetable due resource availability shortages. The 'adjusted Cancellations measure' was calculated by combining the official Cancellations data with the resource availability shortage pre-cancellations data.
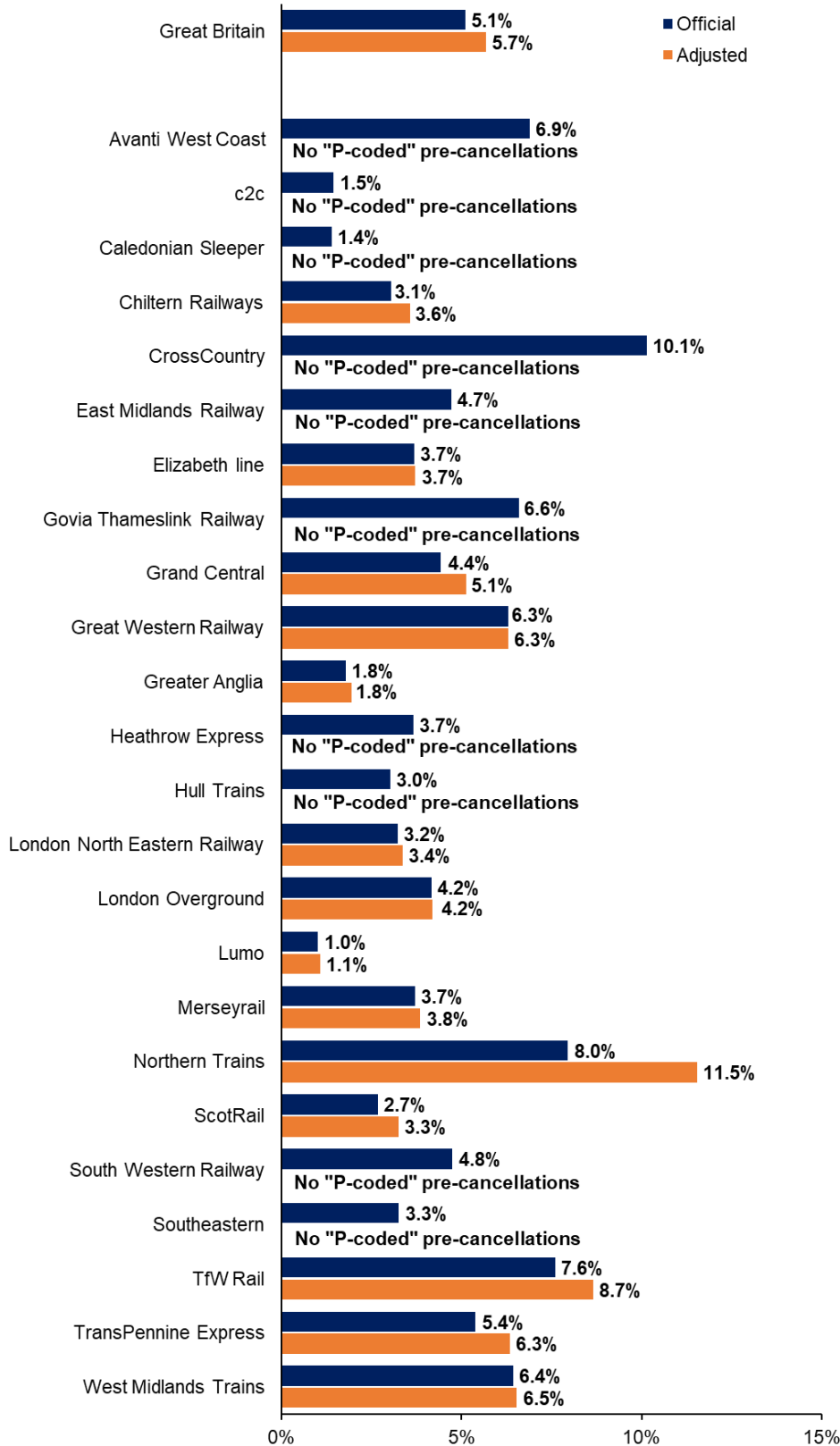
In the latest quarter (1 October to 31 December 2024), the adjusted Cancellations measure for the latest quarter was 5.7% (Figure 4.4). This was 0.6pp higher than the official Cancellations measure.

Fourteen operators reported the use of "P-coding" for resource availability shortage pre-cancellations in the latest quarter, and of these, Northern Trains had the highest adjusted Cancellations measure at 11.5%. Northern Trains also reported the largest gap between its official and adjusted Cancellations measures, at 3.5 percentage points.

More information and data about resource availability shortage "P-coded" pre-cancellations can be found on the ORR data portal. *At the date of this release's publication (6 March 2025), the latest periodic data available is up to 1 February 2025.*

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

Official Cancellations measure and "P-coded" adjusted Cancellations measure, Great Britain and by operator, October to December 2024 (Table 3128, periodic data)

Operator	Official	Adjusted
Great Britain	5.1%	5.7%
Avanti West Coast	6.9%	No "P-coded" pre-cancellations
c2c	1.5%	No "P-coded" pre-cancellations
Caledonian Sleeper	1.4%	No "P-coded" pre-cancellations
Chiltern Railways	3.1%	3.6%
CrossCountry	10.1%	No "P-coded" pre-cancellations
East Midlands Railway	4.7%	No "P-coded" pre-cancellations
Elizabeth line	3.7%	3.7%
Govia Thameslink Railway	6.6%	No "P-coded" pre-cancellations
Grand Central	4.4%	5.1%
Great Western Railway	6.3%	6.3%
Greater Anglia	1.8%	1.8%
Heathrow Express	3.7%	No "P-coded" pre-cancellations
Hull Trains	3.0%	No "P-coded" pre-cancellations
London North Eastern Railway	3.2%	3.4%
London Overground	4.2%	4.2%
Lumo	1.0%	1.1%
Merseyrail	3.7%	3.8%
Northern Trains	8.0%	11.5%
ScotRail	2.7%	3.3%
South Western Railway	4.8%	No "P-coded" pre-cancellations
Southeastern	3.3%	No "P-coded" pre-cancellations
TfW Rail	7.6%	8.7%
TransPennine Express	5.4%	6.3%
West Midlands Trains	6.4%	6.5%

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 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.

All these measures are judged against what is known as the plan of the day, excluding P-coded cancellations. 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 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) shows 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

There have been no significant changes to train operators in the last 12 months.

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
- Time to 3 and cancellations by station and operator (periodic) – Table 3130

Other related statistics

The Passenger rail performance: 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.

Performance at stations

Time to 3 and cancellations data by station is now 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. This operational data is being published for the first time by ORR.

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 Twelfth 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 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 ORR 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.