



Passenger and Freight Rail Performance 2016-17 Q1 Statistical Release

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Background

This release contains information on passenger and freight rail performance in Great Britain with the latest quarterly data referring to April, May and June of 2016.

All data in this release are sourced from Network Rail.

Passenger performance is assessed using two measures: **Public Performance Measure (PPM)** and **Cancellations and Significant Lateness (CaSL)**.

Additionally, [delay minute data](#) (quarterly) and [right time data](#) (periodic) are published on the [Data Portal](#).

The **Freight Delivery Metric (FDM)** is the primary measure of freight performance in Great Britain.

Contents

[Introduction – page 2](#)

[PPM – page 5](#)

[CaSL – page 14](#)

[FDM – page 20](#)

[Annexes – page 21](#)

National PPM in 2016-17 Q1 was 89.2%. This was 2.2 percentage points (pp) worse than the same quarter last year. The moving annual average (**MAA**) was down 1.1 pp compared with the previous year and ended Q1 at 88.5%.

At 87.0%, the **PPM MAA** for the **London and South East sector** ended Q1 lower than that of the Long Distance sector. Govia Thameslink Railway services were responsible for 1.2 pp of the overall 1.8 pp fall in the London and South East MAA.

PPM MAA by Sector - 2016-17 Q1

National (GB)	88.5%	↓	-1.1pp
Regional and Scotland	91.1%	↓	-0.2pp
London and South East	87.0%	↓	-1.8pp
Long Distance	87.4%	→	0.0pp

Compared with 2015-16 Q1

National CaSL in 2016-17 Q1 was 3.8%, up 1.1 pp compared with 2015-16 Q1. The **MAA** worsened by 0.4 pp during the last year to end Q1 at 3.3%.

CaSL MAA by Sector - 2016-17 Q1

National (GB)	3.3%	↑	0.4pp
Regional and Scotland	2.2%	→	0.0pp
London and South East	3.9%	↑	0.7pp
Long Distance	4.8%	↑	0.3pp

Compared with 2015-16 Q1

Responsible Statistician: Lyndsey Melbourne (Tel: 020 7282 3978)

Author: Tom Leveson Gower

Public Enquiries: Email: Rail.Stats@orr.gsi.gov.uk

Media Enquiries: Tel: 020 7282 2094

Website: <http://orr.gov.uk/statistics/published-stats/statistical-releases>

1. Introduction

This release contains information on passenger and freight rail performance in Great Britain since 1997-98. The latest data in this release refer to Q1 of 2016-17 (1st April to 30th June 2016). The data covered within the release are:

Public Performance Measure (PPM): This is the percentage of trains that arrived at their final destination within five minutes of their scheduled arrival time (within ten minutes for Long Distance services). A higher score is better.

PPM moving annual average (PPM MAA): This is the percentage of trains that met PPM in the last 12 months.

Cancellations and Significant Lateness (CaSL): This is the percentage of trains that have been cancelled (in part or in full) and/or arrived at their final destination late by more than 30 minutes. Trains that fail CaSL also fail PPM. A lower score is better.

CaSL moving annual average (CaSL MAA): This is the percentage of trains that failed CaSL in the last 12 months.

Freight Delivery Metric (FDM): This is the percentage of freight trains that arrived at their destination within 15 minutes of their scheduled arrival time. Freight trains are only considered to have failed FDM where the delay was caused by Network Rail. A higher score is better.

FDM moving annual average (FDM MAA): This is the percentage of trains that met FDM in the last 12 months.

PPM and CaSL are judged against what is known as the plan of the day. This is confirmed by the operator and Network Rail at 22:00 on the previous evening. Trains removed from the railway systems before this time are excluded from the PPM and CaSL calculations.

Data Quality

Most of the data contained within this release are collected automatically from Network Rail's TRUST System¹. The latest data for PPM, CaSL and FDM should be treated as provisional, as train operators provide Network Rail with details of cancellations which can be updated over time. These updates are only provided at the TOC level. As such, aggregations of sub-operator data can provide slightly different figures to those published at the operator level.

Where possible, Network Rail remaps historical data to match the railway franchises that exist today. Nevertheless, the number of passenger trains planned increased by 28%²

¹ Train Running System on TOPs (Total Operation Processing System)

² [ORR Website – Historic PPM and CaSL](#)

between 1997-98 and 2014-15. In the same time, the length of route³ open for passenger traffic has fallen by 3%⁴. The railways of today are, therefore, quite different to those that existed at the end of the last century.

Network Rail provides data within 21 days of the end of each of the 13 railway reporting periods. The production of the quarterly results discussed in this report requires the periodic data to be split according to the number of days of the period that falls within each quarter. For example, the dates in period 4 cover both Q1 and Q2. When the quarterly data are calculated for 2016-17, 5/28 of the data are assigned to Q1 (covering 26 June to 30 June) and 23/28 of the data are assigned to Q2 (covering 1 July to 23 July).

Further details on railway reporting periods, data collection, the methodology used to calculate the data within this release, and details of which services are included in each sector, please see the accompanying [passenger and freight rail performance quality report](#).

Right Time and Delay Minutes

Right time performance measures the percentage of trains that arrived at their final destination within one minute of the scheduled arrival time. Unlike PPM, the threshold for right time performance is the same for all operators. ORR publishes periodic right time data on the [Data Portal](#) by TOC and sub-operator. The national right time score for 2015-16 was 64.4%. This was compared with a national PPM score of 89.1%.

We currently publish limited Network Rail caused delay minute data on the [Data Portal](#). Network Rail attributed delays are also available in the Annual Return which reports Network Rail achievements, developments and challenges for each financial year and the historical record of Network Rail stewardship on the [Network Rail website](#).

³ Track length has increased in places. For example, the quadrupling of the Trent Valley Line

⁴ [Data Portal - Table 2.52: Infrastructure on the railways](#)

Targets

As a regulator we assess Network Rail's success, through regulatory targets, on whether it achieves the outputs, as set out in the determination, and does so whilst meeting all its licence and statutory obligations. Network Rail has regulatory targets for PPM, CaSL and FDM. Further information regarding the performance targets can be accessed on the [Network Rail website](#).

The ORR publicly reports on Network Rail's outputs with respect to the regulated targets via the bi-annual [Network Rail Monitor](#). The time frame of quarterly data in this statistical release differs from the time frame of the railway period data in the Monitor, and therefore figures may differ slightly. The next Monitor covering periods 1 to 7 of 2016-17 is due to be published in November 2016.

2. Public Performance Measure (PPM)



Public Performance Measure (PPM) is the proportion of trains that arrive at their final destination on time. On time is defined as arriving at the destination within five minutes of the planned timetable for London and South East, Regional and Scotland operators, or within ten minutes for the Long Distance operators. The **moving annual average (MAA)** reflects the proportion of trains on time in the past 12 months. A higher score is better.

PPM by sector

Changes to Sector Composition

Some services in North West England transferred from the Long Distance sector to the Regional sector at the start of 2016-17. As a consequence they now have a five minute threshold for PPM, having previously been timed to ten minutes. The historic data for these sectors and the overall national score have not been adjusted to reflect these changes. The year-on-year changes described in this report have also been calculated using the unadjusted historical data. Nevertheless, using disaggregated data it is possible to assess what the effect of these changes would have been on PPM and PPM MAA in 2015-16:

- **National:** Almost no affect with PPM falling marginally from 89.05% to 89.03%.
- **Long Distance:** PPM reduced from 87.64% to 87.35%.
- **Regional and Scotland:** Almost no affect with PPM falling marginally from 91.21% to 91.17%.

2016-17 Quarter 1 Results

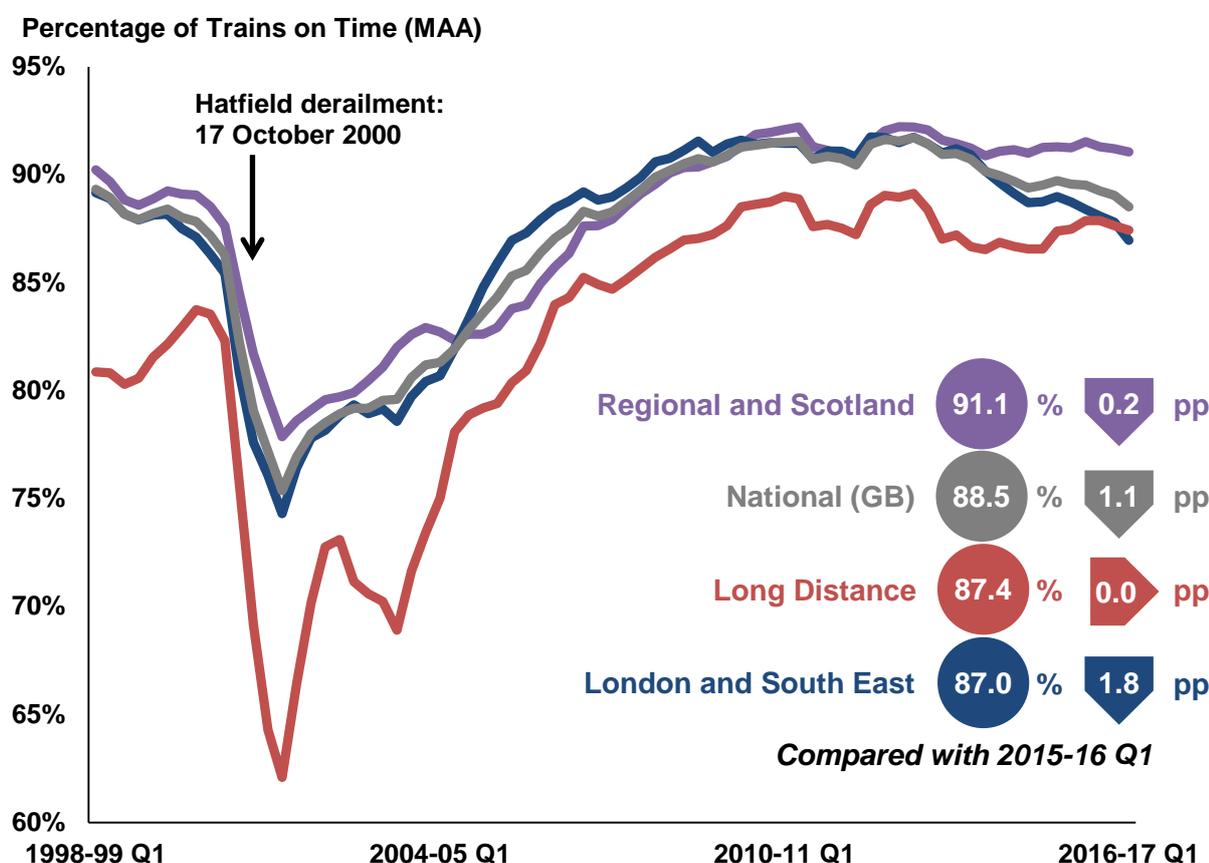
National PPM in 2016-17 Q1 was 89.2%. Down 2.2 pp compared with 2015-16 Q1, this is the worst Q1 score recorded since 2005-06 (87.5%). The London and South East (LSE) sector recorded a PPM score of 86.8% in Q1. This was down 3.4 pp compared with the same quarter the previous year and is the lowest Q1 score recorded since 2004-05 (84.6%). In Q1 of 2016-17, Govia Thameslink Railway (GTR) operated 28% of services in the LSE sector. PPM failures by GTR services, however, were responsible for 80%⁵ of the

⁵ For more information on estimating this figure, please see the [methodology annex](#).

decline in LSE PPM in Q1. That is, GTR services that failed PPM were responsible for 2.7 pp of the overall 3.4 pp fall in the LSE quarterly PPM for Q1.

Services in the Regional and Scotland sector recorded a PPM of 92.8% in Q1 of 2016-17. Down 0.6 pp compared with same quarter the previous year, it was the worst Q1 score recorded since 2008-09 (92.5%). The Long Distance sector recorded a PPM of 89.2% in Q1. Down 0.7 pp compared with 2015-16 Q1, this is the worst Q1 score recorded since 2008-09 (88.1%).

PPM MAA by sector, Great Britain, 1998-99 Q1 to 2016-17 Q1 ([Table 3.42](#))



2016-17 Quarter 1 MAA Results

While the overall performance is still better than that recorded in the early 2000s, the National PPM MAA has declined steadily since the start of 2013-14. The National MAA of 88.5% is the lowest it has been since Q1 of 2007-08 (88.3%).

Notwithstanding the extra five minutes afforded to Long Distance services for meeting PPM, this sector has historically had the lowest PPM scores. The sector ended Q1 with a

PPM MAA of 87.4%. Above the MAA of the LSE sector (87.0%), this is the first time this has been the case since the series began in 1997-98.

The LSE PPM MAA was down 1.8 pp compared with the end of 2015-16 Q1. In the 12 months to the end of 2016-17 Q1, GTR operated 29% of services in the LSE sector. PPM failures by GTR services, however, were responsible for 69%⁶ of the year-on-year decline in the LSE PPM MAA. That is, GTR services that failed PPM were responsible for 1.2 pp of the overall 1.8 pp fall in the LSE PPM MAA.

All delay minutes 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. Delays caused by issues with trains or train crew are attributed to train operators. In 2016-17 Q1, 60.3% of delays to passenger trains were attributed to Network Rail with external factors accounting for just under a fifth of the overall total. Further information on the causes of delay can be found on the [Data Portal](#).

The decline in performance in the LSE sector can be attributed to a number of causes. Severe weather was responsible for 7,100 PPM failures⁷ in 2016-17 Q1. More than quadruple the number recorded in Q1 last year, much of the delay was incurred during storms on 23 June. Delays relating to engineering works (3,200 PPM failures) increased by 67.7% and delays due to issues with traincrew (27,900 PPM failures) more than doubled compared with the same time last year.

⁶ For more information on estimating this figure, please see the [methodology annex](#).

⁷ A PPM failure is when a passenger train does not arrive at its final destination within five minutes of its scheduled arrival time (within ten minutes for Long Distance services). Delay minutes are used to apportion responsibility for PPM failures and can be split between multiple causes of delay.

PPM by Train Operating Company (TOC)

The data provided in [Table 3.44](#) (PPM by TOC) and [Table 3.7](#) (CaSL by TOC) show the railway as it exists today. That is, historical data are shown for the existing TOCs as far back as data are available. For some TOCs data are available as far back as 1997-98. 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, Virgin Trains West Coast (VTWC) planned to run 55,600 trains in 1997-98. By 2012-13 this figure had almost doubled to reach 110,400. In December 2013, however, Virgin 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 TOC.

A [time-series](#) for trains planned, PPM and CaSL is available on the [ORR Website](#) that shows the performance of the TOCs that existed at the time.

Changes to Train Operating Companies

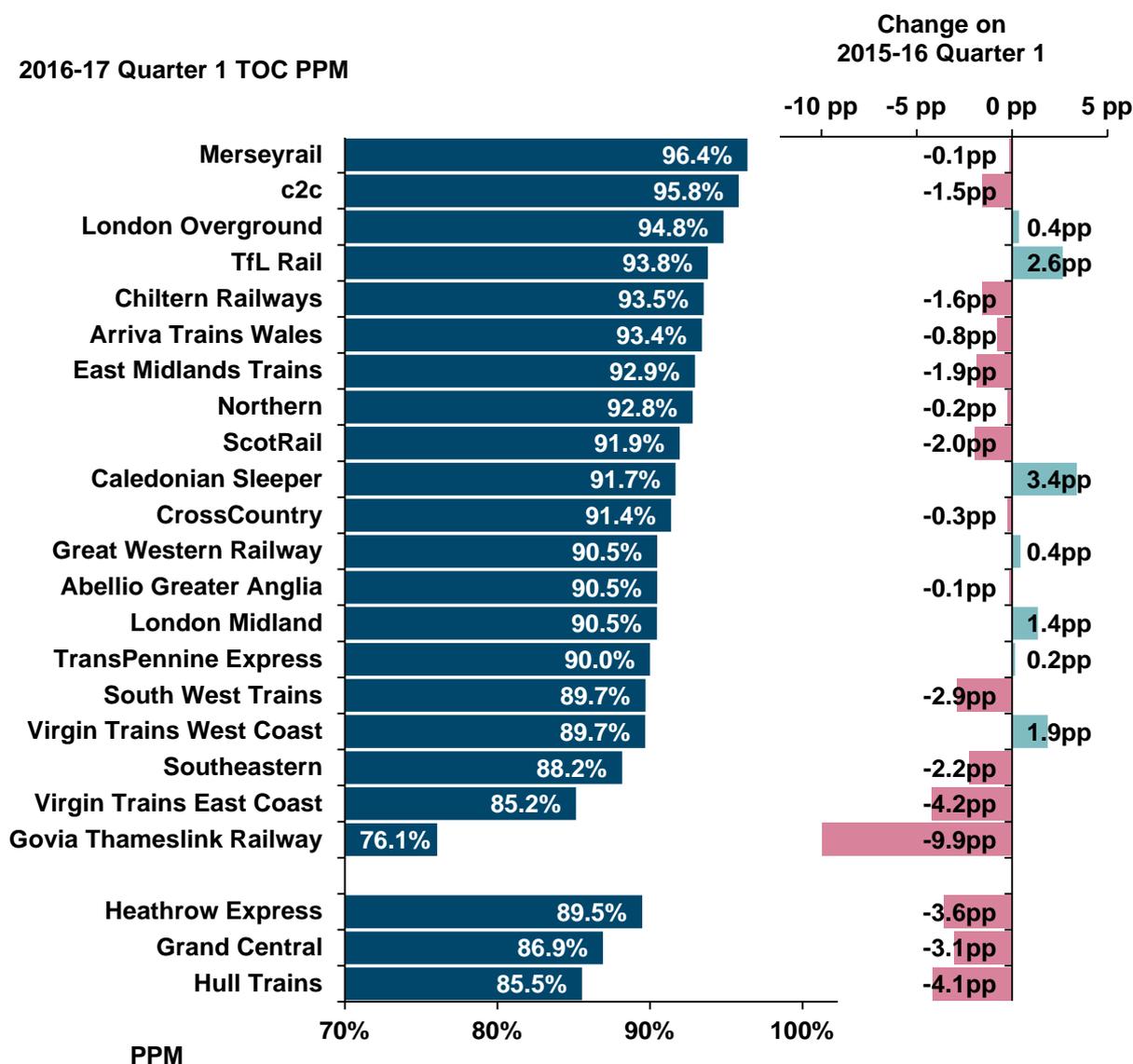
On 26 July 2015 Southern became part of Govia Thameslink Railway (GTR) and they are treated as a single TOC in this report. Disaggregated PPM and CaSL data for the sub-operators within GTR are, however, still published on the [Data Portal](#). Prior to the merger GTR consisted of the Great Northern and Thameslink, while Southern was made up of Southern Mainline and Coast, Southern Metro and Gatwick Express.

The new Northern and TransPennine Express (TPE) franchises commenced operation on the 1 April 2016. Having previously been operated by Serco-Abellio, the former is now operated by Arriva. The TPE franchise is now solely operated by FirstGroup having previously been run as a joint venture between FirstGroup and Keolis.

Furthermore, services between Manchester Airport and Blackpool North/Barrow-in-Furness and between Oxenholme and Windermere were transferred from TPE to Northern. As described [previously in this report](#), this has affected the historical PPM scores at the national and sector level. The historic data for Northern and TPE have been remapped to allow like for like comparisons to be made for these TOCs.

2016-17 Quarter 1 PPM Results

PPM by TOC, Great Britain, 2015-16 Q1 and 2016-17 Q1 ([Table 3.44](#))



Merseyrail had the highest proportion of trains on time this quarter at 96.4%. Down 1.5 pp compared with the previous year, the TOC with second best PPM score for Q1 was c2c at 95.8%. This is the first time since Q1 of 2014-15 that c2c has not had the best quarterly PPM.

Fifteen of the 20 franchised train operators had a PPM of more than 90% in 2016-17 Q1. GTR, with a PPM of 76.1%, had the lowest score, which was the lowest Q1 PPM recorded by GTR since the time series began in 2004-05.

GTR has recorded the worst PPM score in the last seven quarters. Some of this sustained poor performance can be attributed to the on-going engineering works at London Bridge.

Performance was also adversely affected by severe weather on 23 June, ongoing staffing issues and a number of other incidents including a track defect at Earlswood, a signal failure at Streatham and a broken down train at Farringdon.

Of the 20 franchised train operators, seven had a higher percentage of trains on time when compared with the same quarter the previous year. With fewer delays caused by the operator, Caledonian Sleeper (up 3.4 pp) had the largest improvement in Q1 punctuality. TfL Rail (2.6 pp), VTWC (1.9 pp) and London Midland (1.4 pp) also had increases of more than 1 pp compared with the same time last year.

As well as the substantial fall in Q1 PPM at GTR (down 9.9 pp), there were falls of more than 2 pp for VTEC (4.2 pp), South West Trains (2.9 pp) and Southeastern (2.2 pp). For VTEC, a number of major delay incidents occurred on the East Coast Main Line in Q1. These included a lineside fire near Newark, two fatalities in the Stevenage area and a dewirement near Retford. South West Trains and Southeastern were affected by the severe weather on 23 June. There were, however, other major delay incidents during the quarter including a fire at Vauxhall during engineering works and a number of power failures near London Bridge.

Peak services:

Train services arriving into London termini between 07:00 and 09:59 in the morning and departing London termini between 16:00 and 18:59 in the evening are classified as peak services. For the LSE sector as a whole, peak PPM in 2016-17 Q1 was 83.1%, down 2.6 pp compared with 2015-16 Q1. Up 1.0 pp compared with last year, c2c recorded the highest peak PPM in the quarter at 96.5%. GTR had the lowest peak PPM in Q1 at 73.8% which was down 6.7 pp compared with the previous year.

TfL Rail's peak PPM of 91.1% in Q1 was an increase of 5.4 pp compared with last year. In addition to GTR, South West Trains (down 4.3 pp), Southeastern (2.9 pp) and Chiltern (2.7 pp) also recorded year-on-year falls in peak PPM in Q1.

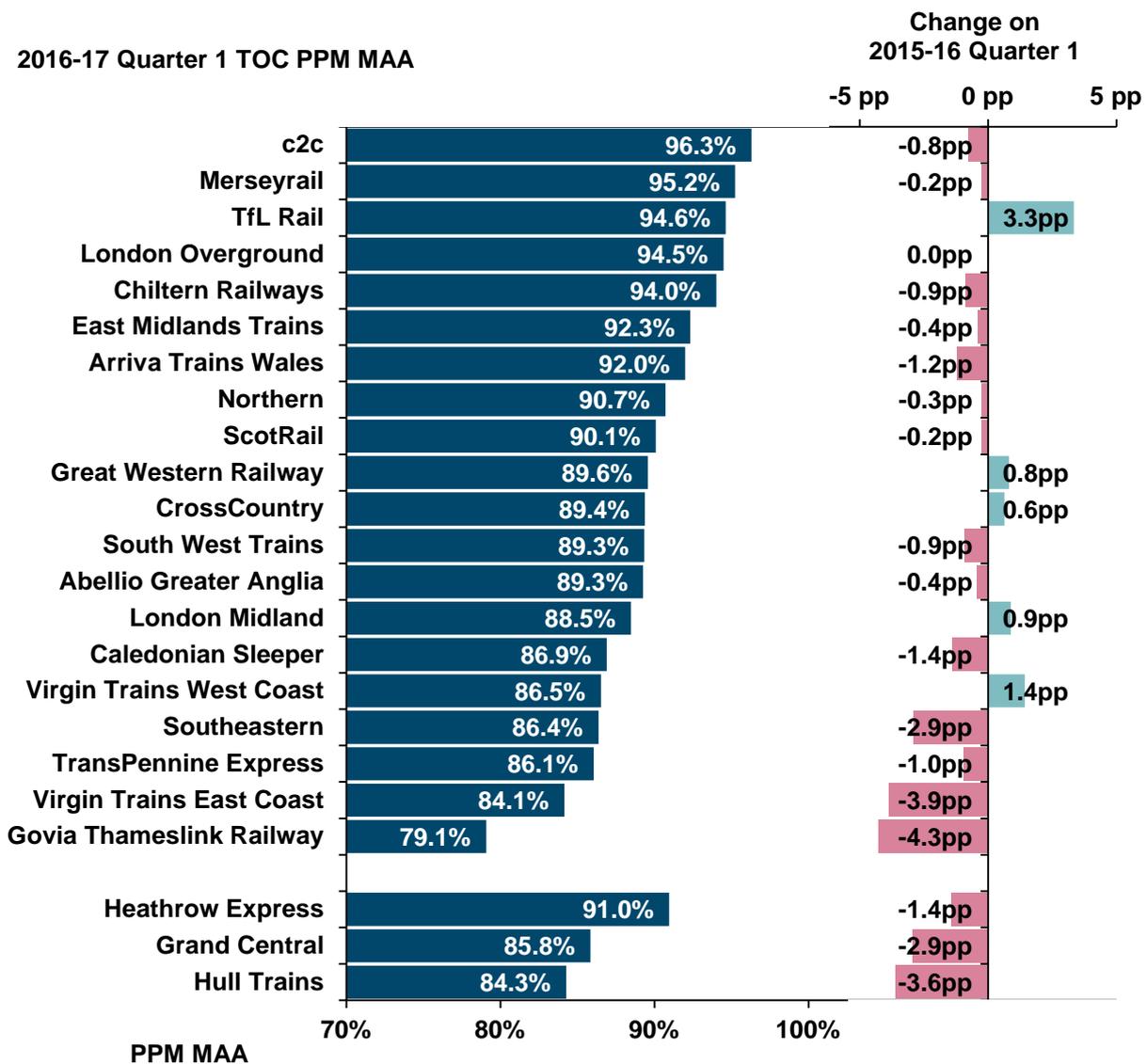
Non-franchised operators:

With 89.5% of trains on time, Heathrow Express recorded its worst Q1 score since 2007-08 (89.0%). A derailment at Paddington and a number of signal failures in West London caused significant disruption during the quarter. Grand Central and Hull Trains, which operate long distance services, suffered as a result of disruption on the East Coast Main Line. Grand Central's PPM of 86.9% in Q1 was down 3.1 pp compared with last year while Hull Trains scored 85.5% which was a fall of 4.1 pp.

- Quarterly train operator PPM data are available on the Data Portal in: [Table 3.44](#).
- Periodic PPM data disaggregated by sector, TOC and sub-operator are available on the Data Portal in: [Table 3.9](#).

2016-17 Quarter 1 PPM MAA Results

PPM MAA by TOC, Great Britain, 2015-16 Q1 and 2016-17 Q1 ([Table 3.44](#))



For 19th consecutive quarter, c2c recorded the highest PPM MAA of the franchised operators. However, the 96.3% recorded in 2016-17 Q1 was down 0.8 pp compared with

the previous year. In second place was Merseyrail at 95.2% and in third was TfL Rail at 94.6%.

At 79.1%, GTR had the lowest MAA at the end of Q1. Down 4.3 pp compared with the previous year, this was the lowest MAA recorded by GTR since the time series began in 2004-05. VTEC (84.1%) recorded the second lowest MAA in Q1.

TfL Rail (up 3.3 pp) and VTWC (up 1.4 pp) experienced the largest year on year MAA increases to end 2016-17 Q1 at 94.6% and 86.5% respectively. London Midland (up 0.9 pp), Great Western Railway (0.8 pp) and CrossCountry (0.6 pp) also recorded year-on-year increases to their MAAs.

GTR (down 4.3 pp) and VTEC (3.9 pp) recorded the largest MAA reductions in the year ending 2016-17 Q1. Southeastern's MAA fell by 2.9 pp to end Q1 at 86.4%. This is the lowest it has been since the end of 2005-06 Q3 (85.8%).

Peak services:

The combined peak PPM MAA for the LSE sector in 2016-17 Q1 was 81.6%. Down 1.4 pp compared with last year, this is the lowest it has been since the time series began in 2010-11. At 96.0%, c2c ended Q1 with the best peak MAA with TfL Rail (92.0%), London Overground (91.3%) and Chiltern (91.3%) also recording scores above 90%.

Down 2.2 pp compared with a year ago, the 73.1% recorded by GTR was the lowest peak MAA in 2016-17 Q1. Southeastern's peak PPM fell 4.6 pp in 2016-17 Q1 to 80.2%; the lowest it has been since the end of 2004-05 (80.1%).

Non-franchised operators:

Heathrow Express ended 2016-17 Q1 with an MAA of 91.0%. Down 1.4 pp from the previous year, this is the lowest it has been since Q2 of 2008-09 (90.5%). Grand Central ended Q1 with an MAA of 85.8%, which was down 2.9 pp compared with the same time last year. Similarly, the MAA for Hull Trains fell by 3.6 pp to end Q1 at 84.3%.

European Comparisons

Comparisons with railways in the rest of Europe are available for the 2014 calendar year. For trains in the Regional and Scotland sector and LSE sector combined, 89.8% of services arrived within five minutes of their scheduled arrival time at their final destination. This ranks Britain 18th best out of 23 countries⁸.

With 91.0% of long distance services arriving at their final destination within 15 minutes of their scheduled arrival time, Britain ranks 9th best out of 22 countries.

⁸ [European Commission \(2016\)](#), pages 130-132

3. Cancellations and significant lateness (CaSL)



Cancellations and significant lateness (CaSL) captures the percentage of trains that have caused significant disruption to at least some passengers. The **moving annual average (MAA)** reflects the proportion of trains cancelled or significantly late in the past 12 months. A lower score is better.

A train is considered to be **significantly late** if it calls at all booked stations, completes its entire booked journey and arrives between 30 and 119 minutes after the scheduled arrival time at the final destination.

A train is considered to be a **part cancellation** if it covers more than half the scheduled mileage and either failed to run the whole journey or failed to stop at any station on the way. Trains completing their scheduled journey but arriving at their final destination late by 120 minutes or more also count as part cancellations.

A train is considered to be a **full cancellation** if it covers less than half the scheduled mileage, or does not run at all.

A train that fails CaSL also fails PPM.

CaSL by Sector

2016-17 Quarter 1 Results

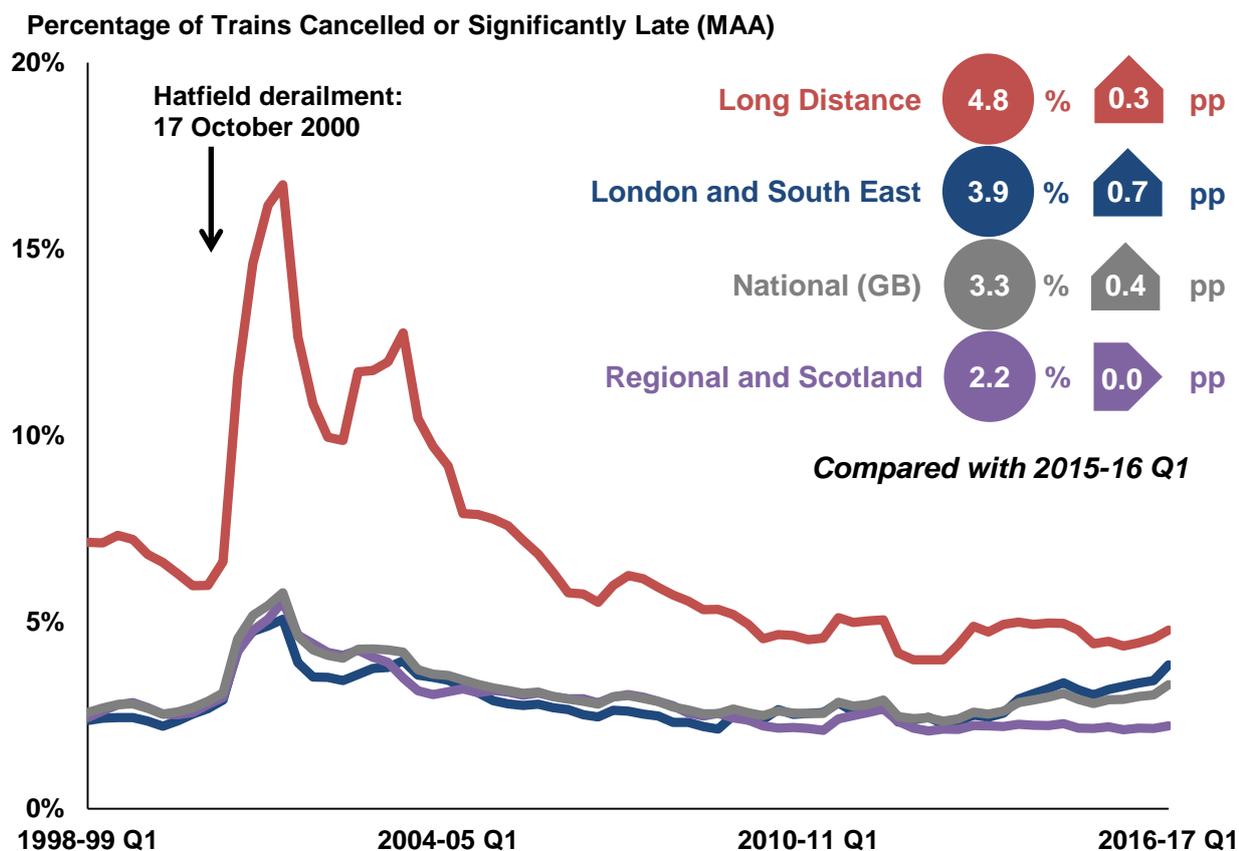
During 2016-17 Q1 the proportion of train services classified as cancelled or experiencing significant lateness was 3.8%. This was 1.1 pp worse than 2015-16 Q1 (2.7%).

Up 1.7 pp compared with Q1 last year, the LSE sector recorded a CaSL score of 4.8% in 2016-17 Q1. This was the highest Q1 score recorded by this sector and the first time that this sector has recorded a higher/worse CaSL score than the Long Distance sector. GTR contributed 79%⁹ (or 1.3 pp) of the overall 1.7 pp increase.

The 4.5% recorded in the Long Distance sector was up 0.9 pp compared with 2015-16 Q1 and was the highest Q1 CaSL score since 2008-09 (5.0%). The Regional and Scotland sector had a CaSL score of 2.1% during 2016-17 Q1 which was up 0.3 pp compared with Q1 the previous year.

⁹ For more information on estimating this figure, please see the [methodology annex](#).

CaSL MAA by sector, Great Britain, 1998-99 Q1 to 2016-17 Q1 ([Table 3.5](#))



2016-17 Quarter 1 MAA Results

The National CaSL MAA in 2016-17 Q1 was 3.3%. Up 0.4 pp compared with 2015-16 Q1, this is the worst MAA score recorded since Q2 of 2004-05 (3.5%). The National CaSL MAA peaked in Q2 of 2001-02 at 5.8%. It then decreased steadily to reach a best/low of 2.4% in Q2 of 2012-13. During 2013-14 the MAA deteriorated due to causes such as storms and flooding in the winter of 2013-14. The MAA currently stands at 3.3%. This is 0.7 pp higher than the MAA recorded in Q2 of 2013-14 which was before the bad weather occurred.

The LSE sector Q1 MAA of 3.9% was up 0.7 pp compared with the previous year and is the highest MAA recorded since Q2 of 2003-04 (4.0%). GTR contributed 70%¹⁰ (or 0.5 pp) of the overall 0.7 pp increase in the LSE sector. Services in the Regional and Scotland sector recorded a CaSL MAA of 2.2% in 2016-17 Q1. The MAA has remained between 2.1% and 2.3% since Q2 of 2011-12 (2.7%). The Long Distance sector ended Q1 with an MAA of 4.8%. This was up 0.3 pp compared with 2015-16 Q1.

■ Sector CaSL data are available on the Data Portal in: [Table 3.6](#).

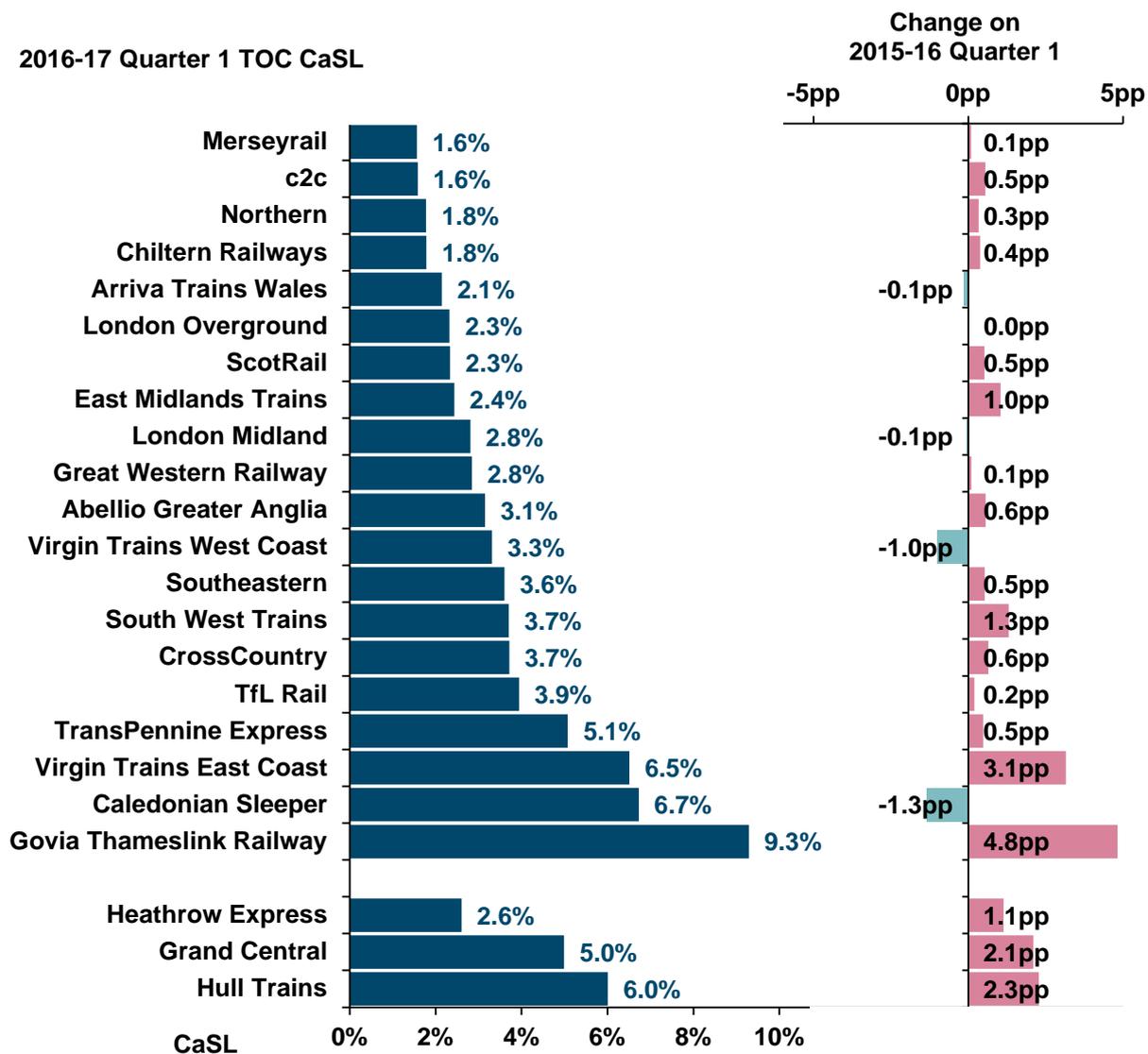
¹⁰ For more information on estimating this figure, please see the [methodology annex](#).

CaSL by TOC

Please refer to the [PPM section](#) above for details of changes to train operating companies.

2016-17 Quarter 1 CaSL Results

CaSL by TOC, Great Britain, 2015-16 Q1 and 2016-17 Q1 ([Table 3.7](#))



Merseyrail achieved the best/lowest CaSL score in 2016-17 Q1 at 1.6%, though this was worse by 0.1 pp compared with the previous year. Also scoring 1.6%, c2c's CaSL score in Q1 was 0.5 pp higher than the same quarter the previous year. Northern and Chiltern both recorded CaSL scores of 1.8% in Q1. For the former this was an increase of 0.3 pp and for the latter it was an increase of 0.4 pp.

At 9.3%, GTR recorded the worst CaSL score in 2016-17 Q1. This was more than double the score of last year (4.5%) and was the highest CaSL score recorded by this TOC in any quarter since the time series began in 2004-05. Full cancellations accounted for 3.7 pp (revised on 11 November 2016; originally stated as 2.8 pp) of the increase, with more than half of GTR CaSL failures¹¹ in Q1 resulting from traincrew problems. By contrast, traincrew problems accounted for around a quarter of all CaSL failures in Q1 of 2015-16. It should also be noted that GTR planned to run nearly 11,000 fewer trains in Q1 of 2016-17 compared with the same quarter last year¹². This represents a reduction of 3.7%.

At 6.7%, Caledonian Sleeper had the second highest CaSL score in 2016-17 Q1, though this was down 1.3 pp compared with the previous year. Increasing by 3.1 pp on 2015-16 Q1, VTEC recorded the third highest CaSL score in Q1 at 6.5%. External causes such as trespass and fatalities contributed to 39% of CaSL failures in Q1 this year compared with 24% 2015-16 Q1.

Aside from Caledonian Sleeper, only VTWC (down 1.0 pp), Arriva Trains Wales (0.1 pp) and London Midland (0.1 pp) recorded better CaSL scores in Q1 of 2016-17 compared with last year. For VTWC, the CaSL score of 3.3% was the second best CaSL score of any quarter since the time series began in 1997-98 (3.2% was recorded in Q1 of 2010-11).

Non-franchised operators:

Of the non-franchised operators Grand Central recorded a CaSL score of 5.0% in 2016-17 Q1. This was 2.1 pp higher than the same quarter the previous year. Hull Trains recorded a CaSL of 6.0% which was up 2.3 pp on last year.

Heathrow Express recorded a CaSL score of 2.6% in Q1 which was up 1.1 pp compared with the same quarter the previous year. This was the worst Q1 score recorded by the operator since the beginning of the time series in 2004-05. Delays caused by other TOCs were responsible for 28% of Heathrow Express CaSL failures in Q1 of this year, most of which resulted from the derailment at Paddington¹³ on 16 June. In Q1 of 2015-16, this figure was just 2.0%.

¹¹ A CaSL failure is when a passenger train does not arrive at its final destination within 30 minutes of its scheduled arrival time and/or is cancelled either in full or in part. Delay minutes and other intelligence are used to apportion responsibility for CaSL failures and can be split between multiple causes of delay.

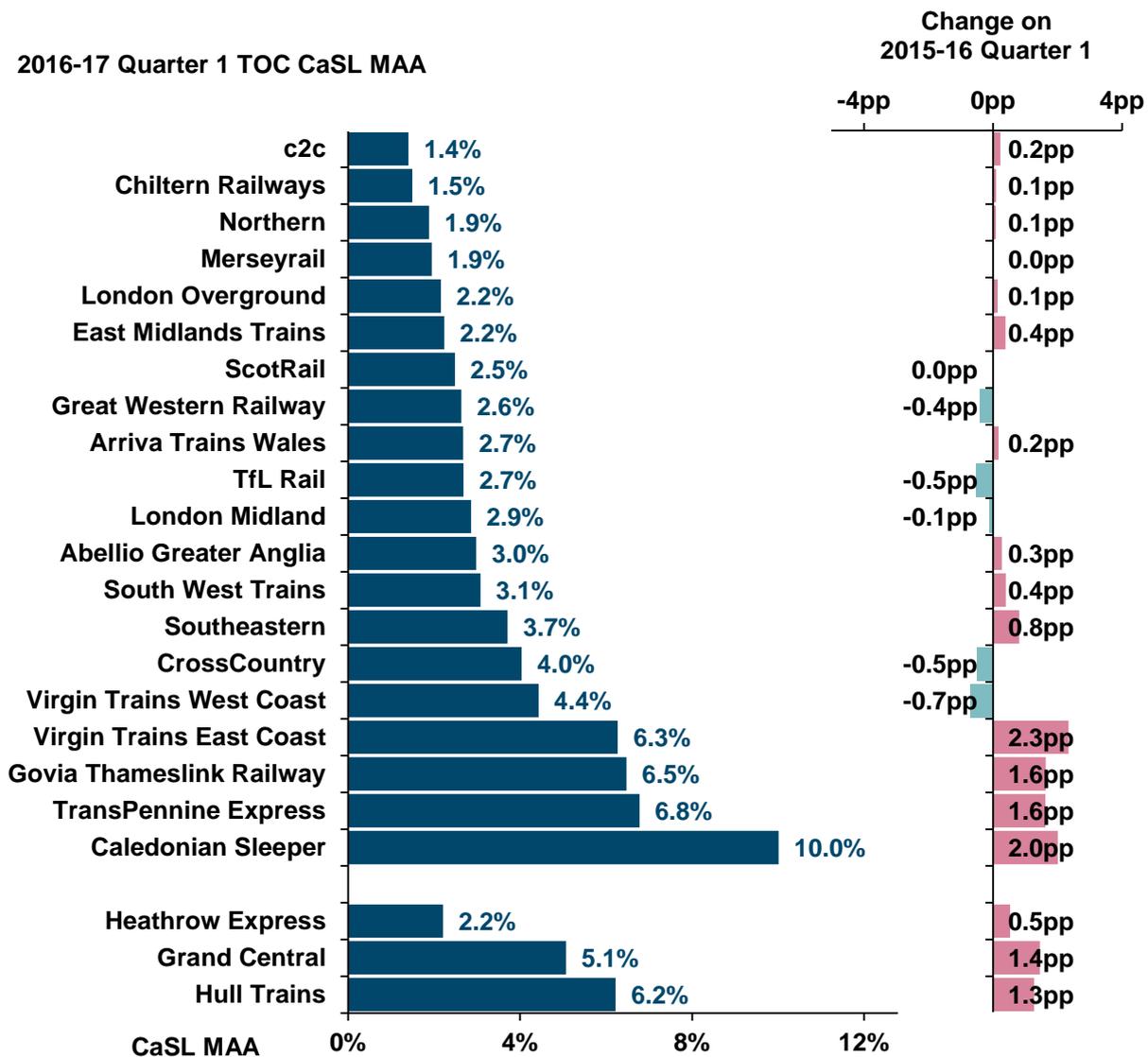
¹² [Data Portal – disaggregated GTR data](#)

¹³ This occurred when an empty Great Western Railway train passed a signal at danger and was derailed on catch points. This resulted in severe damage to the overhead wire infrastructure and led to a partial closure of the station (railnews.co.uk).

- Quarterly train operator CaSL data are available on the Data Portal in: [Table 3.7](#)
- Periodic CaSL data disaggregated by sector, TOC and sub-operator are available on the Data Portal in: [Table 3.9](#)

2016-17 Quarter 1 CaSL MAA Results

CaSL MAA by TOC, Great Britain, 2015-16 Q1 and 2016-17 Q1 ([Table 3.7](#))



At 1.4% at the end of 2016-17 Q1, c2c continues to have the best CaSL MAA of the franchised operators, a position it has held since Q3 of 2011-12. Chiltern ended Q1 with the second best MAA at 1.5% with Northern and Merseyrail both ending the quarter at 1.9%.

At 10.0%, Caledonian Sleeper had the worst CaSL MAA at the end of 2016-17 Q1. TPE (6.8%), GTR (6.5%) and VTEC (6.3%) also recorded CaSL MAAs above 6% at the end of Q1. These are record high CaSL MAAs for GTR and TPE. Each of the four operators with the highest CaSL MAAs experienced an increase of more than 1 pp compared with the same quarter the previous year: VTEC (up 2.3 pp), Caledonian Sleeper (2.0 pp), GTR (1.6 pp) and TPE (1.6 pp).

VTWC ended Q1 with an MAA of 4.4%. Down 0.7 pp compared with the 2015-16 Q1, this is now only 0.1 pp above the record low of 4.3% recorded in Q3 of 2012-13. There were also year-on-year falls in the CaSL MAAs of TfL Rail (down 0.5 pp), CrossCountry (0.5 pp) and Great Western Railway (0.4 pp).

Non-franchised operators:

All the non-franchised operators recorded worse CaSL MAAs in 2016-17 Q1 than the same quarter the previous year. Up 1.3 pp, Hull Trains had the highest MAA in Q1 at 6.2%. This was followed by Grand Central which recorded an MAA of 5.1% - an increase of 1.4 pp. The MAA of 2.2% for Heathrow Express was up 0.5 and is the highest it has been since the time series began in 2004-05.

European Comparisons

Comparisons with railways in the rest of Europe are available for the 2014 calendar year. For trains in the Regional and Scotland sector and LSE sector combined, 2.6% of services were cancelled (including part cancellations). This ranks Britain 17th best out of 20 countries¹⁴. With 3.1% of long distance services cancelled, Britain ranks 16th best out of 19 countries.

¹⁴ [European Commission \(2016\)](#), pages 132-133



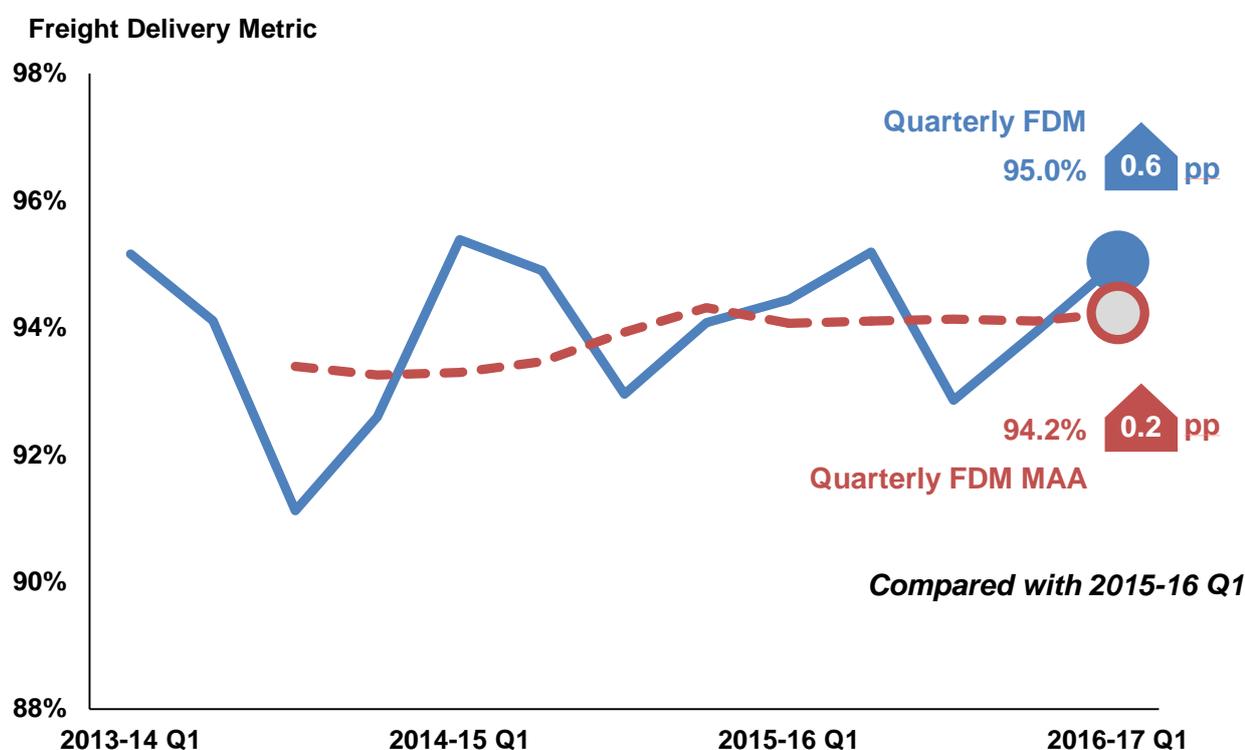
4. Freight Delivery Metric

Freight Delivery Metric (FDM) is the percentage of freight trains that arrived at their destination within 15 minutes of their scheduled arrival time. Freight trains are only considered to have failed FDM where the delay was caused by Network Rail. A higher score is better.

FDM was introduced for CP5 (Control Period 5: 2014-15 – 2018-19), although it has been recorded since the end of the 2012-13. It replaced the **Freight Performance Measure (FPM)** which previously was used to provide an indication of the punctuality of freight journeys.

2016-17 Quarter 1 Results

FDM, Great Britain, 2013-14 Q1 to 2016-17 Q1 – chart ([Table 3.41](#))



At 95.0%, FDM was 0.6 pp higher in 2016-17 Q1 than the same quarter the previous year. The FDM MAA end Q1 at 94.2%, which was 0.2 pp higher than a 2016-16 Q1.

- Quarterly FDM data are available on the Data Portal in [Table 3.41](#).
- Quarterly FPM data up to 2014-15 are available on the Data Portal in [Table 3.50](#).

Annex 1 – List of pre-created reports available on the Data Portal

All data tables can be accessed on the [Data Portal](#) free of charge. The data portal provides on screen data reports, as well as the facility to download data in Excel format and print the report. We can provide data in csv format on request.

PPM

- PPM by sector – [Table 3.43](#);
- PPM by TOC – [Table 3.44](#);
- PPM (MAA) by sector – [Table 3.42](#); and
- Disaggregated PPM, Right Time and CaSL at sub-operator level – [Passenger and Freight Rail Performance](#)

CaSL

- CaSL by sector – [Table 3.6](#);
- CaSL by TOC – [Table 3.7](#); and
- CaSL (MAA) by sector – [Table 3.5](#)

FDM

- FDM – [Table 3.41](#)

Revisions: There have been no revisions to the previously published dataset. Further details on historic revisions to the data set can be found at: [Revisions Log](#).

Annex 2 – Statistical Releases

This publication is part of the statistical releases which cover the majority of reports that were previously released through the [Data Portal](#). The statistical releases consist of four annual and four quarterly themed releases:

Annual:

- Rail Finance & Rail Fares Index;
- Key Safety Statistics;
- Rail Infrastructure, Assets and Environmental;
- Regional Rail Usage.

Quarterly:

- Passenger and Freight Rail Performance;
- Freight Rail Usage;
- Passenger Rail Usage;
- Passenger Rail Service Complaints.

A full list of publication dates for the next twelve months can be found in the [release schedule](#) on the ORR website.

Annex 3 – Methodology

Performance in the LSE sector has declined in the last year. As an example, the extent to which performance of GTR services contributed to the decline in Q1 PPM was estimated using the calculations set out below and in the table A. Table B shows the results of these calculations for PPM, CaSL and the MAAs in 2016-17 Q1.

GTR services were separated from the rest of the LSE sector and for both groups a “stand still” number of trains meeting PPM was calculated by multiplying the PPM for last year with the trains planned for this year. This is to account for the changes in trains planned by GTR and the rest of the LSE sector. The difference between the stand still figure and the actual number of trains that met PPM provides the contribution of each part to the sector’s overall change in performance. For the quarterly PPM, the 28,428 extra GTR PPM failures represent 80% of the extra LSE failures in total. In percentage point terms this is equal to 2.7 pp of the overall 3.4 pp fall in PPM recorded in Q1 of 2016-17.

Table A: Q1 PPM, LSE (excluding GTR) and GTR, 2015-16 and 2016-17

PPM	LSE excluding GTR			GTR		
	Trains Planned	Met PPM	PPM	Trains Planned	Met PPM	PPM
2015-16 Q1	716,931	659,034	91.9%	296,878	255,309	86.0%
2016-17 Q1	736,601	669,924	90.9%	285,950	217,483	76.1%
Change	19,670	10,890	-1.0 pp	-10,928	-37,826	-9.9 pp
To stand still		677,116			245,911	
Extra Failures		7,192			28,428	
Extra Failures (share)		20.2%			79.8%	
PPM Change (pp)		-0.7			-2.7	

Table B: Contributions to Q1 PPM and CaSL Changes, LSE, 2015-16 and 2016-17

Type	Metric	LSE excluding GTR		GTR	
		% Share	PP Change	% Share	PP Change
Quarterly	Trains Planned (16-17)	72.0%	-	28.0%	-
	PPM	20.2%	-0.7 pp	79.8%	-2.7 pp
	CaSL	20.7%	0.3 pp	79.3%	1.3 pp
MAA	Trains Planned (16-17)	71.4%	-	28.6%	-
	PPM	30.7%	-0.5 pp	69.3%	-1.2 pp
	CaSL	29.5%	0.2 pp	70.5%	0.5 pp

National Statistics

The United Kingdom Statistics Authority designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

National Statistics status means that official statistics meet the highest standards of trustworthiness, quality and public value.

All official statistics should comply with all aspects of the Code of Practice for Official Statistics. They are awarded National Statistics status following an assessment by the Authority's regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.

It is ORR's responsibility to maintain compliance with the standards expected of National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

For more details please contact the Statistics Head of Profession Lyndsey Melbourne on 020 7282 3978 or contact rail.stats@orr.gsi.gov.uk.

The Department for Transport (DfT) also publishes a range of rail statistics which can be found at [DfT Rail Statistics](#).



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