



New Passenger Rail Performance Measures

2017-18 Factsheet

Publication date: 20 September 2018

Background

This factsheet contains a summary of the **new passenger rail performance measures** for Great Britain. It contains **moving annual average (MAA)** data from (year ending) 2014-15 Period 1 to 2017-18 Period 13.

These new performance measures have been developed by the rail industry to monitor the punctuality and reliability of passenger trains.

All measures are judged against the **planned timetable**, as agreed at 10pm (22:00) the previous evening.

The Rail Delivery Group (RDG) publishes national level data, on their [website](#).

The data supporting this factsheet is published every period in Tables [3.65](#), [3.66](#), [3.67](#) on the [ORR Data Portal](#).

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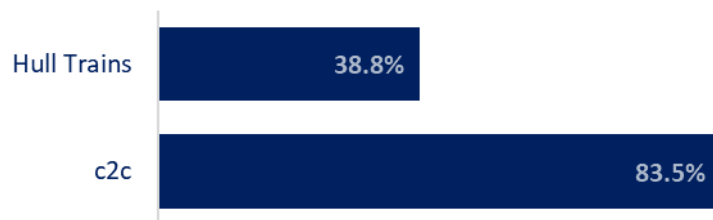
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Summary

The percentage of trains arriving at recorded station stops 'on time' (within 59 seconds of scheduled time) in Great Britain was 62.7% in 2017-18.

Hull trains had the smallest percentage (38.8%) arriving 'on time' and c2c had the highest (83.5%).

Percentage of recorded station stops called at 'on time' year ending 2017-18 Period 13



2.6% of trains in Great Britain were cancelled in 2017-18.

Though the 'on time' performance of Govia Thameslink Railway improved the most (by 2.7pp) since last year, it still recorded the highest level of cancellations in 2017-18 (4.4%).

Nationally there were 14 severely disrupted days in 2017-18, where more than 5% of planned services were cancelled.

Train punctuality at all recorded station stops

Train punctuality assesses punctuality at **each recorded station stop**.

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. Around 80% of station stops are currently recorded.

Planned stops where the train fails to stop at the location are excluded, but are captured in the cancellations measure.

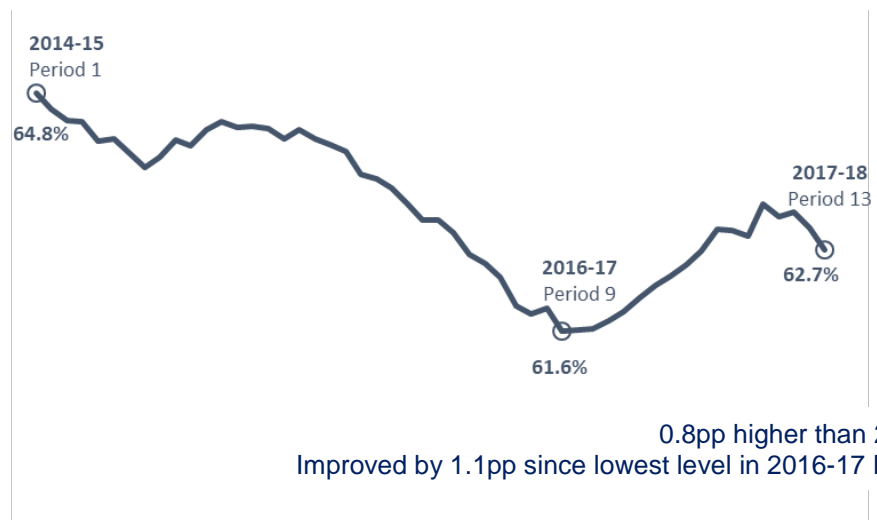
Station stops called at 'on time'

'On time' measures the number of recorded station stops called at 'on time'.

To be 'on time', the lateness of that recorded station has to be **less than one minute**, that is within 59 seconds of the scheduled arrival time.

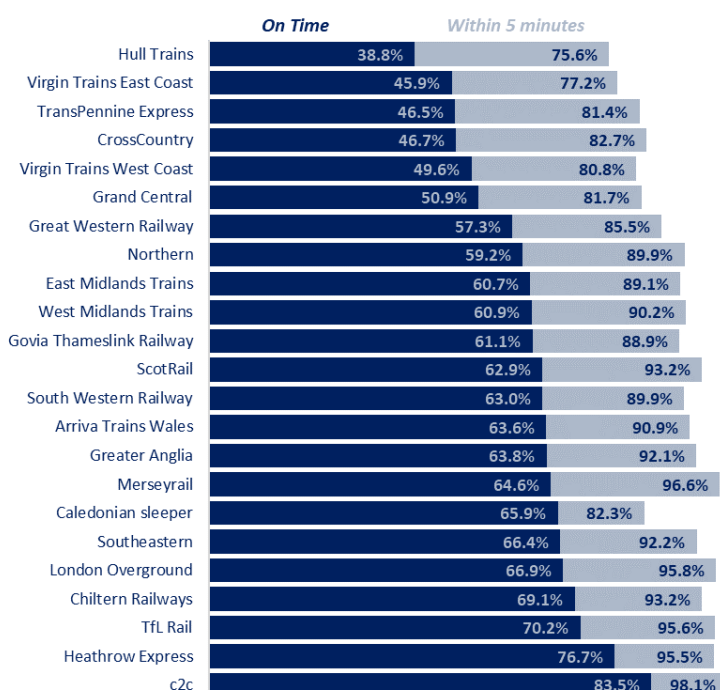
Trains that arrive early are also included as 'on time'.

'On time', MAA, Great Britain, 2014-15 Period 1 to 2017-18 Period 13



Punctuality by Train Operating Company

'On time' & within 5 minutes, MAA, TOC, 2017-18



Within 5 minutes is the percentage of recorded station stops called at within 4 minutes and 59 seconds of the scheduled arrival time.

12 train operating companies (TOCs) had higher percentage of 'on time' compared to the National level.

9 TOCs improved their 'on time' performance compared to 2016-17.

'On time' performance of Govia Thameslink Railway improved the most, by 6.6pp, compared to the previous year.

5 TOCs achieved more than 95% of recorded station stops called at within 5 minutes of the planned time.

The data supporting this chart, which includes train punctuality from 'early' through to '30 minutes' can be found in [Table 3.65](#)

Cancellations

The train cancellations measure captures the percentage of trains that are cancelled. A train is cancelled if it fails to call at one or more of its planned stops.

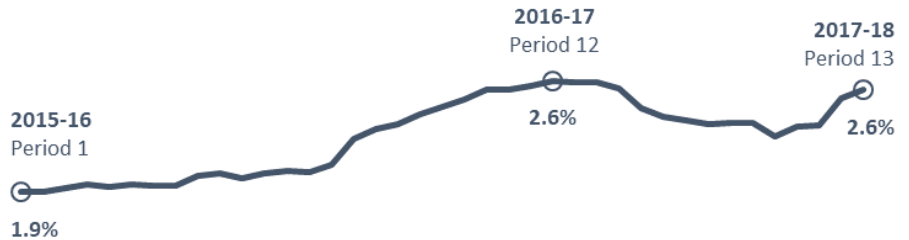
It is intended to show the reliability of the service.

A train is classed as a **full cancellation** if it ran less than half of its planned journey length.

A train is classed as a **part cancellation** if:

- It ran at least half but not all of its planned journeys length, or
- It completed its whole journey length but failed to stop at one or more of its planned stations.

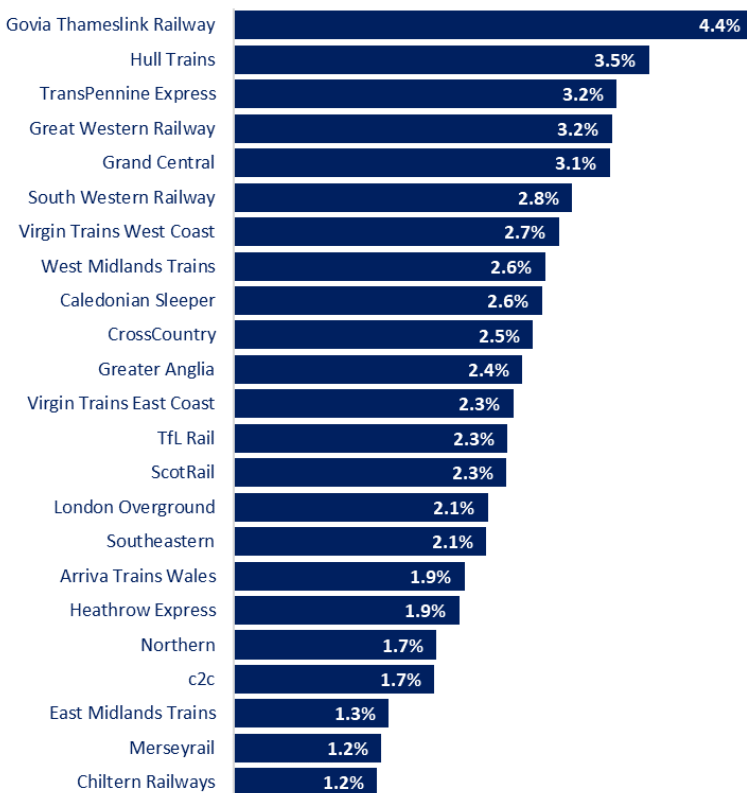
Cancellations, MAA, Great Britain, 2015-16 Period 1 to 2017-18 Period 13



Decreased slightly by 0.1pp since highest level of 2.6% in 2016-17 Period 12
 0.1pp lower than 2016-17

Cancellations by Train Operating Company

Cancellations, MAA, TOC, 2017-18



14 TOCs had a smaller percentage of cancellations than the National level.

5 TOCs had a smaller percentage of cancellations compared to 2016-17.

Though Govia Thameslink Railway improved the most (by 2.7pp) compared to the previous year, it recorded the highest level of cancellations in 2017-18.

Severe disruption

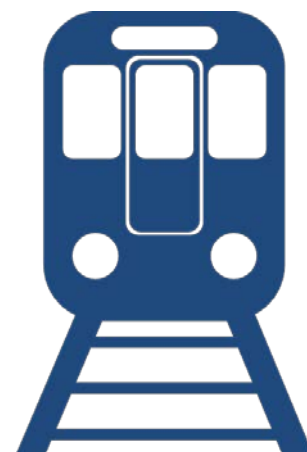
Severe disruption captures the number of days where a substantial number of services have been cancelled. It is measured differently at the National and sub-operator levels.

Severely disrupted days in Great Britain

For a day to count as severely disrupted at the **National** level, at least **5%** of planned services must be cancelled.

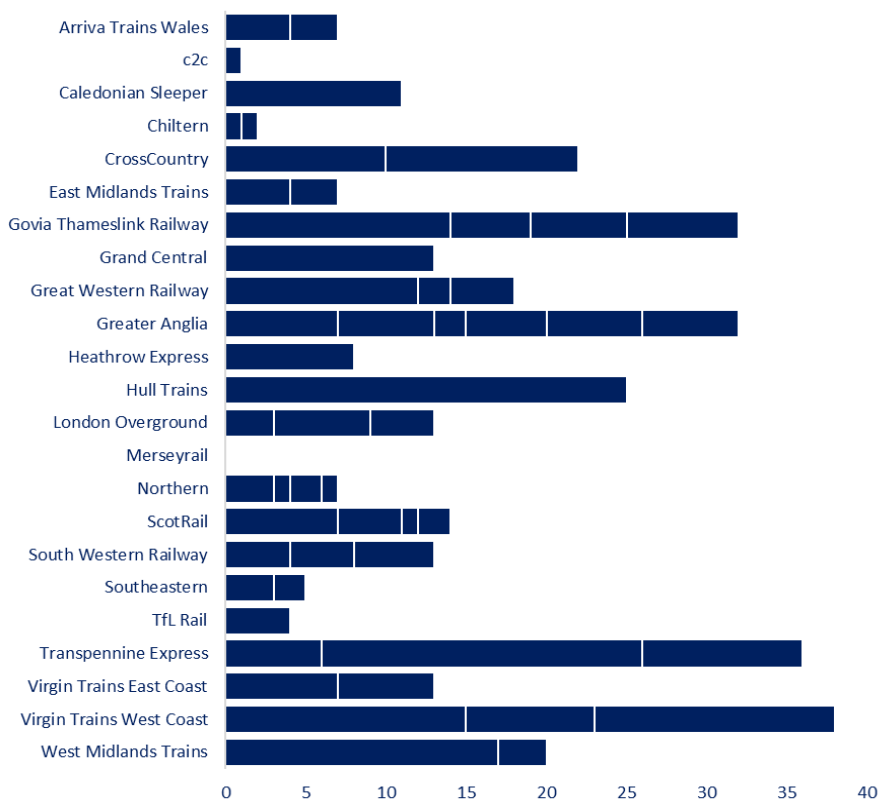
For a day to count as severely disrupted at the **sub-operator** level, at least **20%** of planned services must be cancelled.

Nationally there were 14 severely disrupted days in 2017-18, which was one less day compared to the previous year.



Severe disruption by sub-operator

Number of severely disrupted days across sub-operators, 2017-18



Sub-operators are grouped by TOC and are denoted in the chart by the separators.

Given the varying sizes and numbers of sub-operators for each TOC, comparisons between TOCs should be made with caution.

Also it's very likely that an incident will affect sub-operators in the same TOCs resulting in some days being counted more than once.

The data supporting this chart, which includes more detail on the sub-operators, can be found in [Table 3.67](#)