



New Performance Measures

2017-18 Period 4 Factsheet

Publication Date: 10 August 2017 (Revised 11 August 2017)

Background

This factsheet contains a summary of the **new performance measures** for Great Britain from 2014-15 Period 1 to 2017-18 Period 4.

This factsheet largely shows **moving annual average** (MAA) data, that is the performance in the year ending 2017-18 Period 4 (26 June 2016 to 22 July 2017).

These new performance measures have been developed by the rail industry to monitor 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) has previously published national level data, which can be found on their website:

www.raildeliverygroup.com/metrics

Periodic data can be found in Tables 3.65, 3.66 and 3.67 on the

ORR Data Portal:

dataportal.orr.gov.uk

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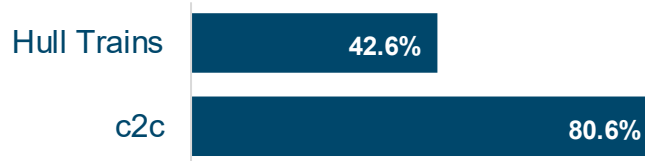
Summary

The percentage of trains arriving at recorded station stops on time in Great Britain was 62.5% in the year ending 2017-18 Period 4

On time performance has improved in each period since 2016-17 Period 9

Hull trains had the smallest percentage on time and c2c had the highest

Percentage of recorded station stops called at on time year ending 2017-18 Period 4



c2c also had the highest percentage of trains arrive at stations within 5 minutes of the scheduled arrival time with 97.3%

2.4% of trains in Great Britain were cancelled in the year ending 2017-18 Period 4

Cancellations by train operating company ranged from 1.1% (Merseyrail) and 5.7% (Govia Thameslink Railway)

There were 11 days that were severely disrupted in the last year, where more than 5% of planned services were cancelled (Updated 11 August - previously stated 20% of planned services cancelled)

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Train Punctuality at 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.

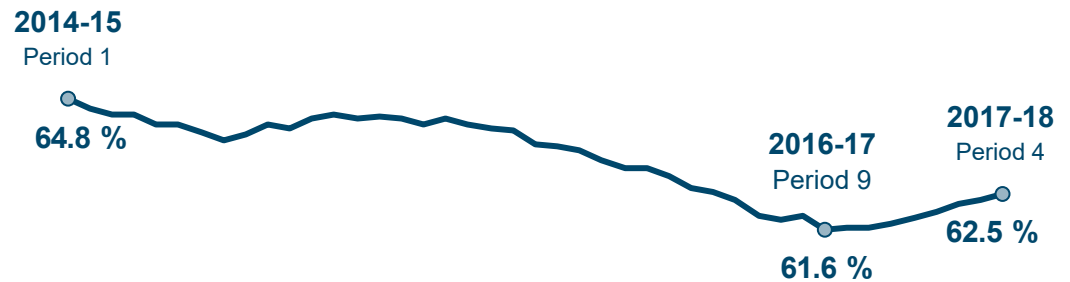
Station Stops called at On Time

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 4

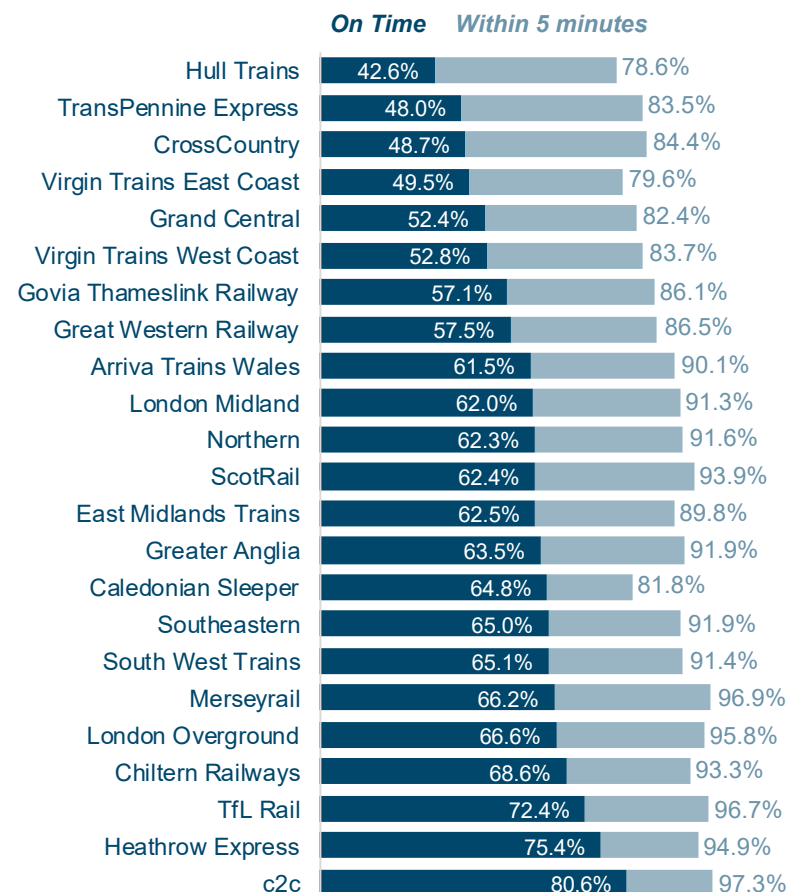


The same as 2016-17 Period 4

Improved by 0.9pp since lowest score of 61.6% in 2016-17 Period 9

Punctuality by Train Operating Company

On time & Within 5 minutes, MAA, TOC, 2017-18 Period 4



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

10 TOCs had higher percentage of on time compared to the National level.

9 TOCs improved their On Time performance compared to 2016-17 Period 4.

TransPennine Express improved the most, by 3.8pp compared to previous year

4 TOCs had more than **95%** of trains arriving at recorded station stops within 5 minutes.

Cancellations

The 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.

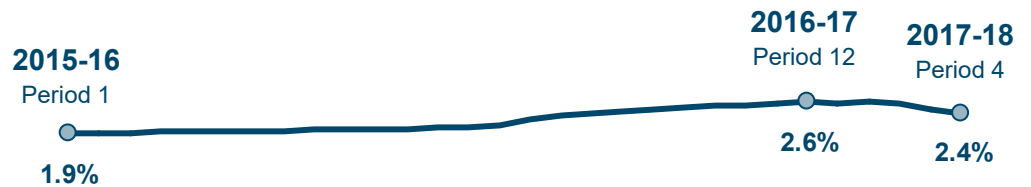
It is intended to show the reliability of the service

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 its planned journey length, or
- it completed its whole journey length but failed to stop at one or more of its planned station stops

Cancellations MAA, Great Britain, 2015-16 Period 1 to 2017-18 Period 4

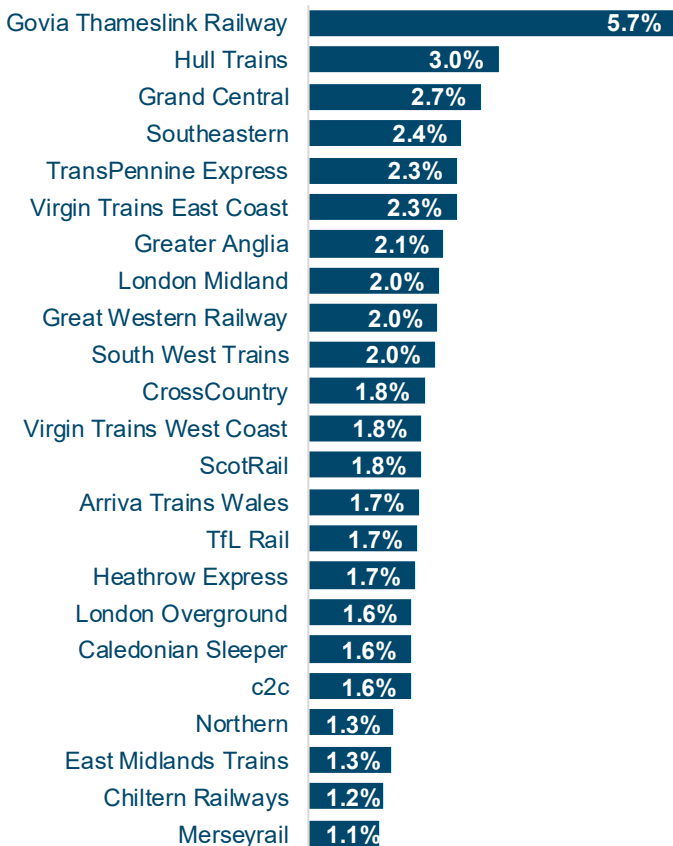


0.1pp higher than Period 4 2016-17

Improved by 0.2pp since the highest level of 2.6% in 2016-17 Period 12

Cancellations by Train Operating Company

Cancellations MAA, TOC, 2017-18 Period 4



19 TOCs had a smaller percentage of cancellations than the National level

10 TOCs had a smaller percentage of cancellations compared to the 2016-17 Period 4

TransPennine Express improved the most, by 1.5pp compared to previous year

7 TOCs cancelled **fewer services** than the previous year

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.

Updated on 11 August. The definition for a severely disrupted day previously stated 20% of services must be cancelled at the national level and 5% at Sub-Operator level.

Severely Disrupted Days in Great Britain

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

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

There were

0 severely disrupted days in 2017-18 Period 4

and

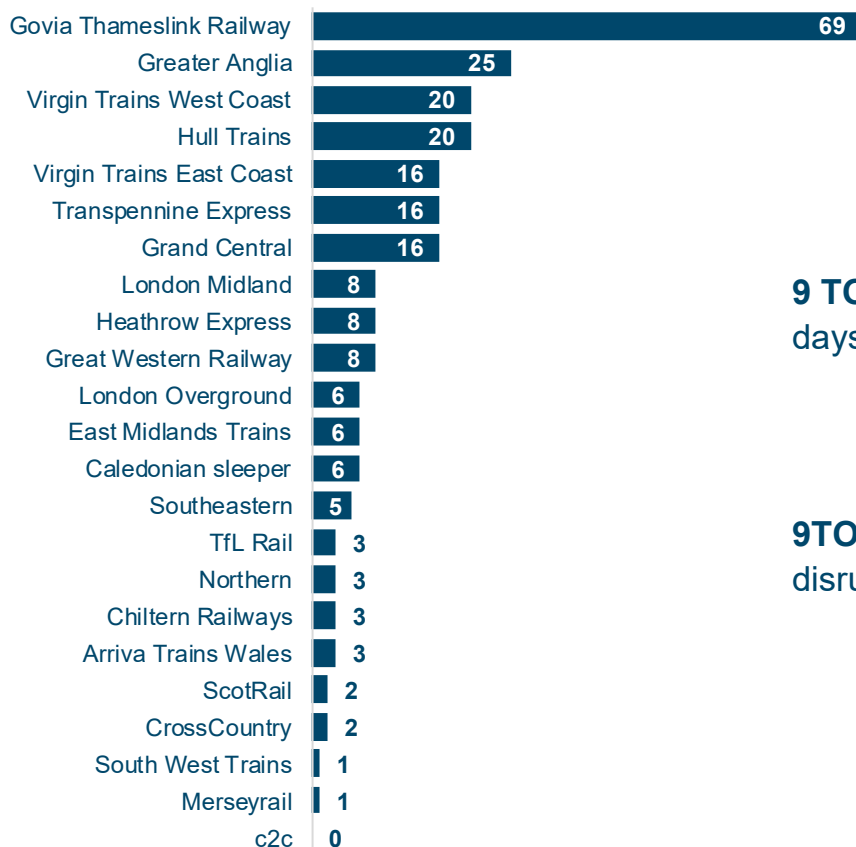
11 severely disrupted days in the year to 22 July 2017



Severe Disruption by Train Operating Company

Updated on 11 August - the heading below previously stated MAA and has been updated to Annual Total.

Number of Severely Disrupted Days across Sub-Operators, Annual Total, TOC, 2017-18 Period 4



Days where a Sub-Operator plans to run less than 20 services are excluded (except for Caledonian Sleeper, which generally runs seven services a day)

9 TOCs had **fewer** severely disrupted days compared to 2016-17 Period 4

9 TOCs had **less than 5** severely disrupted days across its Sub-Operators