



Passenger and Freight Rail Performance 2017-18 Q3 Statistical Release

Publication date: 22 February 2018

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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 October, November, December 2017.

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)**.

In addition to the PPM and CaSL data in this release, **delay minute data** are published quarterly on the [Data Portal](#).

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

Contents

- [National Performance – 4](#)
- [Sector Performance - 5](#)
- [TOC Performance - 8](#)
- [Freight Delivery Metric – 32](#)
- [Annexes – page 33](#)

Nationally, 88.5% of trains were on time in the year ending Q3 of 2017-18 (**Public Performance Measure (PPM) moving annual average (MAA)**).

The MAA for the **London and South East** sector was 87.2%. While this is an improvement of 1.8 pp on Q3 in 2016-17, it is still the second lowest PPM MAA in this sector since 2004-05.

PPM MAA - 2017-18 Q3

| | | Compared with 2016-17 Q3 |
|-----------------------|-------|--------------------------|
| National (GB) | 88.5% | ↑ 0.8 pp |
| Regional and Scotland | 90.6% | ↓ -0.5 pp |
| London and South East | 87.2% | ↑ 1.8 pp |
| Long Distance | 87.0% | ↓ -0.4 pp |

The proportion of trains **Cancelled or Significantly Late (CaSL)** in the year ending 2017-18 Q3 was 3.5% (**CaSL MAA**).

The **Regional and Scotland** sector recorded its highest Q3 CaSL rate (3.6%) since 2010-11.

CaSL MAA - 2017-18 Q3

| | | Compared with 2016-17 Q3 |
|-----------------------|------|--------------------------|
| National (GB) | 3.5% | ↓ -0.3 pp |
| Regional and Scotland | 2.5% | ↑ 0.2 pp |
| London and South East | 4.0% | ↓ -0.6 pp |
| Long Distance | 4.9% | ↑ 0.2 pp |

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Public Performance Measure (PPM) and Cancellations and Significant Lateness (CaSL)



This release contains information on passenger and freight rail performance in Great Britain since 1997-98. The latest data in this release refer to Q3 of 2017-18 (1 October to 31 December 2017).

Punctuality (PPM) and Reliability (CaSL) are judged against what is known as the plan of the day. The train operator and Network Rail confirm this at 22:00 on the previous evening. Trains removed from the railway systems before this time are excluded from the PPM and CaSL calculations.

For further information on the collection of this data, please refer to [Annex 2](#).

Public Performance Measure (PPM) is a measure of **Punctuality**. It 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. To meet PPM, a train must call at all scheduled stops. The **moving annual average (MAA)** reflects the proportion of trains on time in the past 12 months. In Q4, the MAA also represents the PPM for the financial year.

A higher score indicates higher performance.

Cancellations and Significant Lateness (CaSL) is a measure of **Reliability**. It 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. In Q4, the MAA also represents the CaSL for the financial year.

A lower score indicates higher performance.

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.

Delay Minutes, PPM Failures and CaSL Failures

Delay incidents producing **three or more minutes** of delay 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. This is because they are considered best placed to mitigate for such incidents.

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. It is not possible to attribute every part of every PPM failure to specific delay minutes. These components of PPM failures remain unmapped.

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. It is not possible to attribute every part of every CaSL failure to specific delay minutes. These components of CaSL failures remain unmapped.

We currently publish limited Network Rail caused delay minute data on [Table 3.46](#) of the [Data Portal](#). Further [delay minute, PPM failure and CaSL failure data](#) are published on the [ORR website](#). These tables are updated twice a year in November and April.

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](#).

1. National Performance

Overall, the punctuality of GB rail services has improved in the third quarter of 2017-18, compared with both the same quarter a year earlier, and with the year ending Q3 2016-17, however this is primarily as a result of the improvement in the performance of Govia Thameslink Railway (GTR). The reliability of GB rail services has remained static, with the proportion of trains cancelled or seriously delayed remaining the same as a year earlier.

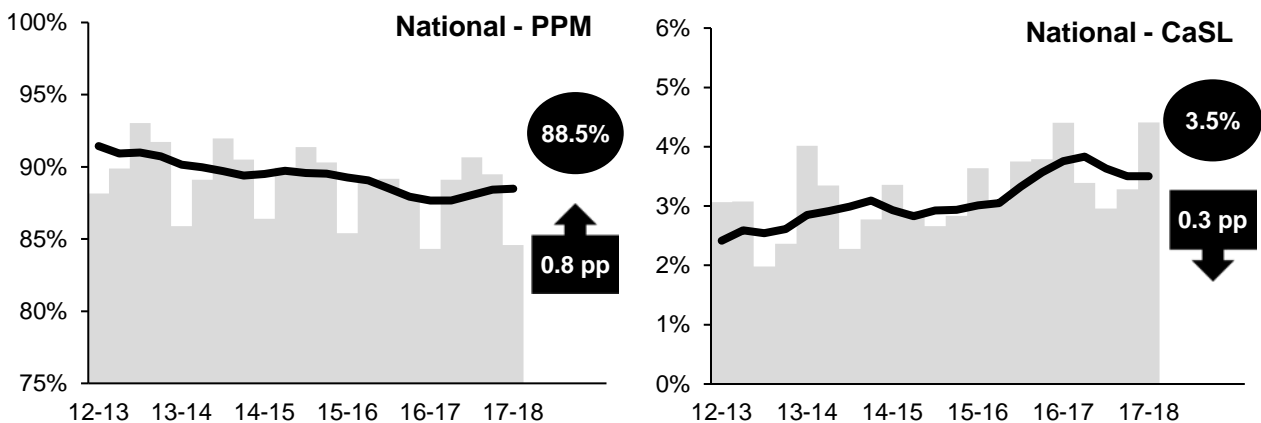
National Punctuality (PPM) in Q3 was 84.6%. This was up 0.3 pp compared with Q3 in 2016-17. The MAA stands at 88.5%, up 0.8 pp compared with Q3 in 2016-17.

National Reliability (CaSL) in Q3 was 4.4%. This was the same as Q3 in 2016-17. The MAA stands at 3.5%, down 0.3 pp compared with Q3 in 2016-17.

London and the South East was the only sector to see a year-on-year improvement in PPM MAA and CaSL MAA.

The improvement in the punctuality of GTR contributed to the National PPM by 0.8 pp. However, the combined punctuality of the other operators decreased by 0.5 pp, leaving an overall improvement in the National PPM of 0.3 pp. Likewise, GTR contributed 0.9 pp to the National PPM MAA, and the combined punctuality MAA of the other operators decreased by 0.1 pp, leaving an overall improvement in the National PPM MAA of 0.8 pp. For more information on these calculations, please refer to [Annex 5](#).

Figure 1.01: PPM and CaSL, National, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



2. Sector Performance

London and South East Sector

2017-18 Quarter 3 Headlines:

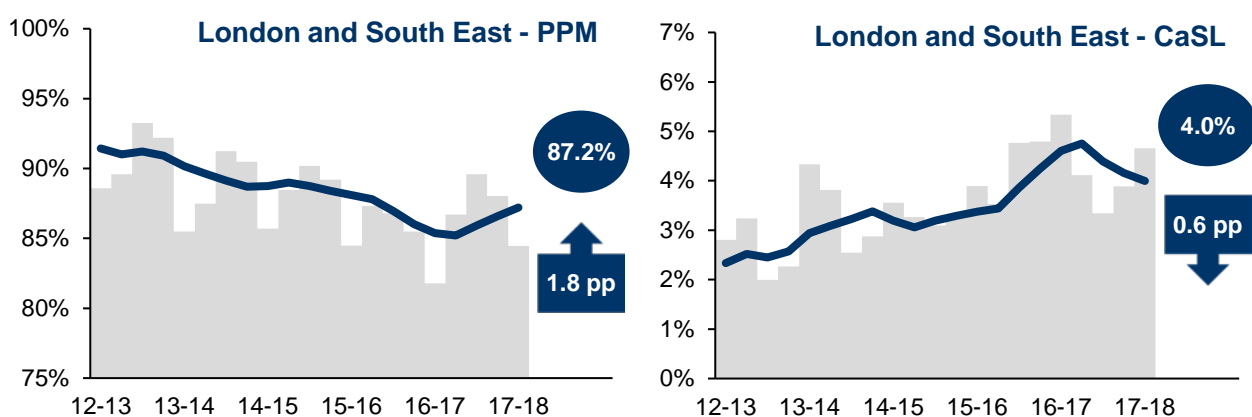
- The highest Govia Thameslink Railway Q3 punctuality (76.8%) for three years.
- Southeastern punctuality (85.5%) improved by 3.3 pp in Q3, with Network Rail attributed PPM failures down by 23% year-on-year.
- The lowest Great Western Railway Q3 punctuality (83.6%) since 2007-08.
- The highest (worst) London Overground Q3 reliability (3.3%) since 2007-08, with Network Rail attributed CaSL failures up by 64% year-on-year.

Performance

Punctuality (PPM) in the London and South East sector in Q3 was 84.5%. Up 2.7 pp compared with Q3 in 2016-17, it is still the second lowest Q3 punctuality in this sector in the last 12 years. The MAA stands at 87.2%, up 1.8 pp compared with Q3 in 2016-17.

Reliability (CaSL) in the London and South East sector in Q3 was 4.7%. Down 0.7 pp compared with the Q3 in 2016-17, it is still the second highest (worst) Q3 reliability in this sector in the last 15 years. The MAA stands at 4.0%, down 0.6 pp compared with Q3 in 2016-17.

Figure 2.02: PPM and CaSL, London and South East Sector, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information

- Services to and from London termini and other services in South East England.

Regional and Scotland Sector

2017-18 Quarter 3 Headlines:

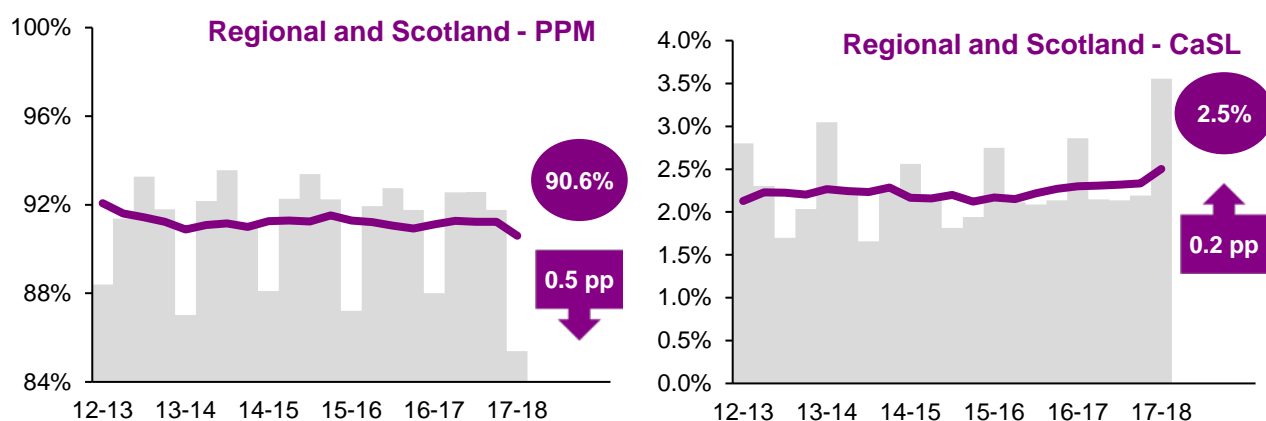
- The second lowest (best) Merseyrail Q2 reliability (2.2%) since 2009-10, after Q3 in 2016-17, with Merseyrail attributed CaSL failures down by 23% year-on-year.
- The lowest Northern Q3 punctuality (83.1%) since the time series began in 2009-10, with Network Rail attributed PPM failures up by 29% year-on-year.
- The lowest ScotRail Q3 punctuality (84.1%) since 2010-11.
- The lowest West Midlands Trains (previously London Midland) Q3 punctuality (82.7%) since 2013-14, with Network Rail attributed PPM failures up by 27% year-on-year.

Performance

Punctuality (PPM) in the Regional and Scotland sector in Q3 was 85.4%. Down 2.6 pp compared with Q3 in 2016-17. The MAA stands at 90.6%, down 0.5 pp compared with Q3 in 2016-17 and is the lowest it has been since Q3 in 2008-09.

Reliability (CaSL) in the Regional and Scotland sector in Q3 was 3.6%. Up 0.7 pp compared with Q3 in 2016-17. The MAA stands at 2.5%, up 0.2 pp compared with Q3 in 2016-17, and the highest (worst) it has been since Q3 in 2008-09.

Figure 2.03: PPM and CaSL, Regional and Scotland Sector, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information

- Rural services outside of London and the South East of England.
- Non-Long Distance services within and between metropolitan areas such as Bristol, Birmingham, Manchester, Liverpool, Sheffield, Leeds and Newcastle-upon-Tyne.
- Services provided by Arriva Trains Wales and ScotRail.

Long Distance Sector

2017-18 Quarter 3 Headlines:

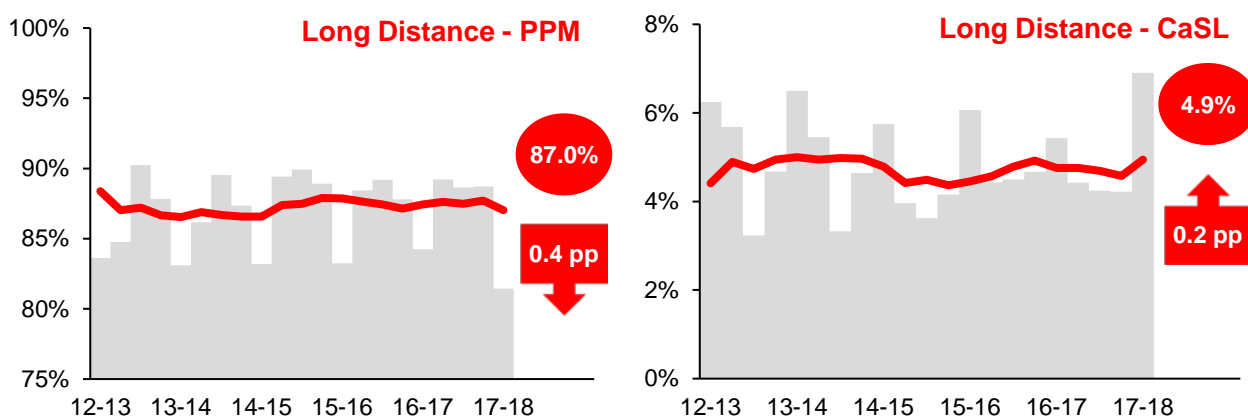
- The lowest Virgin Trains East Coast Q3 punctuality (78.3%) since 2010-11, with PPM failures attributed to other train operators up by 55% year-on-year.
- The lowest Virgin Trains West Coast Q3 punctuality (78.3%) since 2010-11, with Network Rail attributed PPM failures up 51% year-on-year.
- The second lowest TransPennine Express Q3 punctuality (81.2%) since the time series began in 2009-10, after Q3 in 2015-16, with PPM failures attributed to other train operators up by 46% year-on-year.
- CrossCountry punctuality (83.2%) decreased by 2.9% in Q3, with PPM failures attributed to CrossCountry up by 64% year-on-year.

Performance

Punctuality (PPM) in the Long Distance sector (figures do not include Caledonian Sleeper) in Q3 was 81.5%. Down 2.8 pp compared with Q3 in 2016-17. The MAA stands at 87.0%, down 0.4 pp compared with Q3 in 2016-17.

Reliability (CaSL) in the Long Distance sector in Q3 was 6.9%. Up 1.5 pp compared with Q3 in 2016-17. The MAA stands at 4.9%, up 0.2 pp compared with Q3 in 2016-17.

Figure 2.04: PPM and CaSL, Long Distance Sector, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information

- Long distance services between metropolitan areas such as London, Bristol, Norwich, Birmingham, Manchester, Liverpool, Sheffield, Leeds and Newcastle-upon-Tyne.
- The Caledonian Sleeper franchise is let by Transport Scotland. It is not officially part of the Long Distance sector and is not included in the overall figures. It has an entry at the end of section 3.

3. TOC Performance

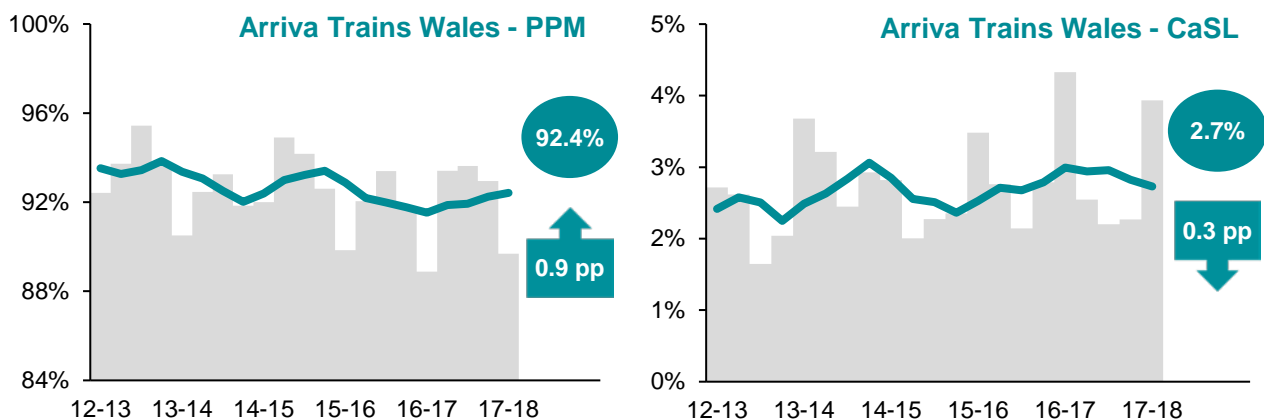
Arriva Trains Wales

Punctuality (PPM) in Q3 was 89.7%. Up 0.8 pp compared with Q3 in 2016-17, this is still the second lowest Q3 punctuality since 2006-07. The MAA stands at 92.4%, up 0.9 pp compared with Q3 in 2016-17.

Reliability (CaSL) in Q3 was 3.9%. Down 0.4 pp compared with Q3 in 2016-17. The MAA stands at 2.7%, down 0.3 pp compared with Q3 in 2016-17.

PPM failures attributed to other train operating companies increased by 66% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 63% in Fleet related PPM failures.

Figure 3.01: PPM and CaSL, Arriva Trains Wales, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Regional)

- Services between Birmingham and Shrewsbury, Aberystwyth, Pwllheli, Chester and Holyhead.
- Services between Swansea and Shrewsbury (via the Heart of Wales line) and Holyhead.
- Services between Holyhead and Manchester, Chester and Crewe.
- Services between Cardiff and the Valleys.

c2c

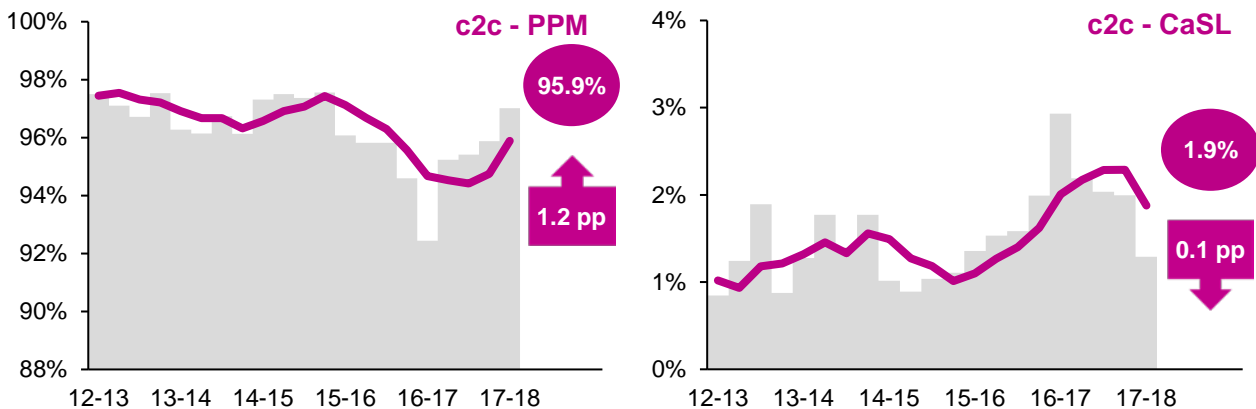
Punctuality (PPM) in Q3 was 97.0%. Up 4.6 pp compared with Q3 in 2016-17. The MAA stands at 95.9%, up 1.2 pp compared to Q3 in 2016-17.

Reliability (CaSL) in Q3 was 1.3%. Down 1.6 pp compared with Q3 in 2016-17. The MAA stands at 1.9%, down 0.1 pp compared with Q3 in 2016-17.

PPM failures attributed to Network Rail decreased by 82% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to a decrease in PPM failures caused by Network Rail's management of the network (down 85%), Points and Signals failures (down 90%), and Severe Weather (down 85%).

CaSL failures attributed to Network Rail decreased by 88% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to a decrease in PPM failures caused by Network Rail's management of the network (down 94%), and Points and Signals failures (down 95%).

Figure 3.02: PPM and CaSL, c2c, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (LSE)

- Services between London Fenchurch Street and Grays, Tilbury, Southend, and Shoeburyness.

Chiltern Railways

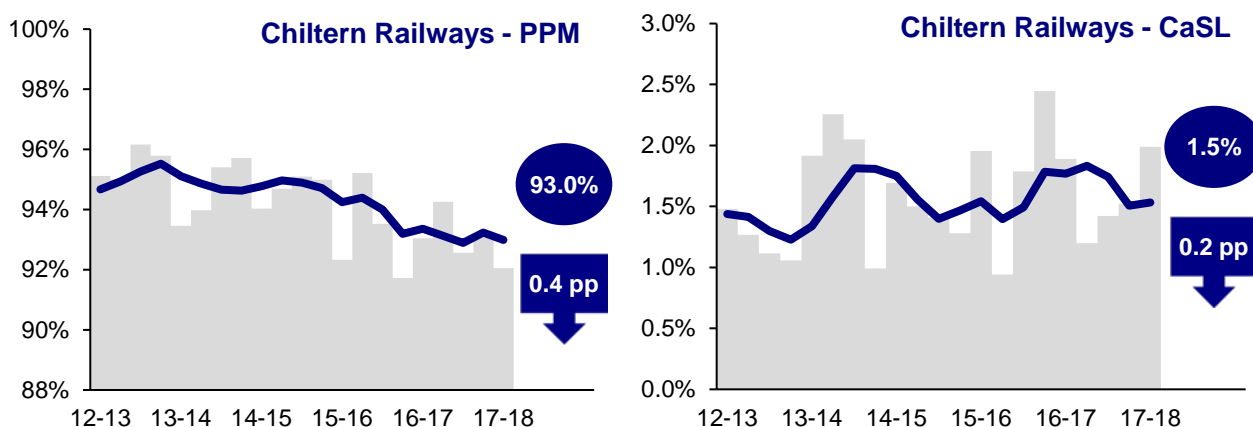
Punctuality (PPM) in Q3 was 92.0%. Down 1.0 pp compared with Q3 in 2016-17. The MAA stands at 93.0%, down 0.4 pp compared with Q3 in 2016-17.

Reliability (CaSL) in Q3 was 2.0%. Up 0.1 pp compared with Q3 in 2016-17, this is the highest (worst) CaSL since 2010-11. The MAA stands at 1.5%, down 0.2 pp compared with Q3 in 2016-17.

PPM failures attributed to other train operating companies increased by 58% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 124% in Fleet caused PPM failures.

CaSL failures attributed to Network Rail decreased by 49%, mainly due to a decrease of 76% in External incidents such as fatalities and trespass.

Figure 3.03: PPM and CaSL, Chiltern Railways, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (LSE)

- Services between London Marylebone and High Wycombe, Aylesbury, Oxford, Banbury, Birmingham, and Kidderminster.
- Services between Leamington and Birmingham and Stratford-upon-Avon.

CrossCountry

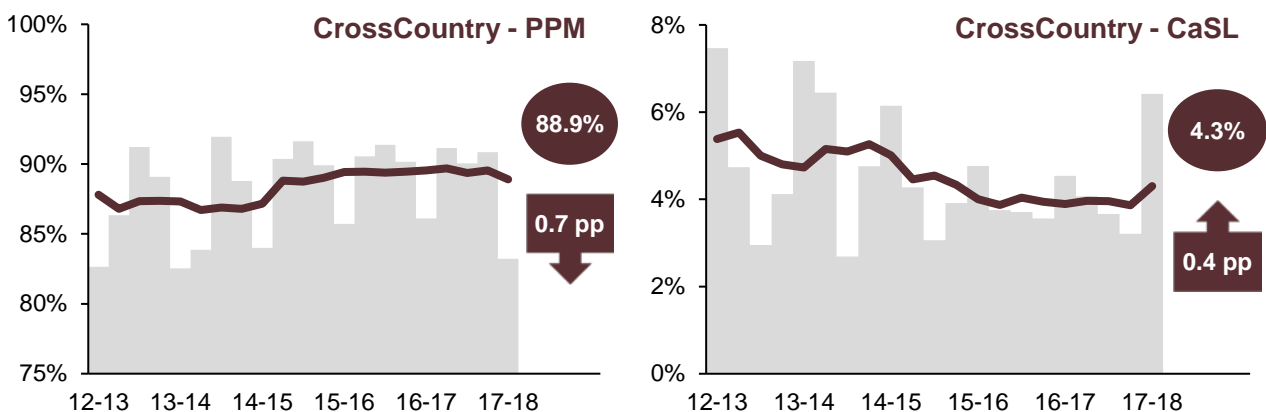
Punctuality (PPM) in Q3 was 83.2%. Down 2.9 pp compared with Q3 in 2016-17. The MAA stands at 88.9%, down 0.7 pp compared with Q3 in 2016-17.

Reliability (CaSL) in Q3 was 6.4%. Up 1.9 pp compared with Q3 in 2016-17, this is the highest (worst) Q3 reliability since 2013-14. The MAA stands at 4.3%, up 0.4 pp compared with Q3 in 2016-17.

PPM failures attributed to CrossCountry increased by 64% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 117% in Train crew caused PPM failures.

CaSL failures attributed to CrossCountry increased by 105% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 143% in Train crew caused PPM failures.

Figure 3.04: PPM and CaSL, CrossCountry, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Long Distance)

- Services between Plymouth and Glasgow/Edinburgh.
- Services between Southampton and Newcastle-upon-Tyne.
- Services between Manchester and Bristol and Bournemouth.
- Services between Cardiff and Nottingham, and between Birmingham and Stansted and Leicester.

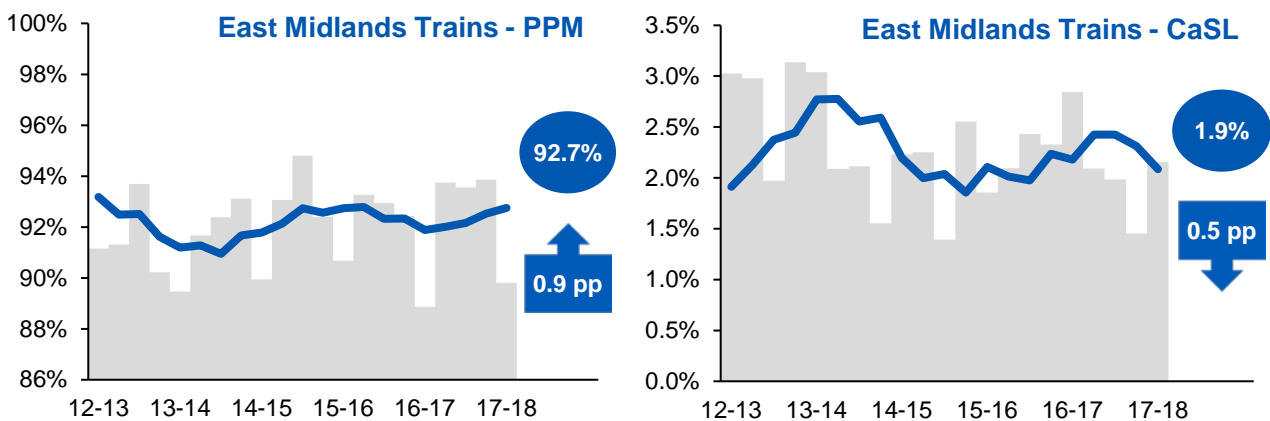
East Midlands Trains

Punctuality (PPM) in Q3 was 89.8%. Up 0.9 pp compared with Q3 in 2016-17. The MAA stands at 92.7%, up 0.9 pp compared with Q3 in 2016-17.

Reliability (CaSL) in Q3 was 2.2%. Down 0.7 pp compared with Q3 in 2016-17. The MAA stands at 1.9%, down 0.5 pp compared with Q3 in 2016-17, and is the lowest Q3 reliability MAA since the time series began in 2005-06.

PPM failures attributed to Network Rail decreased by 15% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to a decrease of 32% in PPM failures attributed to Network Rails management of the network.

Figure 3.05: PPM and CaSL, East Midlands Trains, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Regional)

- Local services in the East Midlands and Yorkshire and the Humber

Route Information (Long Distance)

- Services between London St Pancras and East Midlands and Yorkshire and the Humber
- Services between Norwich and Liverpool.

Govia Thameslink Railway

Punctuality (PPM) in Q3 was 76.8%. While this is 8.0 pp higher compared with Q3 in 2016-17, this is only 0.9 pp higher than Q3 in 2015-16. The MAA stands at 80.8%, up 6.1 pp compared with Q3 in 2016-17.

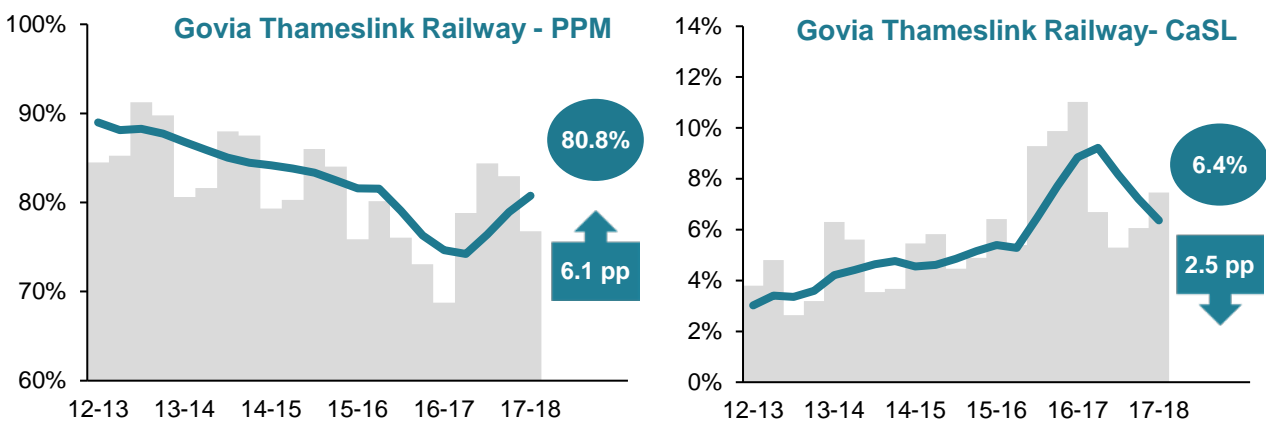
Reliability (CaSL) in Q3 was 7.5%. Down 3.6 pp compared with Q3 in 2016-17, this is still the second highest (worst) Q3 reliability since the time series began in 2004-05. The MAA stands at 6.4%, down 2.5 pp compared with Q3 in 2016-17.

PPM failures attributed to GTR decreased by 30% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to a decrease of 47% in Train Crew caused PPM failures.

CaSL failures attributed to GTR decreased by 39% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to a decrease of 55% in Train Crew caused CaSL failures.

A power failure at Balcombe Tunnel Junction caused 17,400 delay minutes to all operators.

Figure 3.07: PPM and CaSL, Govia Thameslink Railway, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (LSE)

- Services between London Victoria/London Bridge and South London and Sussex.
- Coastway services between Ashford (Kent), Brighton and Southampton, and local Coastway services
- Services between Brighton/Wimbledon and Bedford/Luton via London Blackfriars
- Services between London King's Cross/Moorgate and Peterborough and King's Lynn.

Thameslink, Southern and Great Northern

On 26 July 2015, the Thameslink, Southern and Great Northern franchises began operation as Govia Thameslink Railway (GTR).

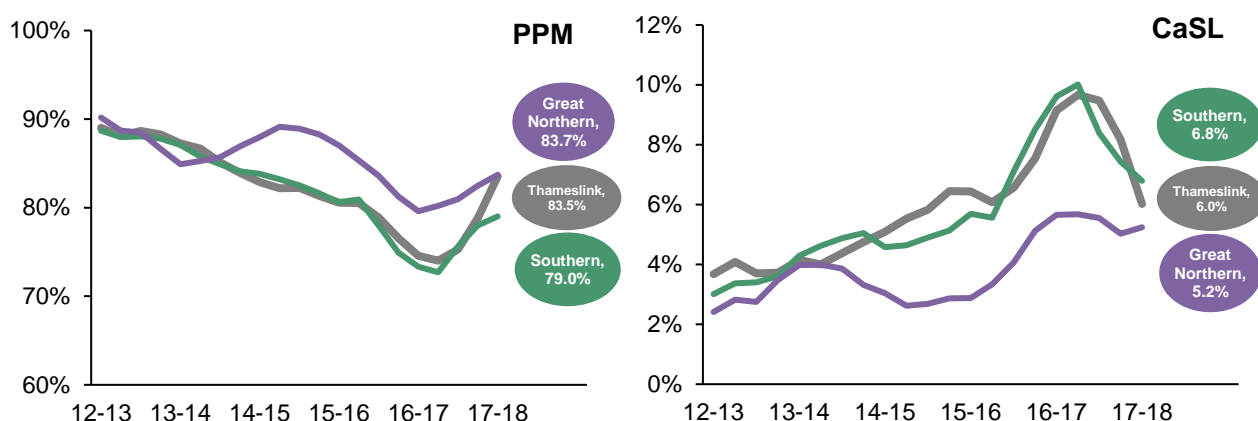
At the end of Q3 in 2017-18, the MAAs for punctuality (PPM) for the sub operators were:

- Southern: 79.0% (up 5.7 pp on 2016-17 Q3).
- Thameslink: 83.5% (up 9.0 pp on 2016-17 Q3).
- Great Northern: 83.7% (up 4.1 pp on 2016-17 Q3).

At the end of Q3 in 2017-18, the MAAs for reliability (CaSL) for the sub operators were:

- Southern: 6.8% (down 2.8 pp on 2016-17 Q3).
- Thameslink: 6.0% (down 3.1 pp on 2016-17 Q3).
- Great Northern: 5.2% (down 0.4 pp on 2016-17 Q3).

Figure 3.08: PPM and CaSL, Thameslink, Southern and Great Northern, 2012-13 Q3 to 2017-18 Q3



Route Information - Thameslink

- Services between Brighton/Wimbledon and Bedford/Luton via London Blackfriars.

Route Information - Southern

- Services between London Victoria/London Bridge and South London and Sussex.
- Coastway services between Brighton and Lewes, Seaford, Ore and Ashford (Kent).
- Coastway services between Brighton and Hove, Worthing, Portsmouth, Southampton, and between Littlehampton and Bognor Regis and Portsmouth.

Route Information – Great Northern

- Services between London King's Cross/Moorgate and Peterborough and King's Lynn.

Grand Central

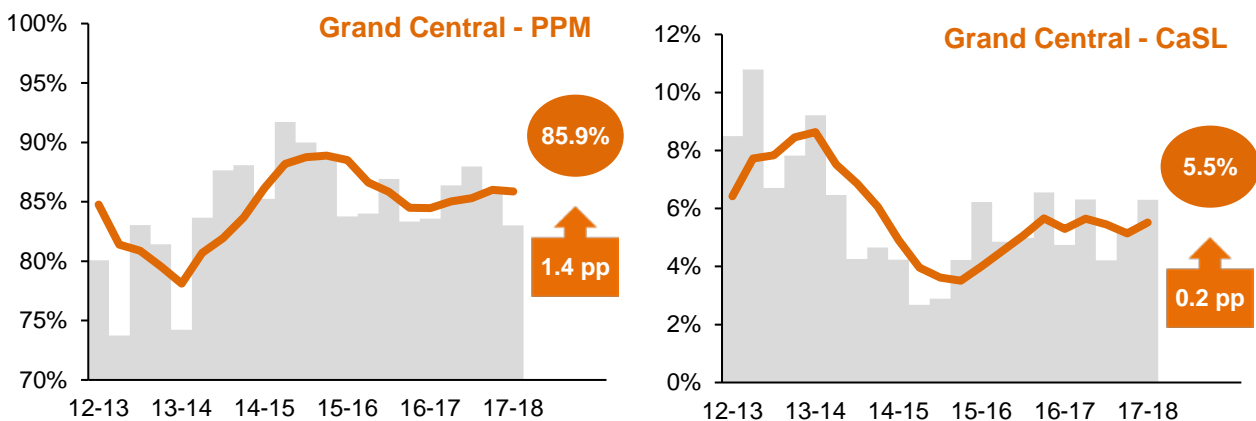
Punctuality (PPM) in Q3 was 83.0%. Down 0.6 pp compared with Q3 in 2016-17. The MAA stands at 85.9%, up 1.4 pp compared with Q3 in 2016-17.

Reliability (CaSL) in Q3 was 6.3%. Up 1.6 pp compared with Q3 in 2016-17. The MAA stands at 5.5%, up 0.2 pp compared with Q3 in 2016-17.

PPM failures attributed to Network Rail decreased by 17% in Q3 of 2017-18 compared with Q3 in 2016-17. PPM failures due to Points and Signal failures were down 44%, Track caused PPM failures were down 38%.

External fatalities/trespass between Finsbury Park and Alexandra Palace caused 5,900 delay minutes to all operators.

Figure 3.09: PPM and CaSL, Grand Central, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Long Distance)

- Services between London King's Cross and Sunderland and Bradford.

Great Western Railway

Punctuality (PPM) in Q3 was 83.6%. Down 1.9 pp compared with Q3 in 2016-17, and the lowest Q3 punctuality since 2007-08. The MAA stands at 87.1%, down 1.5 pp compared with Q3 in 2016-17.

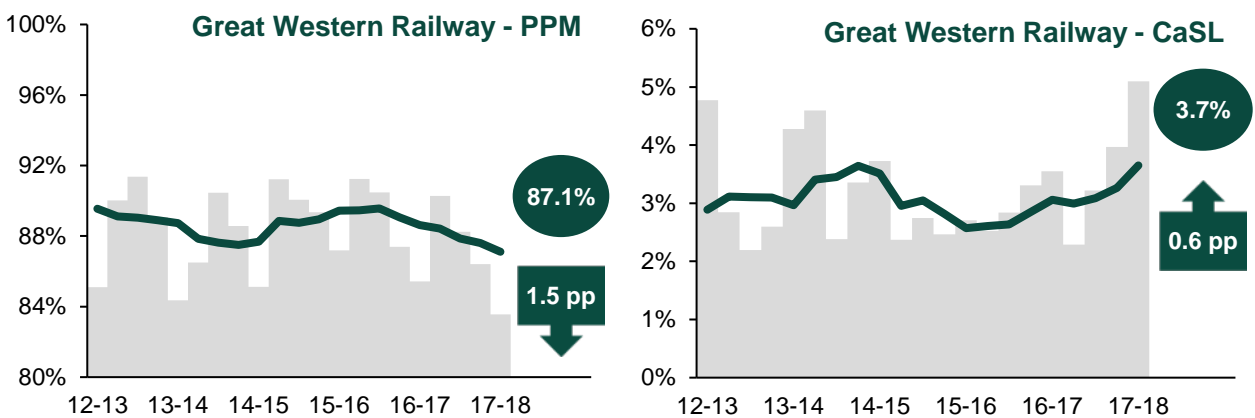
Reliability (CaSL) in Q3 was 5.1%. Up 1.5 pp compared with Q3 in 2016-17, and the highest (worst) Q3 reliability since 2007-08. The MAA stands at 3.7%, up 0.6 pp compared with Q3 in 2016-17.

PPM failures attributed to GWR increased by 80% in Q3 of 2017-18 compared with Q3 in 2016-17. There was an increase of 61% in Fleet caused PPM failures, and an increase of 214% in Train Crew caused PPM failures.

CaSL failures attributed to GWR increased by 170% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 389% in Train Crew caused CaSL failures.

There were a number of incidents which caused considerable delay including: Track Circuit failures at Ladbroke Grove (8,900 delay minutes to all operators); and Technical Fleet delays between Paddington and Southall (7,300 delay minutes to all operators).

Figure 3.10: PPM and CaSL, Great Western Railway, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Regional)

- Services between Bristol and Cardiff.
- Services between Gloucester and Swindon and Weymouth.
- Services between Portsmouth and Cardiff.
- Services in Devon and Cornwall

Route Information (LSE)

- Services between London Paddington and Heathrow Airport (stopping service), Reading, and Oxford.
- Branch lines to Greenford, Windsor, Marlow, and Henley
- Services between Reading and Basingstoke, and Gatwick Airport.

Route Information (Long Distance)

- Services between London Paddington and Westbury, Taunton, Exeter, Paignton, Plymouth, and Penzance.
- Services between London Paddington and Swindon, Bristol, Cardiff, Swansea, and Carmarthen.
- Services between London Paddington and Worcester, Hereford, and Cheltenham.

Greater Anglia

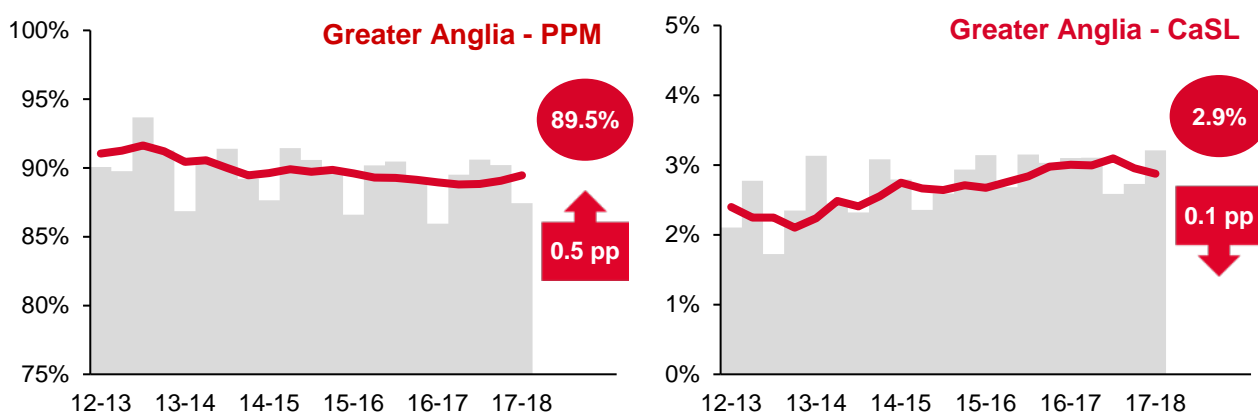
Punctuality (PPM) in Q3 was 87.4%. Up 1.5 pp compared with Q3 in 2016-17. The MAA stands at 89.5%, up 0.5 pp compared with Q3 in 2016-17.

Reliability (CaSL) in Q3 was 3.2%. Up 0.1 pp compared with Q3 in 2016-17, this is the highest (worst) Q3 reliability since 2010-11. The MAA stands at 2.9%, down 0.1 pp compared with Q3 in 2016-17.

PPM failures attributed to Network Rail decreased by 15% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to a decrease of 29% in PPM failures caused by Points and Signals failures.

There were a number of incidents which caused considerable delay including: Technical Fleet delays between Witham and Chelmsford (6,500 delay minutes to all operators), and a power failure near Liverpool Street (4,300 delay minutes to all operators).

Figure 3.12: PPM and CaSL, Greater Anglia, 2012-13 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (LSE)

- Services between London Liverpool Street and East London, Stansted Airport, Cambridgeshire, Essex, and Ipswich.
- Local services in Norfolk and Suffolk
- Services between Norwich and Ipswich, and Lowestoft, Cambridge, and Peterborough.

Route Information (Long Distance)

- Services between London Liverpool Street and Norwich

Heathrow Express

Punctuality (PPM) in Q3 was 88.7%. Down 0.3 pp compared with Q3 in 2016-17, this is the lowest Q3 punctuality since 2007-08. The MAA stands at 90.3%, down 0.6 pp compared with Q3 in 2016-17.

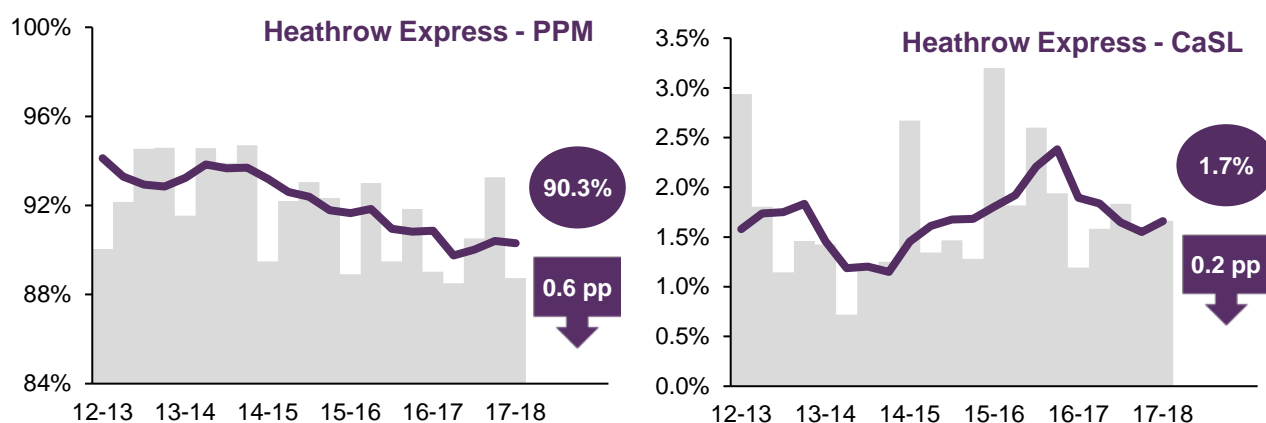
Reliability (CaSL) in Q3 was 1.7%. Up 0.5 pp compared with Q3 in 2016-17. The MAA stands at 1.7%, down 0.2 pp compared with Q3 in 2016-17.

PPM failures attributed to Heathrow Express decreased by 34% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to a decrease of 39% in Fleet caused PPM failures.

PPM failures attributed to other train operating companies increased by 50%, mainly due to an increase of 55% in Fleet caused PPM failures.

There were a number of incidents which caused considerable delay including: Track Circuit failures at Ladbroke Grove (8,900 delay minutes to all operators); and Technical Fleet delays between Paddington and Southall (7,300 delay minutes to all operators).

Figure 3.14: PPM and CaSL, Heathrow Express, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information – Heathrow Express

- Services between London Paddington and Heathrow Airport.

Hull Trains

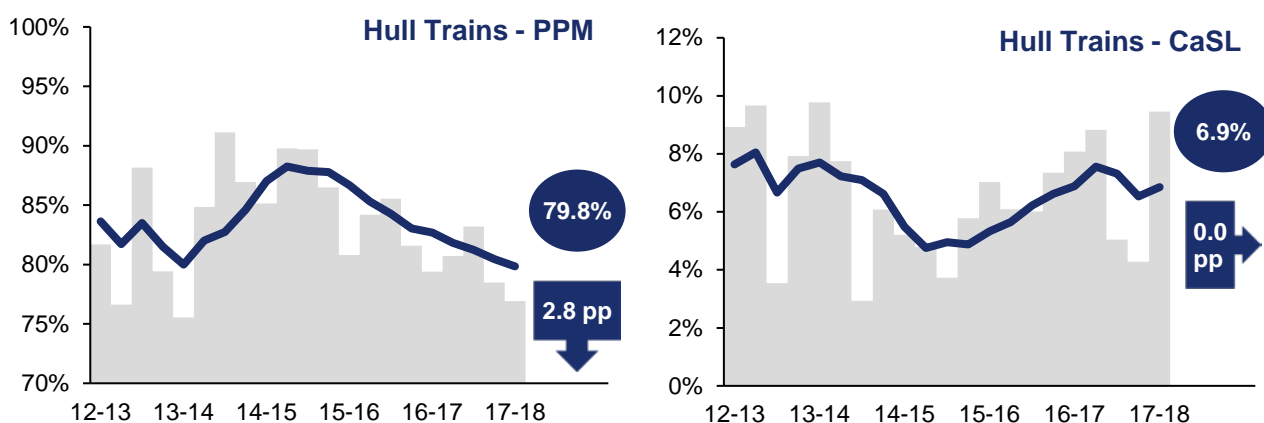
Punctuality (PPM) in Q3 was 76.9%. Down 2.5 pp compared with Q3 in 2016-17. The MAA stands at 79.8%, down 2.8 pp compared with Q3 in 2016-17, and is the lowest Q3 punctuality MAA since the time series began in 2007-08.

Reliability (CaSL) in Q3 was 9.5%. Up 1.4 pp compared with Q3 in 2016-17. The MAA stands at 6.9%, the same as Q3 in 2016-17.

PPM failures attributed to Hull Trains increased by 36% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 42% in Fleet caused PPM failures.

There were a number of incidents that caused considerable delay including: Technical fleet delays near Helpston Junction (6,200 delay minutes to all operations); External fatalities/trespass between Finsbury Park and Alexandra Palace (5,900 delay minutes to all operators).

Figure 3.15: PPM and CaSL, Hull Trains, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Long Distance)

- Services between London King's Cross and Selby, Hull and Beverley.

London Overground

Punctuality (PPM) in Q3 was 93.7%. Down 0.5 pp compared with Q3 in 2016-17. The MAA stands at 94.7%, down 0.1 pp compared with Q3 in 2016-17.

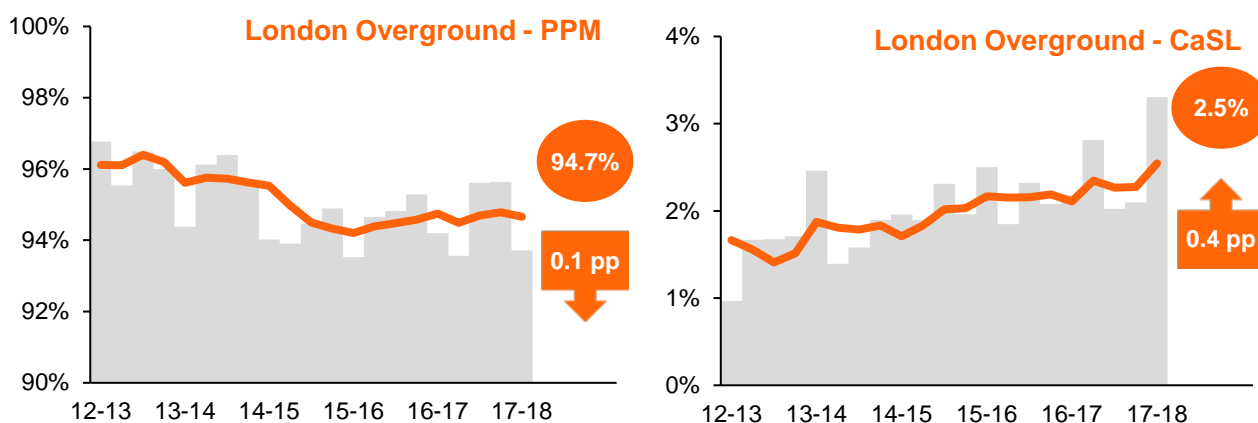
Reliability (CaSL) in Q3 was 3.3%. Up 1.1 pp compared with Q3 in 2016-17, this is the highest (worst) Q3 reliability since 2007-08. The MAA stands at 2.5%, up 0.4 pp compared with Q3 in 2016-17.

PPM failures attributed to London Overground increased by 22% in Q3 of 2017-18 compared with Q3 of 2016-17. This was mainly due to increases in Fleet caused PPM failures (up 25%), and Train crew caused PPM failures (up 74%).

CaSL failures attributed to Network Rail increased by 64% in Q3 of 2017-18 compared with Q3 of 2016-17. This was mainly due to CaSL failures caused by Network Rail's management of the network (up 118%), and Points and Signals failures (up 61%).

There were a number of incidents which caused considerable delay including: a power failure near Liverpool Street (4,300 delay minutes to all operators), and Signalling system and Power supply failures at Liverpool Street (4,000 delay minutes to all operators).

Figure 3.18: PPM and CaSL, London Overground, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (LSE)

- Services between London Euston and Watford Junction
- Services between London Liverpool Street and Cheshunt and Chingford.
- Services between Highbury and Islington and West Croydon/Crystal Palace, between Dalston Junction and New Cross/Clapham Junction, between Stratford and Clapham Junction/Richmond, and between Romford and Upminster.

Merseyrail

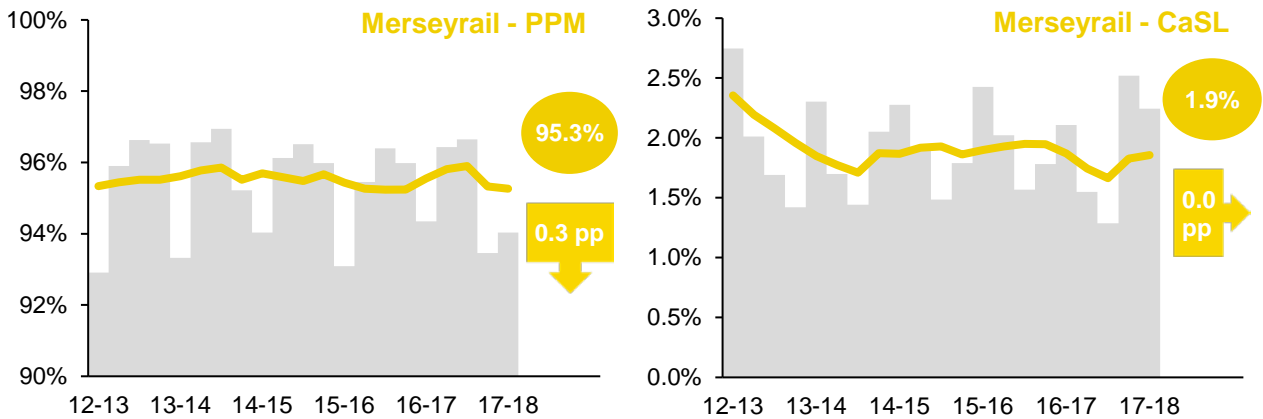
Punctuality (PPM) in Q3 was 94.0%. Down 0.3 pp compared with Q3 in 2016-17. The MAA stands at 95.3%, down 0.3 pp compared with Q3 in 2016-17.

Reliability (CaSL) in Q3 was 2.2%. Up 0.1 pp compared with Q3 in 2016-17, this is still the second lowest (best) Q3 reliability since 2009-10. The MAA stands at 1.9%, the same as Q3 in 2016-17.

PPM failures attributed to Network Rail increased by 12% in Q3 of 2017-18 compared with Q3 of 2016-17. There was an increase of 180% in Points and Signals caused PPM failures, however there was also a decrease of 29% in PPM failures caused by Network Rails management of the Network.

CaSL failures attributed to Merseyrail decreased by 23% in Q3 of 2017-18 compared with Q3 of 2016-17. This was mainly due to a decrease of 22% in Fleet caused CaSL failures.

Figure 3.19: PPM and CaSL, Merseyrail, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Regional)

- Services between Liverpool and Birkenhead, New Brighton, West Kirby, Chester, Ellesmere Port, Southport, Ormskirk, Kirkby, and Hunts Cross.

Northern

Punctuality (PPM) in Q3 was 83.1%. Down 4.5 pp compared with Q3 in 2016-17, this is the lowest Q3 punctuality since the time series began in 2009-10. The MAA stands at 89.3%, down 1.9 pp compared with Q3 in 2016-17.

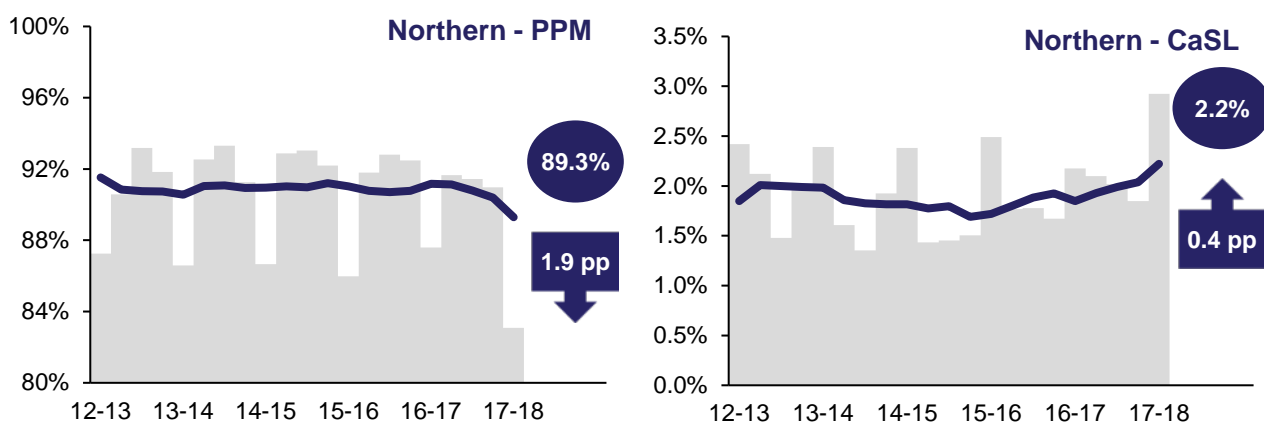
Reliability (CaSL) in Q3 was 2.9%. Up 0.7 pp compared with Q3 in 2016-17, this is the highest (worst) Q3 reliability since 2010-11. The MAA stands at 2.2%, up 0.4 pp compared with Q3 in 2016-17.

PPM failures attributed to Network Rail increased by 29% in Q3 of 2017-18 compared with Q3 in 2016-17. PPM failures caused by Severe Weather increased by 73%, and PPM failures caused by Points and Signals failures increased by 27%.

PPM failures attributed to Northern increased by 42% in Q3 of 2017-18 compared with Q3 in 2016-17. This included increases in Fleet caused PPM failures (up 33%), and Train crew caused PPM failures (up 40%).

A Signalling fault between Lancaster and Garstang & Catteral caused 8,400 delay minutes to all operators.

Figure 3.20: PPM and CaSL, Northern, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Regional)

- Local services in and around the cities of Leeds, Liverpool, Manchester, Newcastle-upon-Tyne, and Sheffield
- Local services in counties such as Cheshire, Cumbria, Lancashire, Durham, Northumberland, and Yorkshire.

ScotRail

Punctuality (PPM) in Q3 was 84.1%. Down 2.8 pp compared with Q3 in 2016-17, this is the lowest Q3 punctuality since 2010-11. The MAA stands at 90.5%, up 0.6 pp compared with Q3 in 2016-17.

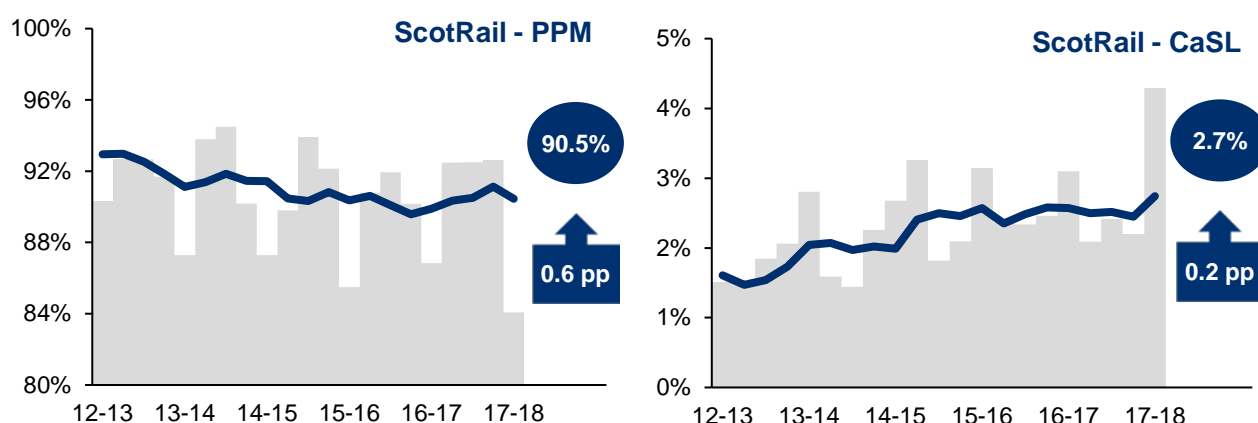
Reliability (CaSL) in Q3 was 4.3%. Up 1.2 pp compared with Q3 in 2016-17. The MAA stands at 2.7%, up 0.2 compared with Q3 in 2016-17.

PPM failures attributed to ScotRail increased by 28% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 62% in external ScotRail causes including low adhesion and other Autumn related causes.

CaSL failures attributed to Network Rail increased by 42% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to increases in Severe Weather caused CaSL failures (up 96%), and Points and Signals failures (up 28%).

There were a number of incidents which caused considerable delay including: Technical Fleet delays at Edinburgh (5,900 delay minutes to all operators), and Signalling system and Power supply failures between Law Junction and Motherwell (5,500 delay minutes to all operators);

Figure 3.21: PPM and CaSL, ScotRail, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Scotland)

- Local services in and around Edinburgh and Glasgow.
- Services between Glasgow and Oban, Fort William, and Mallaig.
- Services between Glasgow and Ayr, Stranraer, Dumfries, Carlisle, and Newcastle.
- Services between Glasgow and Edinburgh, and Stirling, Perth, Dundee, Aberdeen, and Inverness.
- Services between Inverness and Thurso/Wick and Kyle of Lochalsh.

South Western Railway

South West Trains became South Western Railway in August of Q2 in 2017-18.

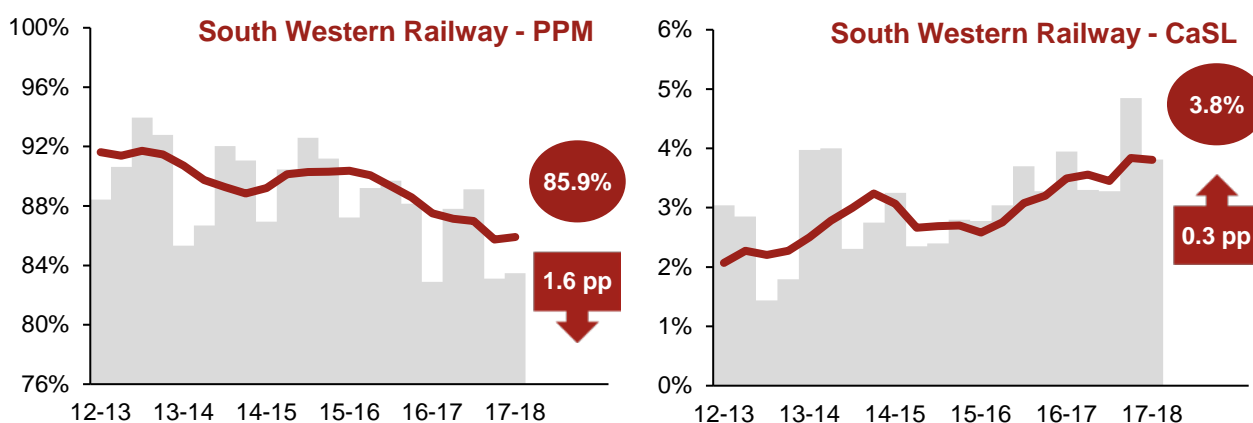
Punctuality (PPM) in Q3 was 83.5%. Up 0.6 pp compared with Q3 in 2016-17, this is still the second lowest Q3 punctuality since 2004-05. The MAA stands at 85.9%, down 1.6 pp compared with Q3 in 2016-17.

Reliability (CaSL) in Q3 was 3.8%. Down 0.1 pp compared with Q3 in 2016-17. The MAA stands at 3.8%, up 0.3 pp compared with Q3 in 2016-17, and is the highest Q3 reliability MAA since 2003-04.

PPM failures attributed to Network Rail decreased by 17% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to decreases in PPM failures caused by Networks Rails management of the network (down 39%), and Track caused PPM failures (down 43%). However, there was an increase of 75% in PPM failures caused by Severe Weather.

There were a number of incidents which caused considerable delay including: Track Circuit failures at Waterloo (23,000 delay minutes to all operators), Track Circuit failures at Vauxhall (15,800 delay minutes to all operators), and Points failures at Weybridge (4,900 delay minutes to all operators).

Figure 3.22: PPM and CaSL, South Western Railway, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (LSE)

- Services between London Waterloo and South West London, Surrey, Portsmouth, Southampton, Poole, and Weymouth.
- Services between London Waterloo and Basingstoke, Salisbury, Reading, Windsor, Exeter and Bristol.
- Services on the Isle of Wight and services between Brockenhurst and Lymington.

Southeastern

Punctuality (PPM) in Q3 was 85.5%. Up 3.3 pp compared with Q3 in 2016-17. The MAA stands at 88.7%, up 2.8 pp compared with Q3 in 2016-17.

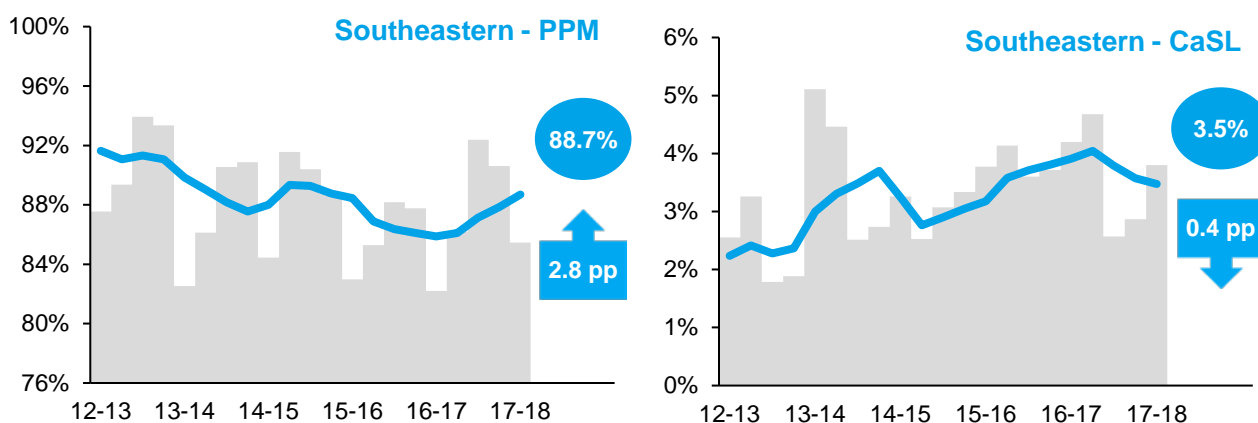
Reliability (CaSL) in Q3 was 3.8%. Down 0.4 pp compared with Q3 in 2016-17. The MAA stands at 3.5%, down 0.4 pp compared with Q3 in 2016-17.

PPM failures attributed to Network Rail decreased by 23% in Q3 of 2017-18 compared with Q3 in 2016-17. There were decreases in PPM failures attributed to Track (down 60%), Network Rails management of the network (down 15%), and Points and Signals failures (down 14%).

PPM failures attributed to other train operators decreased by 48% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to decreases in PPM failures caused by Fleet (down 44%), and Train crew (down 62%).

There were a number of incidents which caused considerable delay including: A Possession overrun at Sevenoaks (6,800 delay minutes to all operators); and External fatalities/trespass between North Kent East Junction and Parks Bridge Junction (6,700 delay minutes to all operators).

Figure 3.23: PPM and CaSL, Southeastern, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (LSE)

- High Speed Services between London St Pancras and Gillingham (Kent), Canterbury, Ramsgate, Ashford (Kent), and Dover.
- Services between London Charing Cross/Victoria/Cannon Street and South East London, Kent, and Hastings.
- Services between Strood and Maidstone and Tonbridge, between Sittingbourne and Sheerness, and between Bromley and Grove Park.

TfL Rail

Punctuality (PPM) in Q3 was 91.7%. Down 2.6 pp compared with Q3 in 2016-17. The MAA stands at 94.2%, up 0.1 pp compared with Q3 in 2016-17.

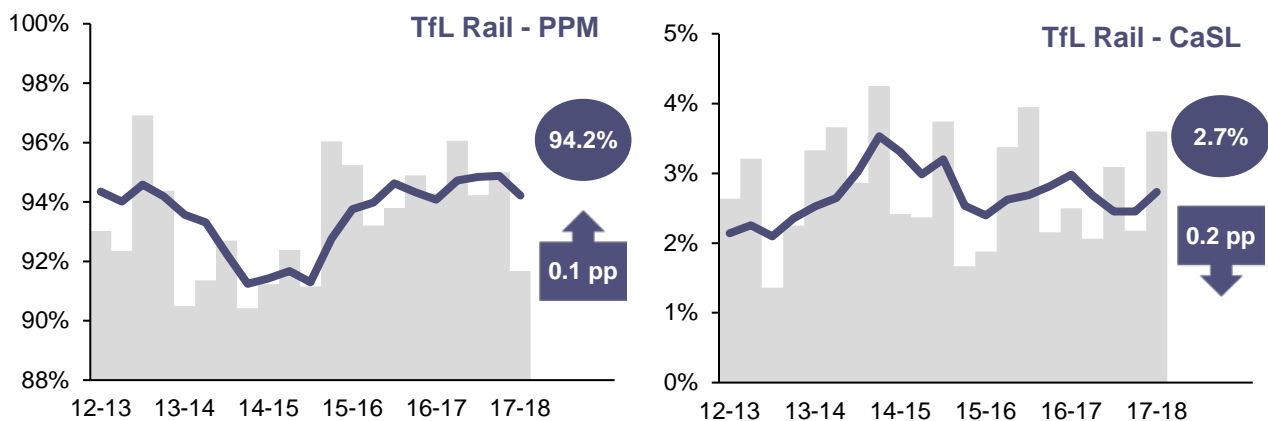
Reliability (CaSL) in Q3 was 3.6%. Up 1.1 pp compared with Q3 in 2016-17, this is the highest (worst) Q3 reliability since 2010-11. The MAA stands at 2.7%, down 0.2 pp compared with Q3 in 2016-17.

PPM failures attributed to TfL Rail increased by 177% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 223% in Fleet caused PPM failures.

CaSL failures attributed to TfL Rail increased by 155% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 194% in Fleet caused PPM failures.

A power failure near Liverpool Street caused 4,300 delay minutes to all operators.

Figure 3,24: PPM and CaSL, TfL Rail, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (LSE)

- Services between London Liverpool Street and Shenfield.

TransPennine Express

Punctuality (PPM) in Q3 was 81.2%. Down 3.9 pp compared with Q3 in 2016-17, this is the second lowest Q3 punctuality since the time series began in 2009-10. The MAA stands at 87.8%, down 0.6 pp compared with Q3 in 2016-17.

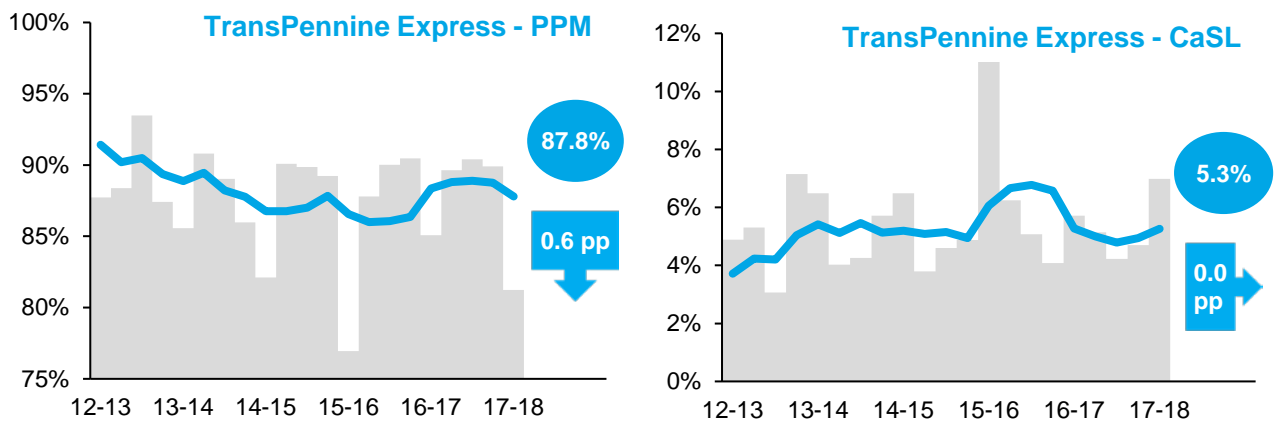
Reliability (CaSL) in Q3 was 7.0%. Up 1.3 pp compared with Q3 in 2016-17. The MAA stands at 5.3%, the same as Q3 in 2016-17.

PPM failures attributed to Network Rail increased by 30% in Q3 of 2017-18 compared with Q3 in 2016-17. There were increases in PPM failures caused by Network Rails management of the network (up 35%), and Points and Signals failures (up 33%).

PPM failures attributed to other train operators increased by 46% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 30% in Fleet caused PPM failures.

A Signalling fault between Lancaster and Garstang & Catteral caused 8,400 delay minutes to all operators.

Figure 3.25: PPM and CaSL, TransPennine Express, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Long Distance)

- Services between Liverpool and Newcastle-upon-Tyne and Scarborough.
- Services between Manchester Airport and York, Middlesbrough, Hull, and Cleethorpes.
- Services between Manchester Airport and Edinburgh and Glasgow.

Virgin Trains East Coast

Punctuality (PPM) in Q3 was 78.3%. Down 1.3 pp compared with Q3 in 2016-17, this is lowest Q3 punctuality since 2010-11. The MAA stands at 84.6%, up 1.9 pp compared with Q3 in 2016-17.

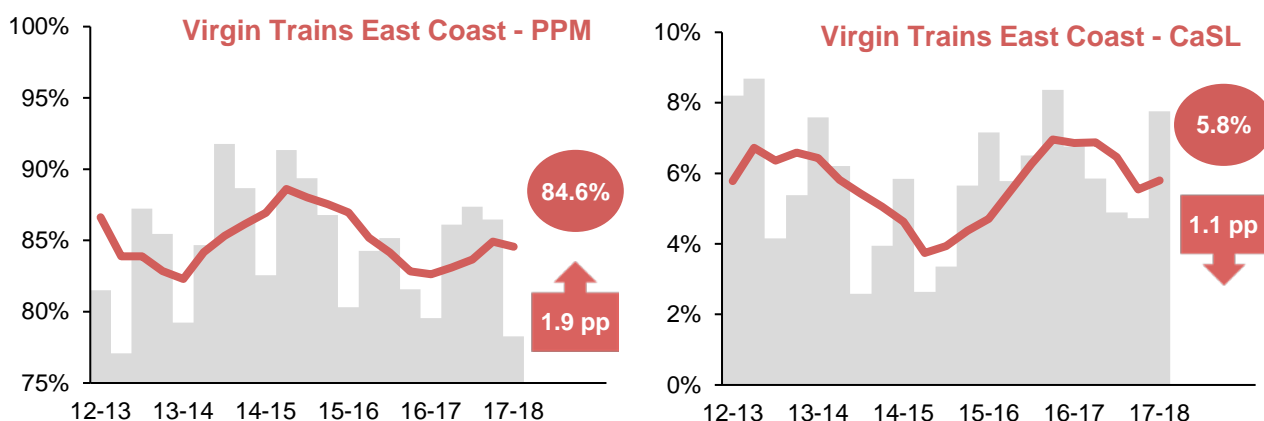
Reliability (CaSL) in Q3 was 7.8%. Up 1.0 pp compared with Q3 in 2016-17. The MAA stands at 5.8%, down 1.1 pp compared with Q3 in 2016-17.

PPM failures attributed to Virgin Trains East Coast increased by 20% in in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 13% in Fleet caused PPM failures.

PPM failures attributed to other train operators increase by 55% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 83% in Fleet caused PPM failures.

There were a number of incidents that caused considerable delay including: Technical fleet delays near Helpston Junction (6,200 delay minutes to all operations); External fatalities/trespass between Finsbury Park and Alexandra Palace (5,900 delay minutes to all operators).

Figure 3.26: PPM and CaSL, Virgin Trains East Coast, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Long Distance)

- Services between London King's Cross and Newark, Lincoln, Hull, Doncaster, Leeds, Bradford, Harrogate, York, Newcastle, Sunderland, Edinburgh, Glasgow, Stirling, Inverness, and Aberdeen.

Virgin Trains West Coast

Punctuality (PPM) in Q3 was 78.3%. Down 8.7 pp compared with Q3 in 2016-17, this is the lowest Q3 punctuality since 2010-11. The MAA stands at 86.2%, down 1.9 pp compared with Q3 in 2016-17.

Reliability (CaSL) in Q3 was 8.8%. Up 4.4 pp compared with Q3 in 2016-17, this is the highest (worst) Q3 reliability since 2010-11. The MAA stands at 5.5%, up 1.6 pp compared with Q3 in 2016-17.

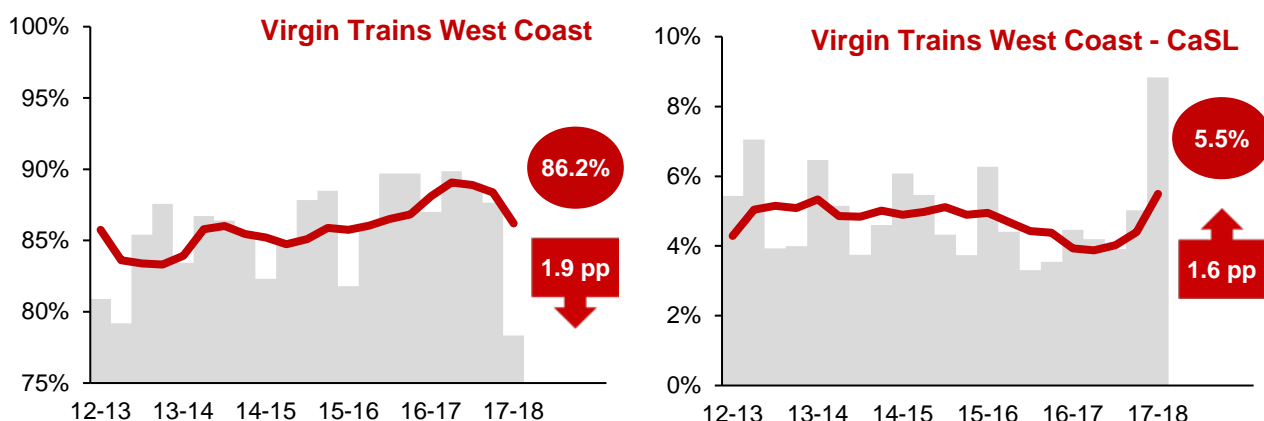
PPM failures attributed to Network Rail increased by 51% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to increases in PPM failures caused by Points and Signals failures (up 89%), and Externals including fatalities and trespass (up 60%).

PPM failures attributed to Virgin Trains West Coast increased by 97% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 69% in Fleet caused PPM failures.

PPM failures attributed to other train operators increased by 117% in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to an increase of 115% in Fleet caused PPM failures.

There were a number of incidents that generated considerable delay including: External fatalities/trespass between Bletchley and Ledburn Junction (12,200 delay minutes to all operators), and damage to overhead line equipment between Lancaster and Carnforth North Junction (5,000 delay minutes to all operators).

Figure 3.27: PPM and CaSL, Virgin Trains West Coast, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Long Distance)

- Services between London Euston and Birmingham, Wrexham, Chester, Holyhead, Liverpool, Manchester, Blackpool, Edinburgh, and Glasgow.

West Midlands Trains

London Midland became West Midlands Trains in December of Q3 of 2017-18.

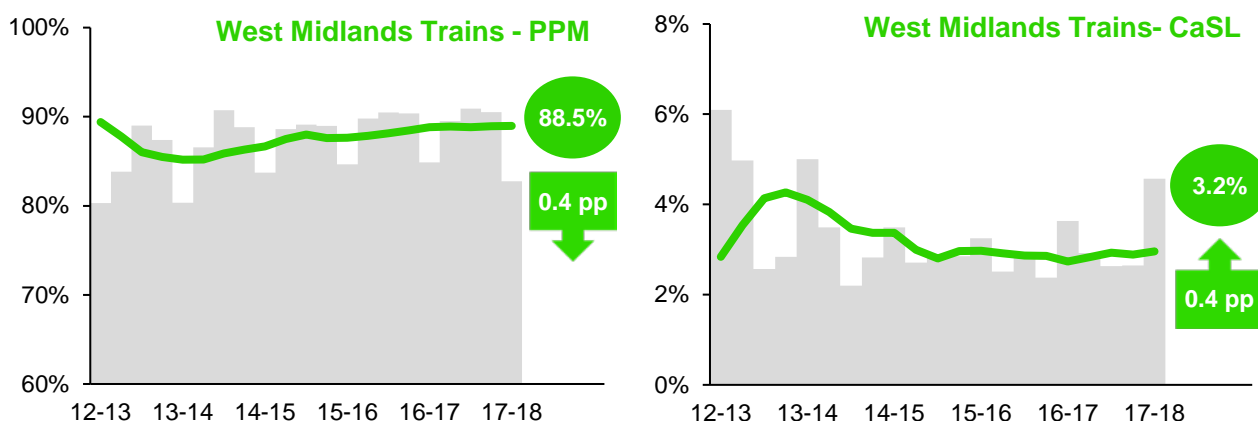
Punctuality (PPM) in Q3 was 82.7%. Down 2.1 pp compared with Q3 in 2016-17, this is the lowest Q3 punctuality since 2013-14. The MAA stands at 88.5%, down 0.4 pp compared with Q3 in 2016-17.

Reliability (CaSL) in Q3 was 4.6%. Up 0.9 pp compared with Q3 in 2016-17. The MAA stands at 3.2%, up 0.4 pp compared with Q3 in 2016-17.

PPM failures attributed to Network Rail increased by 27% in Q3 of 2017-18 compared with Q3 of 2016-17. There were increases in PPM failures caused by Externals including fatalities and trespass (up 33%), Points and Signals failures (up 26%), and Severe Weather (including 87%).

There were a number of incidents that generated considerable delay including: External fatalities/trespass between Bletchley and Ledburn Junction (12,200 delay minutes to all operators), and damage to overhead line equipment between Lancaster and Carnforth North Junction (5,000 delay minutes to all operators).

Figure 3.16: PPM and CaSL, London Midland, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Regional)

- Services between Birmingham and Liverpool, Shrewsbury, Hereford, Rugeley, and Walsall.
- Local services in the West Midlands.

Route Information (LSE)

- Services between London Euston and Watford, Milton Keynes, Northampton, Birmingham, Staffordshire, and Crewe.
- Services between Watford and St Albans, Bletchley, and Bedford.

Caledonian Sleeper

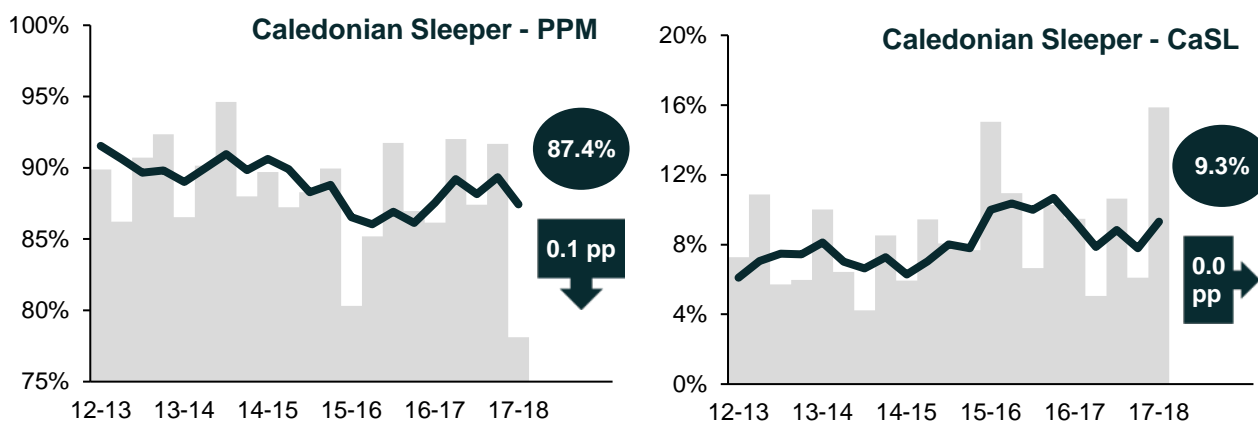
Punctuality (PPM) in Q3 was 78.1%. Down 8.0 pp compared with Q3 in 2016-17, this is the lowest Q3 punctuality since the time series began in 2011-12. The MAA stands at 87.4%, down 0.1 pp compared with Q3 in 2016-17.

Reliability (CaSL) in Q3 was 15.9%. Up 6.4 pp compared with Q3 in 2016-17, this is the highest (worst) Q3 reliability since the time series began in 2011-12. The MAA stands at 9.3%, the same as Q3 in 2016-17.

PPM failures attributed to Network Rail increased by 203% (from 20 to 60 PPM failures) in Q3 in 2017-18 compared with in Q3 in 2016-17. This was mainly due to increases in PPM failures caused by Points and Signals failures (up from 4 to 20 failures), and Severe Weather (up from 3 to 20 failures).

CaSL failures caused by Caledonian Sleeper decreased by 25% (from 35 to 27 failures) in Q3 of 2017-18 compared with Q3 in 2016-17. This was mainly due to a decrease in Fleet caused CaSL failures (from 28 to 20 failures).

Figure 3.28: PPM and CaSL, Caledonian Sleeper, 2012-13 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



Route Information (Long Distance)

- Services between London Euston and Watford, Crewe, Preston, Edinburgh, Glasgow, Fort William, Aberdeen, and Inverness.

4. Freight Delivery Metric



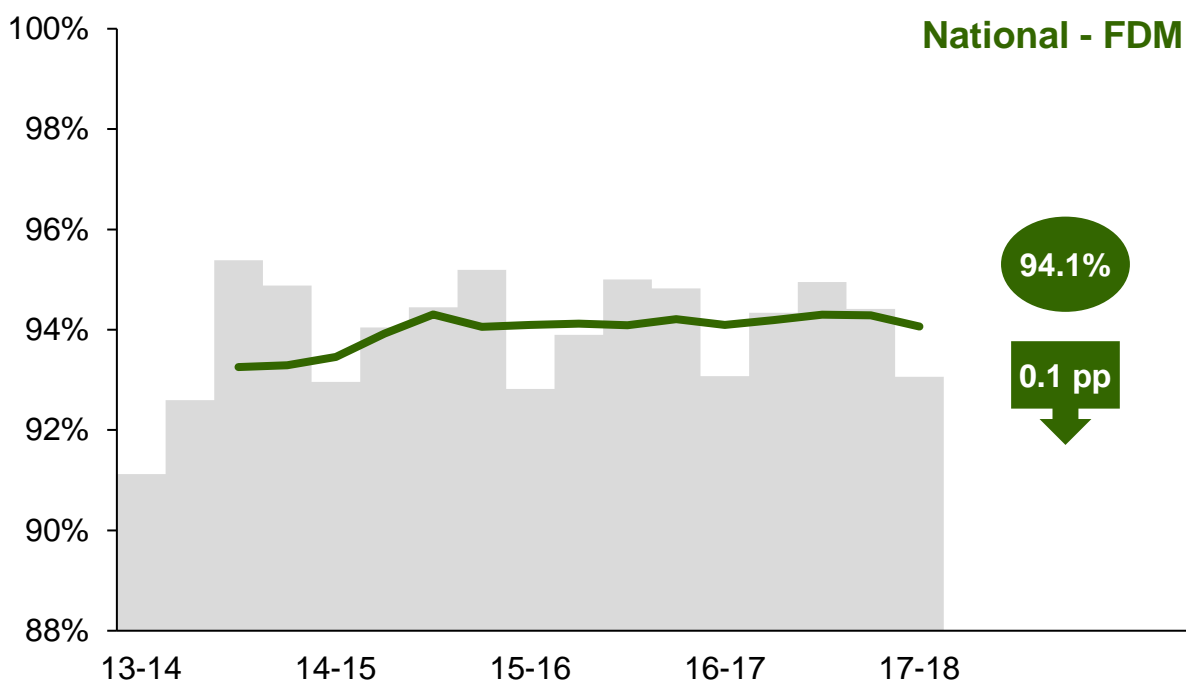
Freight Delivery Metric (FDM) is the percentage of freight trains that arrive at their destination within 15 minutes of their scheduled arrival time. Freight trains are only considered to have failed FDM where the delay was caused by Network Rail. The **moving annual average (MAA)** reflects the proportion of trains that met FDM in the past 12 months. In Q4, the MAA also represents the PPM for the financial year.

A higher score indicates higher performance.

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.

FDM in Q3 was 93.1%, up 0.1 pp compared with Q3 in 2016-17. The FDM MAA stands at 94.1%, down 0.1% compared with Q3 in 2016-17.

Figure 4.01: FDM, National, 2013-14 Q3 to 2017-18 Q3 (change shown is MAA for 2017-18 Q3 on 2016-17 Q3)



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, 1997-98 to 2016-17 (annual) and 1997-98 Q1 to 2017-18 Q3 (quarterly) – [Table 3.43](#);
- PPM (MAA) by sector, 1997-98 Q4 to 2017-18 Q3 (quarterly) – [Table 3.42](#);
- PPM by TOC, 1997-98 Q1 to 2017-18 Q3 (quarterly) – [Table 3.44](#)
- Disaggregated PPM at sub-operator level, 2010-11 Period 1 to 2017-18 Period 10 (periodic) – [Data Portal](#) ([Table 3.9](#) (All TOCs) to [Table 3.29](#) (Caledonian Sleeper))

CaSL

- CaSL by sector, 1997-98 to 2016-17 (annual) and 1997-98 Q1 to 2017-18 Q3 (quarterly) – [Table 3.6](#);
- CaSL (MAA) by sector, 1997-98 Q4 to 2017-18 Q3 (quarterly) – [Table 3.5](#)
- CaSL by TOC, 1997-98 Q1 to 2017-18 Q3 (quarterly) – [Table 3.7](#)
- Disaggregated PPM at sub-operator level, 2010-11 Period 1 to 2017-18 Period 10 (periodic) – [Data Portal](#) ([Table 3.9](#) (All TOCs) to [Table 3.29](#) (Caledonian Sleeper))

FDM

- FDM, 2013-14 Q1 to 2017-18 Q3 (quarterly) – [Table 3.41](#)

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 [Table 3.9](#) of the Data Portal by TOC and sub-operator¹. 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 [Table 3.46](#) of 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](#).

New Performance Measures

A new set of performance measures has been developed by the rail industry to monitor punctuality and reliability of passenger trains: On Time, Cancellations, and Severe Disruption. The periodic data are published in the data portal tables [3.65](#), [3.66](#) and [3.67](#).

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](#).

¹ Right Time data for individual TOCs and sub-operators can be accessed via the [passenger and freight rail performance](#) page.

Annex 2 – Data Collection, Quality and Targets

Most of the data contained within this release are collected automatically from Network Rail's TRUST System². 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.

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 2017-18, 6/28 of the data are assigned to Q1 (covering 25 June to 30 June) and 22/28 of the data are assigned to Q2 (covering 1 July to 22 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](#).

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%³ between 1997-98 and 2016-17. In the same time, the length of route open for passenger traffic has not increased by a significant amount⁴. So the density of trains running on the network is higher now than at the end of the last century. Therefore, the potential for disruption to spread around network has increased, while the ability for services to be recovered has been diminished. Furthermore, twice as many passenger journeys were made in 2016-17 than in 1997-98⁵. This may have increased station dwell times and harmed performance as it takes longer to get passengers on and off trains during peak hours.

² Train Running System on TOPs (Total Operation Processing System)

³ [ORR Website – Historic PPM and CaSL](#)

⁴ The length of route open to passenger traffic has increased by less than 1% since 2007-08 ([Data Portal - Table 2.52: Infrastructure on the railways](#))

⁵ [Data Portal - Table 12.5: Passenger journeys by year](#)

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. To avoid different versions of PPM scores, 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%.

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 license 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 8 to 13 of 2017-18 is due to be published in July 2018.

Annex 3 – PPM and CaSL 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, VTWC 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.

Cross-Sector Train Operating Companies

Four operators provide services in more than one sector: East Midlands Trains, Great Western Railway, Greater Anglia and London Midland. Performance for the whole of these operators can be viewed in in [Table 3.44](#) (PPM by TOC) and [Table 3.7](#) (CaSL by TOC).

Data for the sectoral components of the TOCs can be accessed via the disaggregated tables: [Table 3.15](#) (East Midlands Trains), [Table 3.17](#) (Great Western Railway), [Table 3.20](#) (Greater Anglia) and [Table 3.21](#) (London Midland). The sectoral components for each operator are comprised of the following sub-operator groups:

East Midlands Trains:

- Long Distance: Long Distance (including Liverpool – Norwich)
- Regional: Regional

Great Western Railway:

- London and South East: London and Thames Valley
- Long Distance: High Speed
- Regional: Regional

Greater Anglia:

- London and South East: GE Outer, Rural, Southend and metro, Stanstead Express, and WA Outer excluding Stanstead Express
- Long Distance: Intercity

London Midland:

- London and South East: LSE
- Regional: Regional

Changes to Train Operating Companies

Abellio began operating the West Midlands franchise on 10 December 2017, now known as West Midlands Trains. It was previously operated by Govia, and was previously referred to in this publication as London Midland.

FirstGroup began operating the South Western franchise on 20 August 2017, now known as South Western Railway. It was previously operated by Stagecoach, and the franchise was previously referred to in this publication as South West Trains.

On 26 July 2015, Southern became part of Govia Thameslink Railway (GTR). Disaggregated PPM and CaSL data for the sub-operators within GTR are 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 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 in [Annex 2](#), 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.

On 13 November 2016, operation of the London Overground concession passed from London Overground Rail Operations Limited⁶ to Arriva Rail London. The composition of the services is unaffected and the operator will be continued to be referred to as London Overground.

⁶ LOROL was a joint venture between Arriva UK Trains and MTR Corporation.

Annex 4 – 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 5 – Methodology: Impact of GTR Services

National punctuality improved in Q3 of 2017-18. The MAA at the end of Q3 also improved compared to a year ago. As an example, the extent to which performance of GTR services contributed to the improvement in the quarterly punctuality was estimated using the calculations set out below and in the table A. Table B shows the results of these calculations for punctuality (PPM), reliability (CaSL) and the MAAs in 2017-18 Q3.

GTR services were separated from the rest of the operators in Great Britain and for both groups a “stand still” number of trains meeting PPM was calculated by multiplying the PPM for 2016-17 Q3 with the trains planned for 2017-18 Q3. This is to account for the changes in trains planned by GTR and the rest of the operators. The difference between the stand still figure and the actual number of trains that met PPM provides the contribution of each part to the overall change in performance. For the quarterly PPM, the 22,800 fewer GTR PPM failures represent 288.5% of the total reduction in PPM failures, i.e. if GTR was excluded the National PPM would have decreased by 0.5 percentage points in Q3.

Table A: PPM, National (excluding GTR) and GTR, 2016-17 Q3 and 2017-18 Q3

| PPM | National (GB) excluding GTR | | | GTR | | |
|------------------------|-----------------------------|-----------|---------|----------------|---------|--------|
| | Trains Planned | Met PPM | PPM | Trains Planned | Met PPM | PPM |
| 2016-17 Q3 | 1,539,399 | 1,339,438 | 87.0% | 265,502 | 182,569 | 68.8% |
| 2017-18 Q3 | 1,532,696 | 1,318,708 | 86.0% | 284,661 | 218,543 | 76.8% |
| Change | -6,702 | -20,730 | -1.0 pp | 19,159 | 35,974 | 8.0 pp |
| To stand still | | 1,333,606 | | | 195,743 | |
| Extra Failures | | 14,898 | | | -22,800 | |
| Extra Failures (share) | | -188.5% | | | 288.5% | |
| PPM Change (pp) | | -0.5 | | | 0.8 | |

Table B: Contributions to Q3 PPM and CaSL Changes, National, 2016-17 and 2017-18

| Type | Metric | National (GB) excluding GTR | | GTR | |
|-----------|------------------------|-----------------------------|-----------|---------|-----------|
| | | % Share | PP Change | % Share | PP Change |
| Quarterly | Trains Planned (17-18) | 84.3% | - | 15.7% | - |
| | PPM* | -188.5% | -0.5 pp | 288.5% | 0.8 pp |
| | CaSL | -708.3% | 0.0 pp | 808.3% | 0.0 pp |
| MAA | Trains Planned (17-18) | 84.6% | - | 15.4% | - |
| | PPM | -14.0% | -0.1 pp | 114.0% | 0.9 pp |
| | CaSL | -46.5% | 0.1 pp | 146.5% | -0.4 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 Abby Sneade on 020 7282 2022 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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