Passenger rail performance: cancellations data

Rail period 6 (18 August 2024 to 14 September 2024)

4 October 2024

ORR publishes accredited official statistics on passenger rail performance in a statistical release and associated data tables every quarter. The most recent release published on 12 September 2024 covered the quarter from 1 April to 30 June 2024. In addition, operational data supplied to us by Network Rail is published every period (4-weekly) in tables on our data portal. This data includes the number of trains cancelled by each operator. The latest periodic data is available for period 6, up to 14 September 2024.

The main measure of reliability is the **Cancellations score** which is a weighted score which counts full cancellations as one and part cancellations as half. This industry measure is an indicator of disruption against the timetable operating on the day. The timetable is finalised at 22:00 the previous evening, and trains removed from the timetable before then will not be included.

To better inform passengers and stakeholders, ORR is working with rail industry parties to identify resource availability shortage pre-cancellations, i.e. changes to train services caused by non-availability of staff or rolling stock that are included in a short-notice revised timetable, and therefore may not be appearing in operators' Cancellations scores.

This factsheet and associated data table (Table 3128) presents data for both on the day and resource availability shortage "P*-coded" pre-cancellations by cause for each operator. It also presents data for operators where a Network Rail resource availability shortage has caused "P*-coded" pre-cancellations.

Following a call for feedback on proposed changes to this factsheet, it is being discontinued. Table 3128 will continue to be published on a periodic basis on the P-coded cancellations page of the ORR data portal, alongside a new interactive dashboard which will include the charts currently included in this periodic factsheet.

The associated data table is published on the P-coded cancellations page of the data portal.
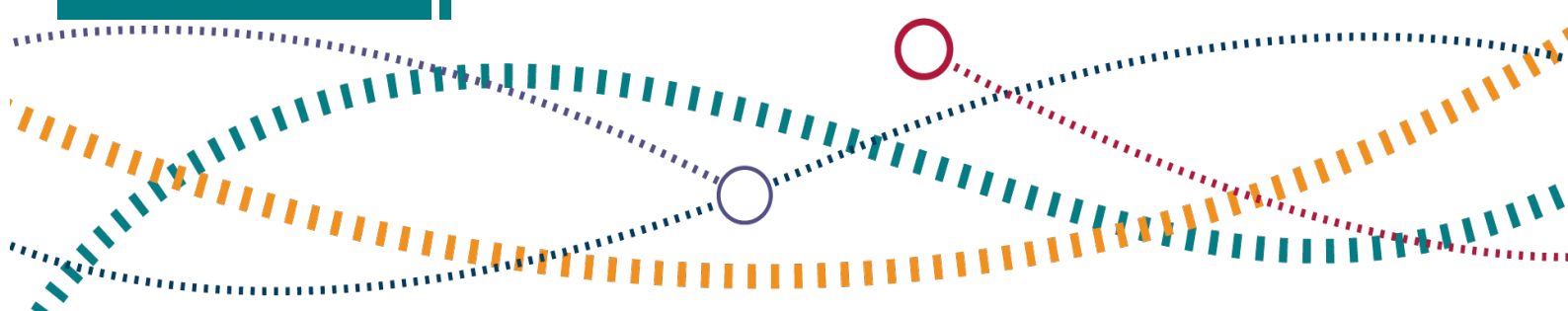
All 24 train operators reported their number of "P*-coded" pre-cancellations in period 6 to ORR. Nine operators recorded resource availability shortage "P*-coded" pre-cancellations, eight due to the operator having resource availability shortage and one was due to both operator and Network Rail resource availability shortages (TfW Rail).

Only the operators who submitted data and recorded pre-cancellations in period 6 are shown in the tables and chart below as other operators' official Cancellations scores are unchanged.

Table 1   Operator resource availability shortage "P*-coded" pre-cancellations by cause, period 6

Train operator	Number of trains part pre-cancelled (P-coded) due to a shortage of available train crew	Number of trains full pre-cancelled (P-coded) due to a shortage of available train crew	Number of trains part pre-cancelled (P-coded) due to a shortage of available rolling stock	Number of trains full pre-cancelled (P-coded) due to a shortage of available rolling stock
Chiltern Railways	0	5	0	0
Govia Thameslink Railway	55	101	0	0
Great Western Railway	0	14	0	0
Greater Anglia	0	32	0	0
London North Eastern Railway	8	59	4	9
Northern Trains	82	775	0	0
ScotRail	41	382	0	0
TfW Rail	0	0	1	18
TransPennine Express	13	23	0	0

Table 2   Network Rail resource availability shortage "P*-coded" pre-cancellations, period 6

Train operator	Number of trains part pre-cancelled (P-coded) due to a shortage of Network Rail resources	Number of trains full pre-cancelled (P-coded) due to a shortage of Network Rail resources
TfW Rail	10	6

In period 6 Great Britain had an official Cancellations score of 4.1% and the national adjusted Cancellations score was 4.4%. London North Eastern Railway had the largest difference between its official and adjusted Cancellations scores.

Figure 1   London North Eastern Railway had the largest difference between its official and adjusted Cancellations scores

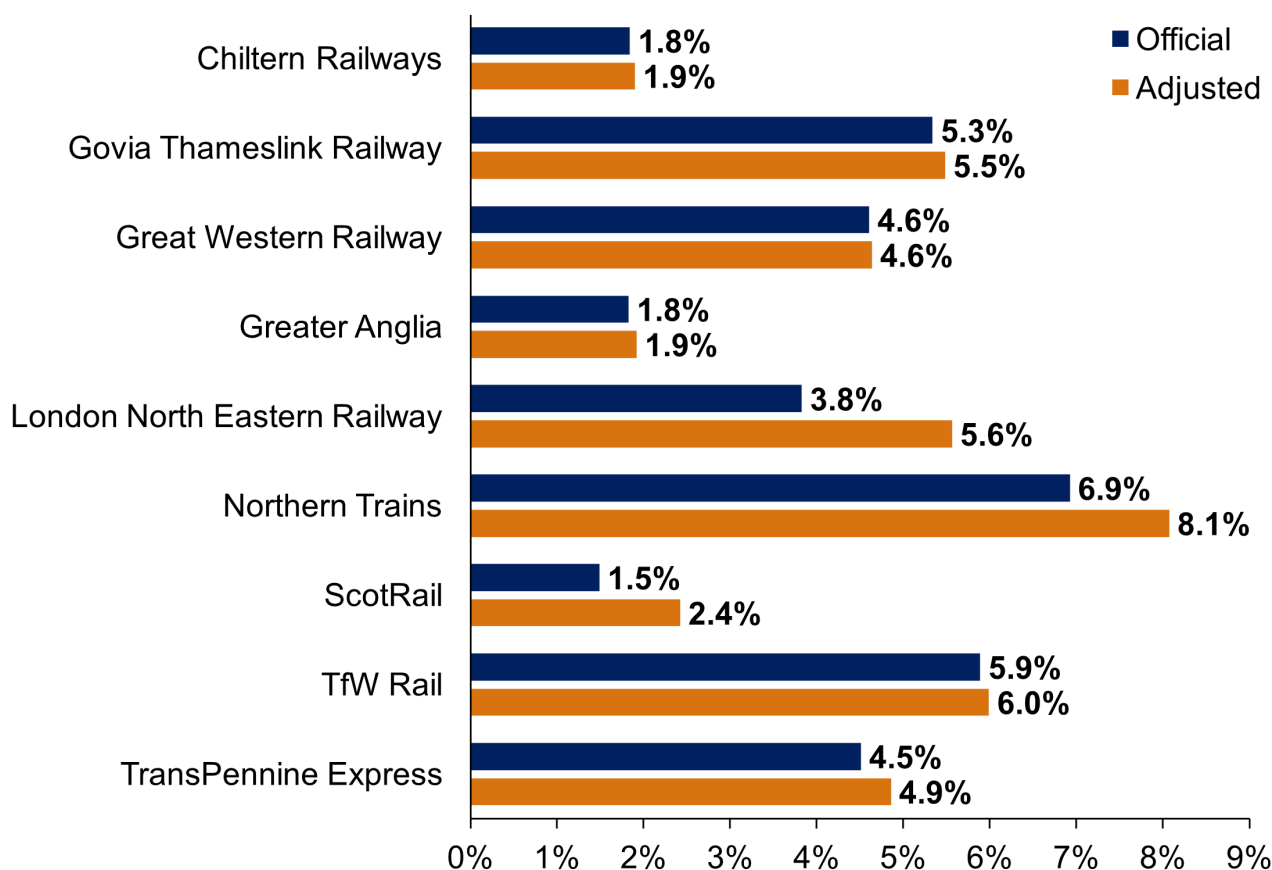Official and adjusted Cancellations score by operator, rail period 6 (Table 3128)
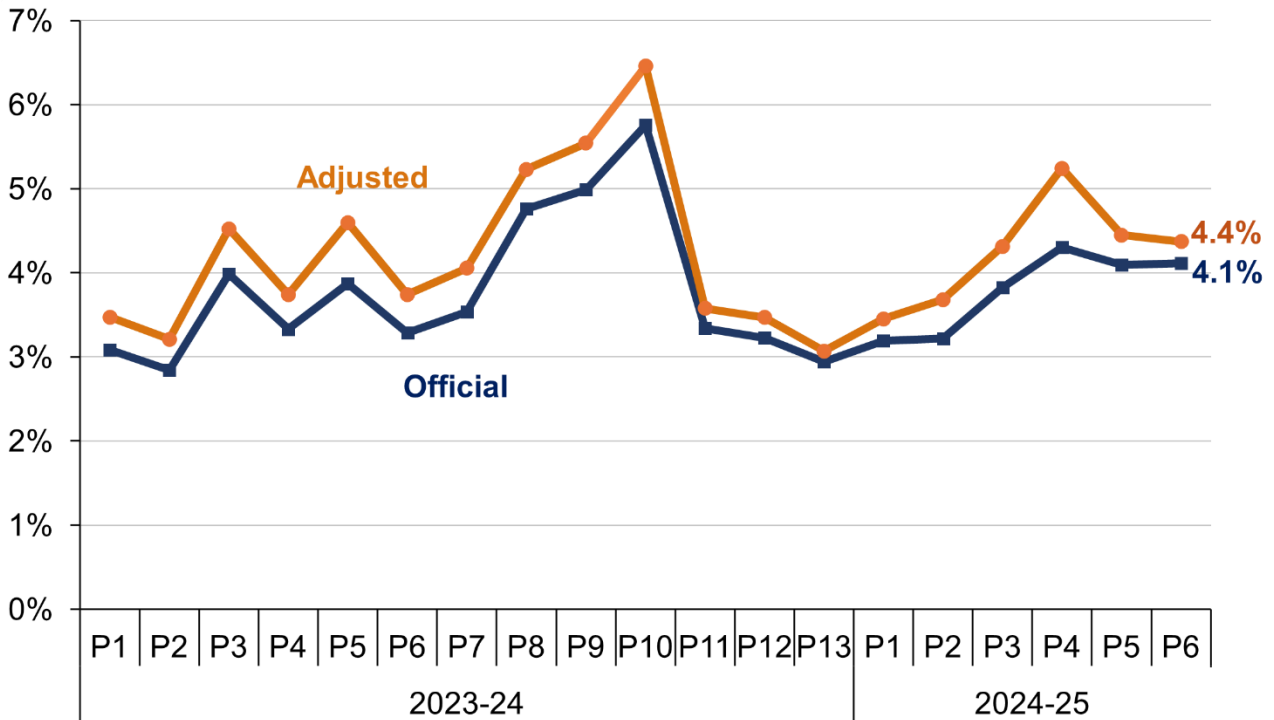
Figure 2   Period 6 saw the adjusted Cancellations score remain stable compared to the previous period

Official and adjusted Cancellations score, periodic data, Great Britain, 1 April 2023 to 14 September 2024 (Table 3128)

Annex

Quality and methodology

The Office for Statistics Regulation [wrote to us](#) on 9 December 2022 stating that it was supportive of our work to get a better understanding of resource availability shortage pre-cancellations as it will enhance the value of the statistics by providing users with greater insights and therefore informing public debate on this topic.

On 19 January 2023, ORR [wrote to all train operators](#) to seek their confirmation that they will support and participate in action by the industry to stop the use of resource availability shortage "P*-coded" pre-cancellations. Operators were asked to provide ORR with the number of resource availability shortage "P*-coded" pre-cancellations every period, starting in 2023−24 rail period 11, which ORR will publish. From 1 April 2023 we also began collecting information from operators about Network Rail-caused resource availability shortage "P*-coded" pre-cancellations, to further improve completeness of the dataset. This resulted in a time series break in the data.

The official Cancellations score data is sourced from Network Rail's TRUST system. The additional data on the number of resource availability shortage "P*-coded" pre-cancellations have been supplied to ORR by each individual train operator. This data has been combined to calculate an 'adjusted Cancellations score', i.e. the number of full pre-cancelled trains have been added to the number of 'on the day' timetabled trains planned, and the full and part pre-cancellations have been added to the 'on the day' cancellations using the existing methodology which counts full cancellations as one and part cancellations as half.

There are some **limitations** that users should be aware of:

- This data only covers pre-cancellations due to availability of train operator staff or rolling stock, or Network Rail staff. Other types of pre-cancellation (for example due to severe weather or major ongoing infrastructure unavailability) are not included within this data.

- There is no automatic recording of resource availability shortage pre-cancellations at present. Therefore, data is manually recorded by train operators, without verified methodology.

- There is no historic data available on resource availability shortage pre-cancellations before ORR data collection began in period 11 (8 January to 4 February 2023).

- For the adjusted Cancellations score calculation, only full pre-cancelled trains have been added to the number of 'on the day' timetabled trains planned as the part pre-cancelled trains are included in the timetable however it does mean that if a part pre-cancelled train is also cancelled on the day it will be counted again and therefore inflate the adjusted Cancellations score slightly.

Data tables

Table 3128 - Pre-cancellations and adjusted cancellations score by operator can be accessed on the P-coded cancellations page of the ORR data portal free of charge in OpenDocument Spreadsheet (.ods) format. We can also provide data in csv format on request.

Other periodic and quarterly passenger rail performance tables are available on the passenger rail performance page of the data portal. These include train cancellations data in Table 3123 (quarterly) and Table 3124 (periodic) showing the number of full and part cancellations by operator, and by cause.

Changes for future publications

From April 2024 to March 2025 Period 7, the publication of this factsheet will be discontinued. Table 3128 will continue to be published on a periodic basis on the P-coded cancellations page of the ORR data portal, alongside a new interactive dashboard which will include the charts currently included in this periodic factsheet.