



Passenger and Freight Rail Performance 2018-19 Q3 Statistical Release

Publication date: 21 February 2019

Next publication date: 23 May 2019

Background

This release contains information on passenger and freight rail performance in Great Britain with the latest quarterly data referring to October, November and December 2018.

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.

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Nationally, **85.6%** of trains were on time in the year ending **2018-19 Q3 (Public Performance Measure (PPM) moving annual average (MAA))**.

PPM MAA - 2018-19 Q3

		Compared with 2017-18 Q3
National (GB)	85.6%	↓ -2.8 pp
Regional and Scotland	86.0%	↓ -4.6 pp
London and South East	86.1%	↓ -1.1 pp
Long Distance	80.0%	↓ -7.1 pp

The proportion of trains **Cancelled or Significantly Late (CaSL)** in the year ending 2018-19 Q3 was **4.6%** (CaSL MAA).

CaSL MAA - 2018-19 Q3

		Compared with 2017-18 Q3
National (GB)	4.6%	↑ 1.1 pp
Regional and Scotland	3.8%	↑ 1.3 pp
London and South East	4.7%	↑ 0.7 pp
Long Distance	7.8%	↑ 2.9 pp

The national **Freight Delivery Metric (FDM)** was **93.2%** in the year ending 2018-19 Q3 (FDM MAA).

Responsible Statistician: Tom Leveson Gower

Public Enquiries: Email: Rail.Stats@orr.gov.uk **Media Enquiries:** Tel: 020 7282 2094

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

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 2018-19 Q3 (1 October to 31 December 2018).

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 Long Distance operators. 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 PPM 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 CaSL 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 one or more scheduled stations 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 in [Table 3.46](#) on 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 April/May and November/December.

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 Passenger Rail Performance Measures

The rail industry has developed a new set of performance measures to monitor punctuality and reliability of passenger trains: **Train Punctuality at recorded station stops**, **Cancellations**, and **Severe Disruption**. Periodic data for these measures are published in tables [3.65](#), [3.66](#) and [3.67](#) on the data portal.

A factsheet with a summary of performance against these measures for the year 2017-18 can be found under *Factsheets* on the statistical release page of the [ORR website](#): **Train punctuality, cancellations, and severe disruption**.

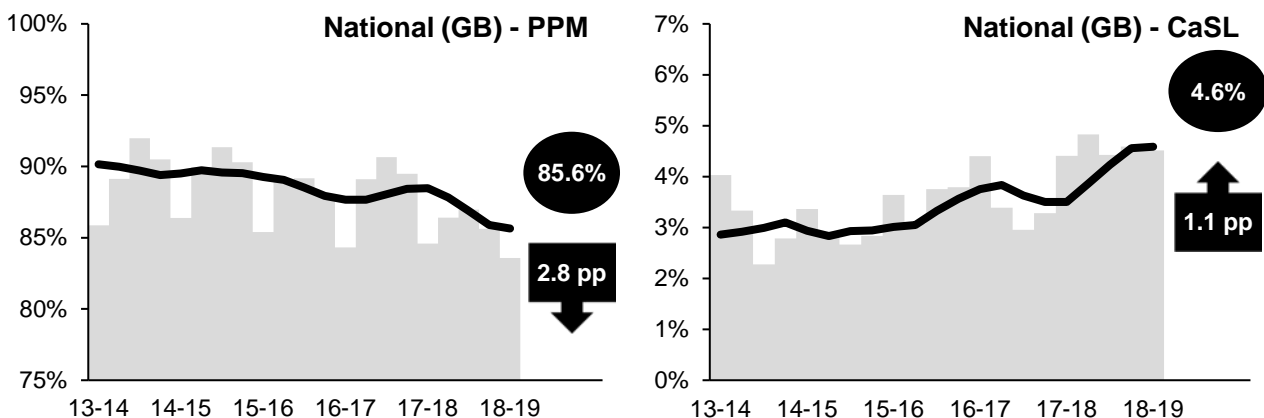
1. National Performance

Overall, the punctuality of GB rail services has worsened in the third quarter of 2018-19, compared with both the same quarter a year earlier, and with the year ending 2017-18 Q3. The reliability of GB rail services has also worsened, compared with both the same quarter a year earlier, and with the year ending 2017-18 Q3.

National Punctuality (PPM) in Q3 was 83.6%. This has worsened by 1.0 pp compared with 2017-18 Q3. The MAA stands at 85.6%, which is a decrease of 2.8 pp compared with a year earlier and it is the lowest quarterly PPM MAA since Q3 of 2005-06.

National Reliability (CaSL) in Q3 was 4.5%. This has worsened (increased) by 0.1 pp compared with 2017-18 Q3. The MAA stands at 4.6%, an increase of 1.1 pp compared with a year earlier. This is the highest the MAA has been since 2001-02 Q3.

Figure 1.01: PPM and CaSL, National (GB), 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



All sectors had a year-on-year worsening of both PPM and CaSL MAAs.

The Timetable change in May 2018 caused disruption on the network during Q1, particularly for Northern services. For further information on the disruption caused by the timetable change, please refer to [Annex 3](#). Govia Thameslink Railway was also affected significantly by this change.

The worsening in the punctuality of Northern accounted for almost all of the 1.0 pp decrease in the National PPM in 2018-19 Q3. However, Northern contributed around a third to the overall fall of 2.8 pp in the National PPM MAA in 2018-19 Q3 compared with a year earlier. More information on these calculations of the relative contribution of train operators to national performance can be found in the previous statistical releases in this series.

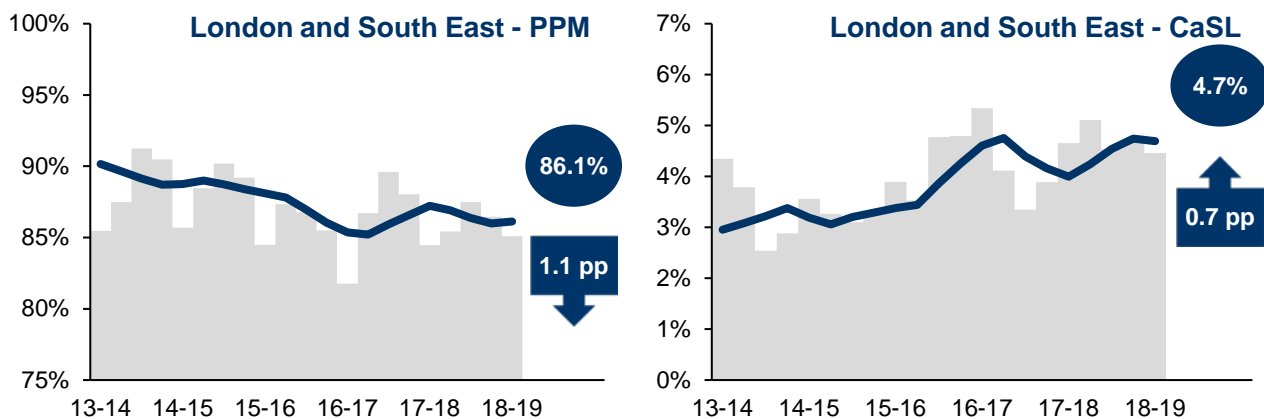
2. Sector Performance

London and South East Sector

Punctuality (PPM) in the London and South East sector in Q3 was 85.1%. This has worsened by 0.6 pp compared with 2017-18 Q3. The MAA stands at 86.1%, a decrease of 1.1 pp compared with the 2017-18 Q3 MAA.

Reliability (CaSL) in the London and South East sector in Q3 was 4.5%. This has improved by 0.2 pp compared with 2017-18 Q3. The MAA stands at 4.7%, which is 0.7 pp worse than it was at the end of 2017-18 Q3.

Figure 2.01: PPM and CaSL, London and South East Sector, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



2018-19 Quarter 3 London and South East Train Operator Headlines:

- The highest [Govia Thameslink Railway](#) Q3 punctuality (81.7%) since 2012-13, with PPM failures due to third rail faults down 74% year-on-year.
- The highest (worst) [c2c](#) reliability moving annual average (3.2%) since 2004-05 Q2, largely due to an increase in infrastructure failures.
- The highest (worst) [London Overground](#) Q3 reliability (4.2%) since 2005-06, with CaSL failures attributed to the train operator increasing by 167% year-on-year.
- The highest (worst) [South Western Railway](#) Q3 reliability (5.6%) since 2000-01, due to over-running engineering works and an increase in fatality and trespass incidents.

Route Information

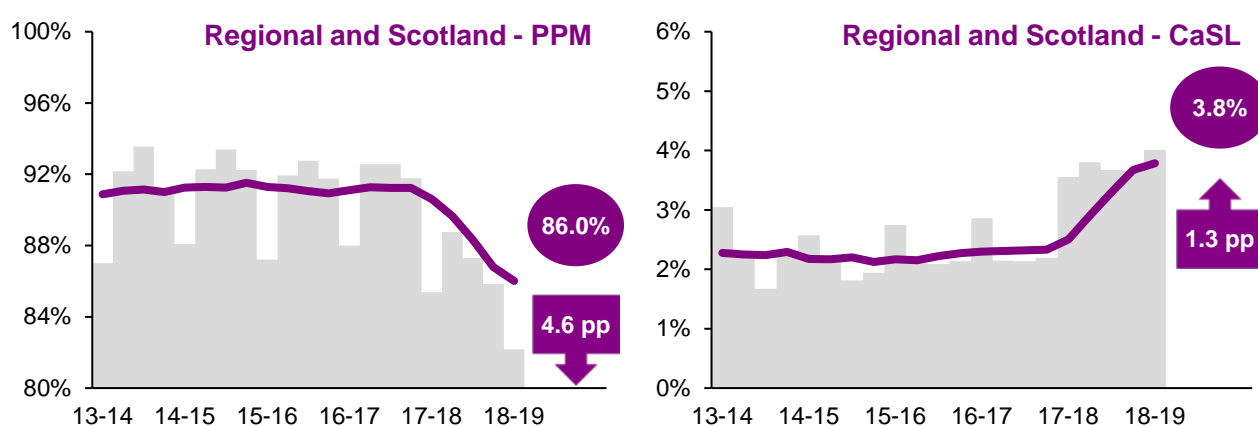
- Services to and from London termini and other services in South East England.

Regional and Scotland Sector

Punctuality (PPM) in the Regional and Scotland sector in Q3 was 82.2%. This has worsened by 3.2 pp compared with 2017-18 Q3, and is the worst Q3 PPM since 2005-06. The MAA stands at 86.0%, which is down 4.6 pp since 2017-18 Q3.

Reliability (CaSL) in the Regional and Scotland sector in Q3 was 4.0%. This has worsened by 0.5 pp compared with 2017-18 Q3. The MAA stands at 3.8%, which is 1.3 pp higher compared with a year earlier, and is the highest it has been since 2003-04 Q1.

Figure 2.02: PPM and CaSL, Regional and Scotland Sector, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



2018-19 Quarter 3 Regional and Scotland Operator Headlines:

- The lowest (best) [Merseyrail](#) Q3 reliability (1.7%) since the time series began in 1997-98, with CaSL failures attributed to Merseyrail down by 26% year-on-year.
- The lowest [Northern](#) punctuality (74.3%) for any quarter since the time series began in 2009-10, with PPM failures attributed to autumn delays up by 114% year-on-year.
- The lowest [ScotRail](#) punctuality moving annual average (87.3%) since 2006-07 Q1, with PPM failures due to bad weather increasing by 61% year-on-year.
- The lowest [Transport for Wales Rail](#) punctuality moving annual average (91.1%) since 2007-08 Q2, with PPM failures attributed to the operator up 20% year-on-year.

Route Information

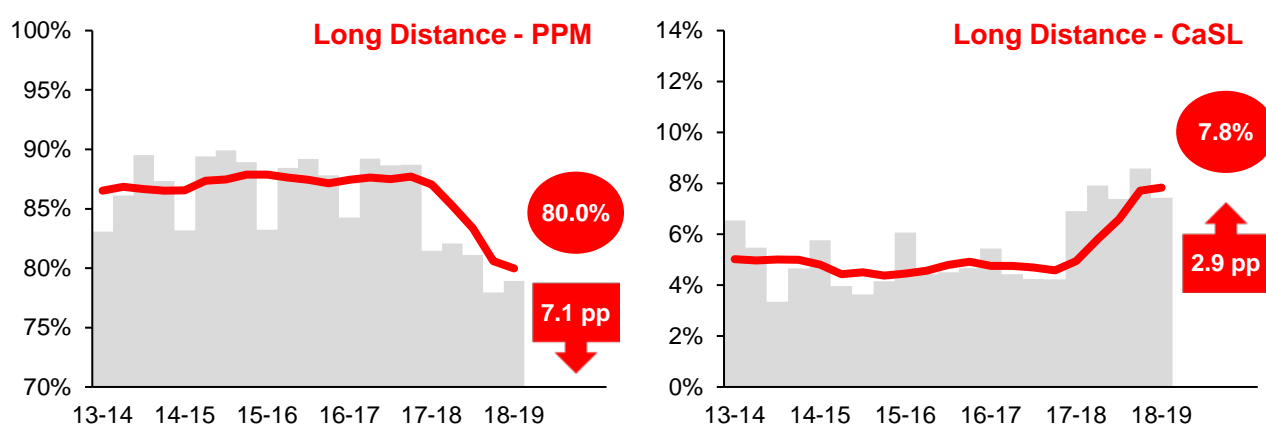
- Rural services outside of London and the South East of England.
- Non-Long Distance services within and between metropolitan areas such as Bristol, Birmingham, Manchester, Liverpool, Sheffield, Leeds and Newcastle-upon-Tyne.
- Services provided by Transport for Wales Rail and ScotRail.

Long Distance Sector

Punctuality (PPM) in the Long Distance sector (figures do not include Caledonian Sleeper) in Q3 was 78.9%. This is the lowest Q3 PPM since 2005-06. The MAA stands at 80.0%, which has worsened by 7.1 pp since 2017-18 Q3.

Reliability (CaSL) in the Long Distance sector in Q3 was 7.5%. This has worsened by 0.5 pp compared with 2017-18 Q3. The MAA stands at 7.8%, which is 2.9 pp worse compared with a year earlier, and is the highest it has been since 2004-05 Q3.

Figure 2.03: PPM and CaSL, Long Distance Sector, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



2018-19 Quarter 3 Long Distance Operator Headlines:

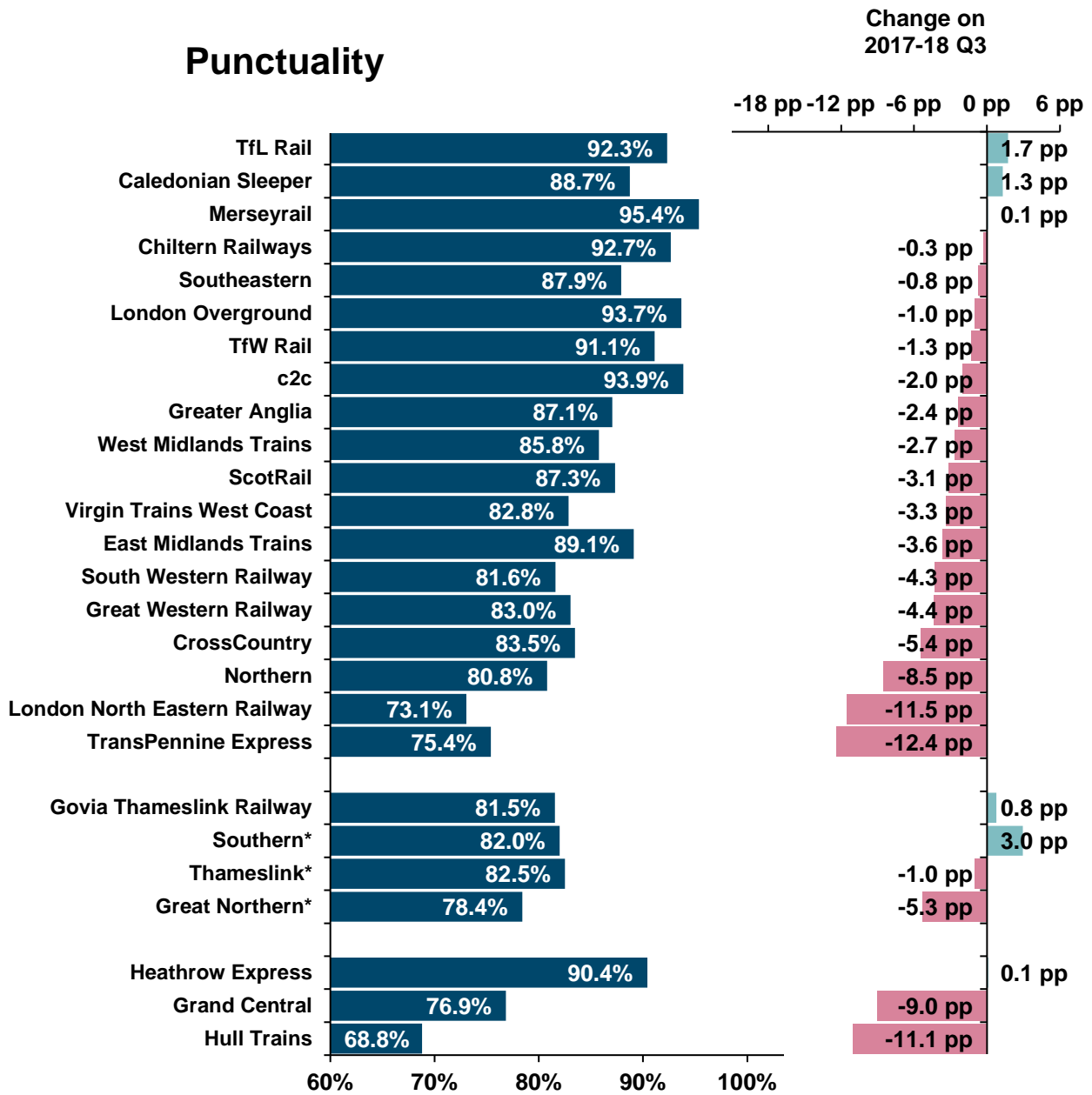
- The lowest [East Midlands Trains](#) Q3 punctuality (86.6%) since 2008-09, with an increase in PPM failures due to signal failures and track faults.
- The lowest [London North Eastern Railway](#) Q3 punctuality (72.2%) since 2002-03, with more PPM failures due to fatalities and trespass incidents, bad weather and signal failures.
- The highest (worst) [Hull Trains](#) Q3 reliability (14.1%) since the time series began in 2006-07. CaSL failures attributed to Hull Trains increased from 53 in 2017-18 Q3 to 84 in 2018-19 Q3.
- The highest (worst) [TransPennine Express](#) Q3 reliability for any quarter (12.7%) since the time series began in 2009-10.

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.

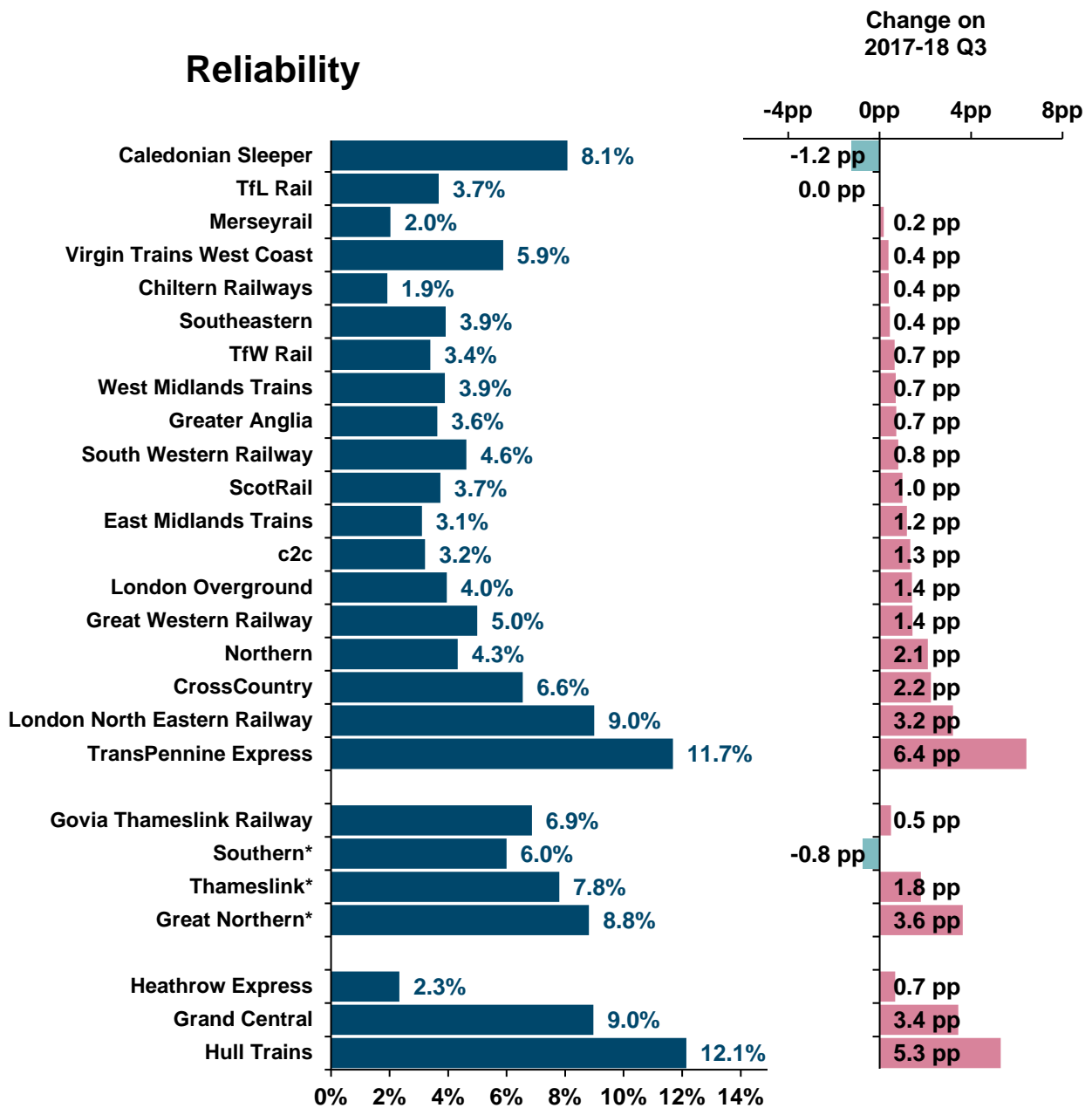
3. TOC Performance

Figure 3.01: PPM MAA by TOC, Great Britain, 2018-19 Q3 change on 2017-18 Q3



*Thameslink, Great Northern, Southern are sub-operators of Govia Thameslink Railway

Figure 3.02: CaSL MAA by TOC, Great Britain, 2018-19 Q3 change on 2017-18 Q3



*Thameslink, Great Northern, Southern are sub-operators of Govia Thameslink Railway

c2c

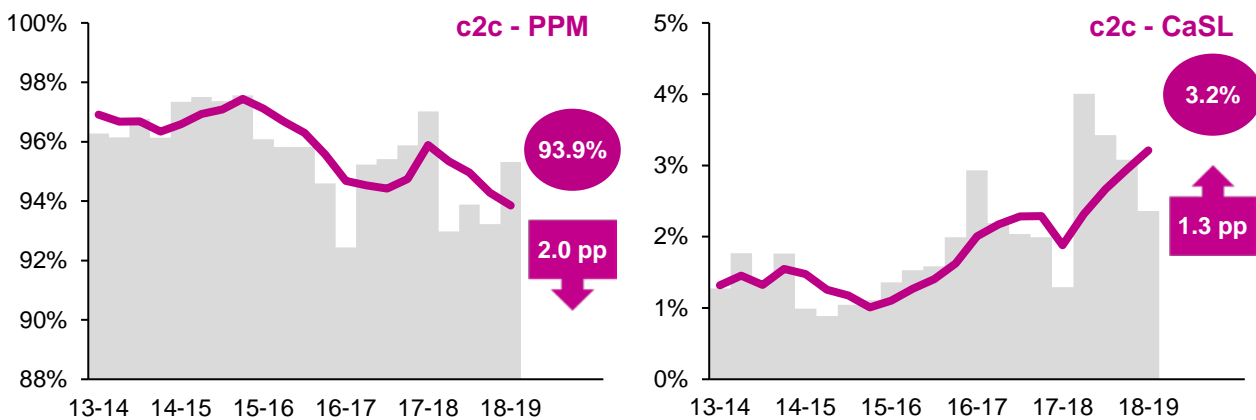
Punctuality (PPM) in Q3 was 95.3%. This was 1.7pp worse than last year. The MAA stands at 93.9%, which has worsened by 2.0 pp compared with a year ago, and is the lowest it has been since 2006-07 Q2.

Reliability (CaSL) in Q3 was 2.4%. This was 1.1 pp worse than 2017-18 Q3. The MAA stands at 3.2%, which has worsened by 1.3 pp compared with 2017-18 Q3, and is the highest it has been since 2004-05 Q2.

CaSL failures due to signal failures increased from three in 2017-18 Q3 to 152 in 2018-19 Q3. Bad weather caused 50 CaSL failures compared with 14 a year earlier and overhead line equipment failures accounted for 68 CaSL failures compared with one in 2017-18 Q3.

CaSL failures due to c2c were down 27% in 2018-19 Q3 compared with 2017-18 Q3. CaSL failures due to fleet faults (down 12%) and train crew problems (down 38%) were down this quarter compared with a year earlier.

Figure 3.04: PPM and CaSL, c2c, 2013-14 Q3 to 2018-19 Q3
(change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



Route Information (LSE)

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

Chiltern Railways

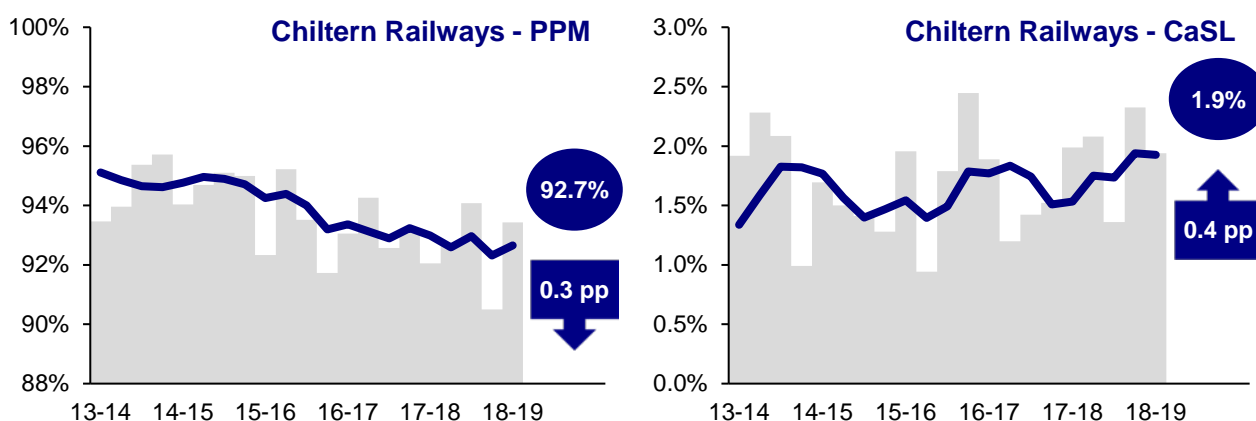
Punctuality (PPM) in Q3 was 93.4%. This was 1.4 pp better than a year earlier. The MAA stands at 92.7%, which has worsened by 0.3 pp compared with the 2017-18 Q3.

Reliability (CaSL) in Q3 was 1.9%, which was slightly better compared with Q3 last year. The MAA stands at 1.9% and it has worsened by 0.4 pp compared with 2017-18 Q3.

PPM failures attributed to Network Rail increased by 2% in 2018-19 Q3 compared with 2017-18 Q3. Track faults caused 210 PPM failures this quarter, compared with 54 a year earlier. However, points failures resulted in 13 PPM failures this quarter compared with 137 in 2017-18 Q3. PPM failures due to external delays and network management delays were down 7% compared with the year before.

PPM failures due to Chiltern Railways were down 21% in 2018-19 Q3 compared with 2017-18 Q3. PPM failures due to external causes attributed to the operator were down 57%. Station delays (down 54%), fleet failures (down 16%) and train crew delays (down 10%) also resulted in fewer PPM failures this quarter. PPM failures attributed to other operators fell by 56% in 2018-19 Q3.

Figure 3.05: PPM and CaSL, Chiltern Railways, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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

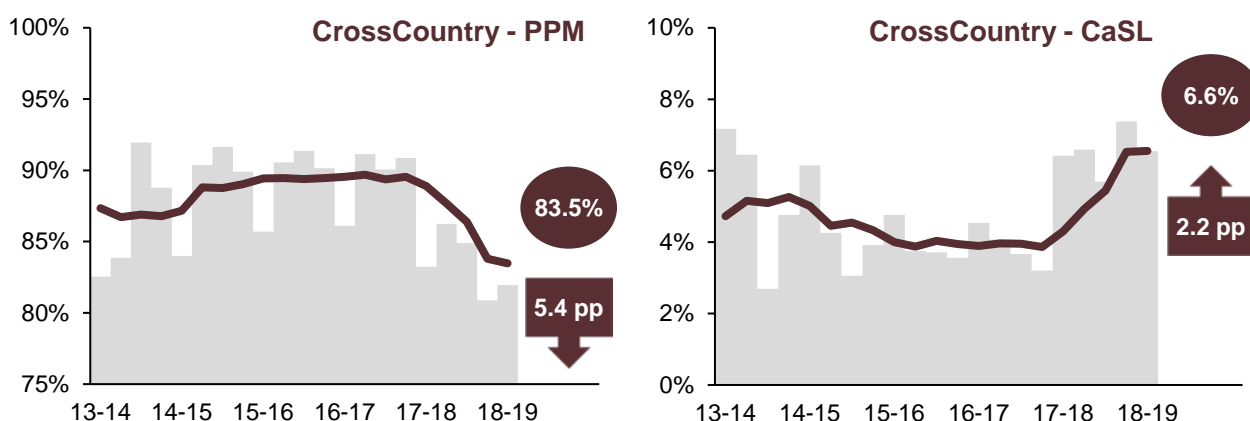
Punctuality (PPM) in Q3 was 82.0%. This was 1.3 pp worse than 2017-18 Q3, and is the lowest Q3 PPM since 2010-11. The MAA stands at 83.5%, which has worsened by 5.4 pp compared with a year ago, and is the lowest it has been since 2005-06 Q4.

Reliability (CaSL) in Q3 was 6.5%. This was 0.1 pp worse compared with 2017-18 Q3. The MAA stands at 6.6%, which is 2.2 pp worse than a year ago.

Network Rail caused PPM failures increased by 21% in 2018-19 Q3 compared with 2017-18 Q3. Weather related PPM failures increased by 72%, while network management delays resulted in 26% more PPM failures this quarter. PPM failures due to track faults increased by 30%. A signal failure between Oxford and Banbury caused 8,800 minutes of delay to all operators.

PPM failures attributed to CrossCountry were around the same in 2018-19 Q3 as they were in 2017-18 Q3. Fleet caused PPM failures were down 9% and PPM failures due to operational delays were down 77% compared with a year earlier. However, train crew (up 13%), external causes attributed to the operator (up 73%) and station delays (up 72%) all caused more PPM failures in 2018-19 Q3 compared with 2017-18 Q3. A fire beneath a CrossCountry service at Bournemouth resulted in 3,800 minutes of delay to all operators. PPM failures caused by other operators increased by 7%.

Figure 3.06: PPM and CaSL, CrossCountry, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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

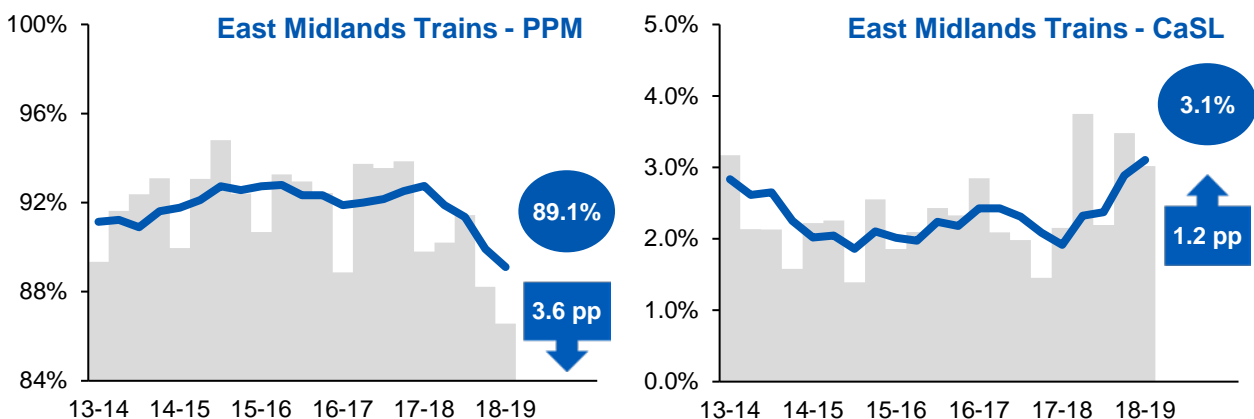
Punctuality (PPM) in Q3 was 86.6%. This was 3.2 pp worse than 2017-18 Q3, and is the lowest Q3 PPM since 2008-09. The MAA stands at 89.1%, which is down 3.6 pp compared with a year ago.

Reliability (CaSL) in Q3 was 3.0%. This was 0.9 pp worse compared with 2017-18 Q3. The MAA stands at 3.1%, which has worsened by 1.2 pp compared with a year ago.

Fatality and trespass caused PPM failures were up 21% in Q3 compared with a year earlier. However, PPM failures due to other external causes such as bridge strikes and vandalism were down 37%. Signal failures (up 47%) and track faults (up 50%) caused more PPM failures in 2018-19 Q3 compared with 2017-18 Q3. A speed restriction between Ely and Thetford resulted in 13,900 delay minutes.

PPM failures attributed to East Midlands Trains was up 55% in 2018-19 Q3 compared with 2017-18 Q3. Fleet caused PPM failures were up 76% and train crew caused PPM failures were up 84%. PPM failures caused by other operators increased by 18%.

Figure 3.07: PPM and CaSL, East Midlands Trains, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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 81.7%. This was 4.9 pp better than 2017-18 Q3, and is the highest Q3 PPM since 2012-13. The MAA stands at 81.5%, which has improved by 0.8 pp compared with a year ago.

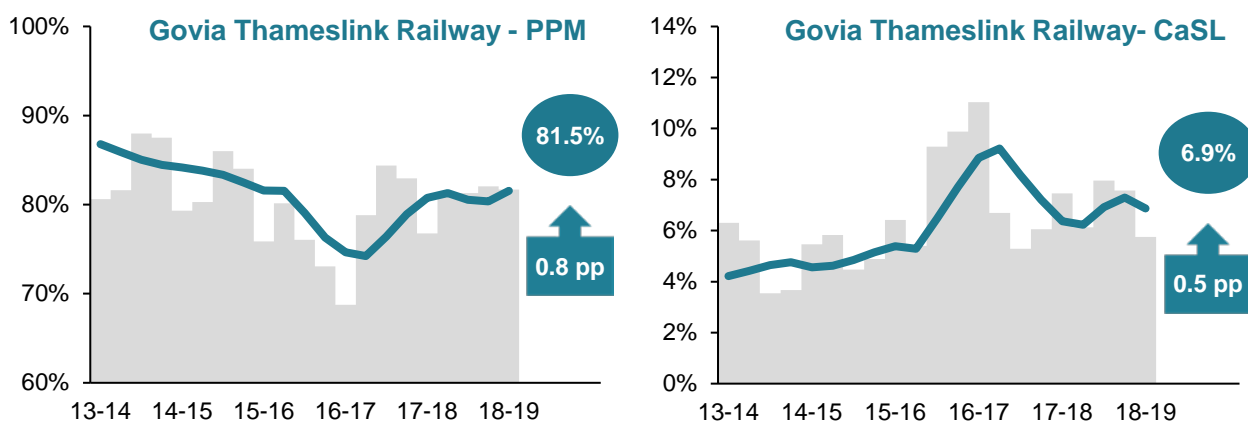
Reliability (CaSL) in Q3 was 5.7%. This was 1.7 pp better than 2017-18 Q3. The MAA stands at 6.9%, which has worsened by 0.5 pp compared with the 2017-18 Q3.

The amount of PPM failures that were uninvestigated or unexplained fell by 70% in 2018-19 Q3 compared with 2017-18 Q3. This improvement in the delay attribution process does reduce the comparability of other delay categories between the two quarters.

Nevertheless, PPM failures attributed to other¹ external causes fell 61%, and PPM failures caused by third rail faults (down 74%) and points failures (down 19%) also fell.

Despite the improvement in delay attribution, PPM failures attributed to Govia Thameslink Railway were down 13% in 2018-19 Q3 compared with 2017-18 Q3. There were reductions in PPM failures due to station delays (down 46%), fleet failures (down 13%) and train crew (down 12%). PPM failures attributed to other operators fell 8%.

Figure 3.08: PPM and CaSL, Govia Thameslink Railway, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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.

¹ A power cut at Balcombe Tunnel in December 2017 (17,400 delay minutes) and a power cut at East Croydon in October 2018 (10,200 delay minutes) were the main causes of delay in this category.

Thameslink, Southern and Great Northern

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

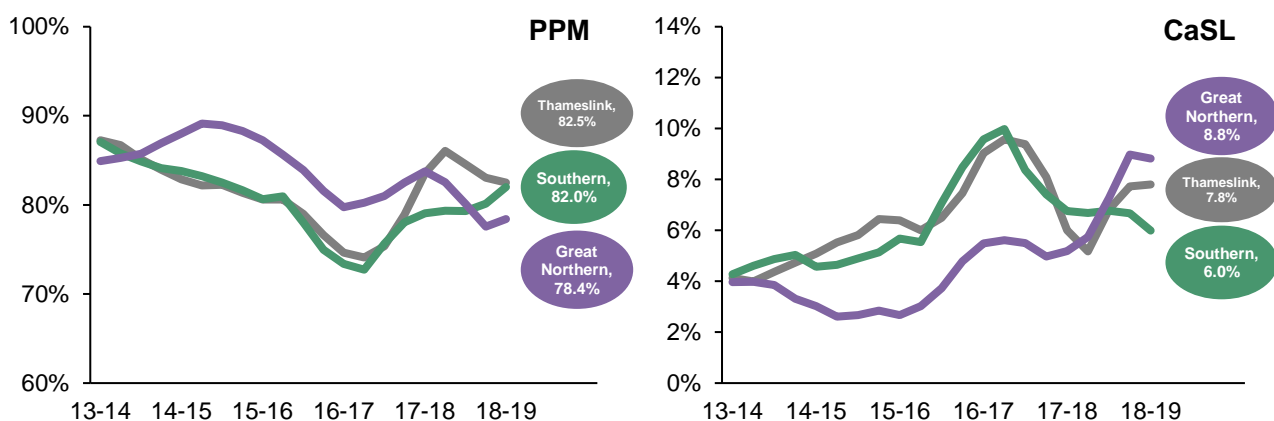
At the end of 2018-19 Q3, the MAAs for punctuality (PPM) for the sub operators were:

- Southern: 82.0% (up 3.0 pp on 2017-18 Q3).
- Thameslink: 82.5% (down 1.0 pp on 2017-18 Q3).
- Great Northern: 78.4% (down 5.3 pp on 2017-18 Q3).

At the end of 2018-19 Q3, the MAAs for reliability (CaSL) for the sub operators were:

- Southern: 6.0% (down 0.8 pp on 2017-18 Q3).
- Thameslink: 7.8% (up 1.8 pp on 2017-18 Q3).
- Great Northern: 8.8% (up 3.6 pp on 2017-18 Q3).

Figure 3.09: PPM and CaSL MAA, Southern, Thameslink, and Great Northern, 2013-14 Q3 to 2018-19 Q3



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 - Thameslink

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

Route Information – Great Northern

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

Grand Central

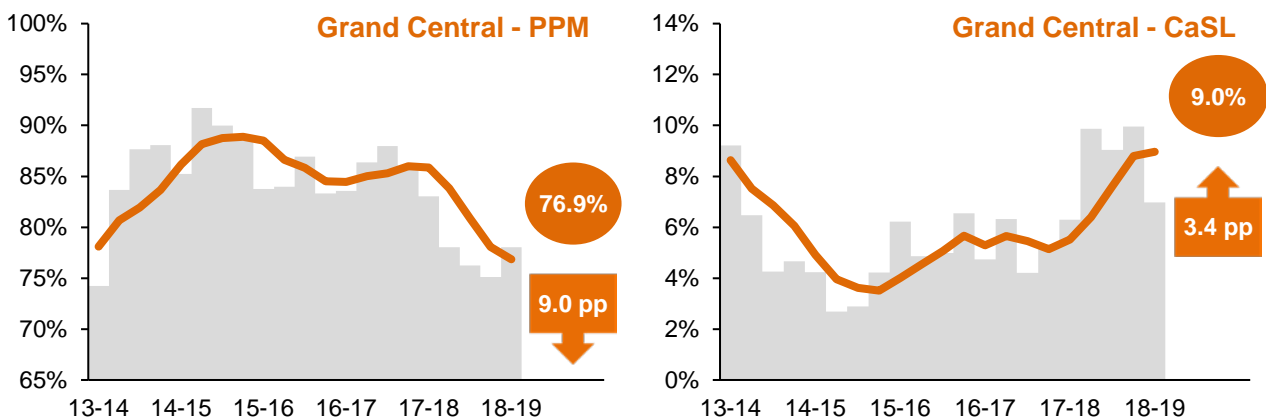
Punctuality (PPM) in Q3 was 78.0%. This was 5.0 pp worse compared with 2017-18 Q3. The MAA stands at 76.9%, which is 9.0 pp worse than a year ago, and is the lowest it has been since 2008-09 Q4.

Reliability (CaSL) in Q3 was 7.0%. This was 0.7 pp worse than 2017-18 Q3. The MAA stands at 9.0%, which has worsened by 3.4 pp in the last year.

PPM failures attributed to Network Rail increased from 131 in 2017-18 Q3 to 173 in 2018-19 Q3. There were 12 more PPM failures this quarter due to fatality and trespass incidents. Five such incidents on the East Coast Main Line in 2018-19 Q3 resulted in over 20,000 delay minutes to all operators. A number of Grand Central services suffered delay resulting from a fire on the overhead line equipment near Doncaster, which caused 8,000 minutes of delay to all operators. There were 14 PPM failures attributed to speed restrictions this quarter, up from three in 2017-18 Q3.

Grand Central fleet failures accounted for 51% more PPM failures in 2018-19 Q3 (57) than in 2017-18 Q3 (38). Train crew caused PPM failures increased from four in Q3 last year to 11 in Q3 this year. PPM failures caused by other TOCs increased by 13%.

Figure 3.10: PPM and CaSL, Grand Central, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



Route Information (Long Distance)

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

Great Western Railway

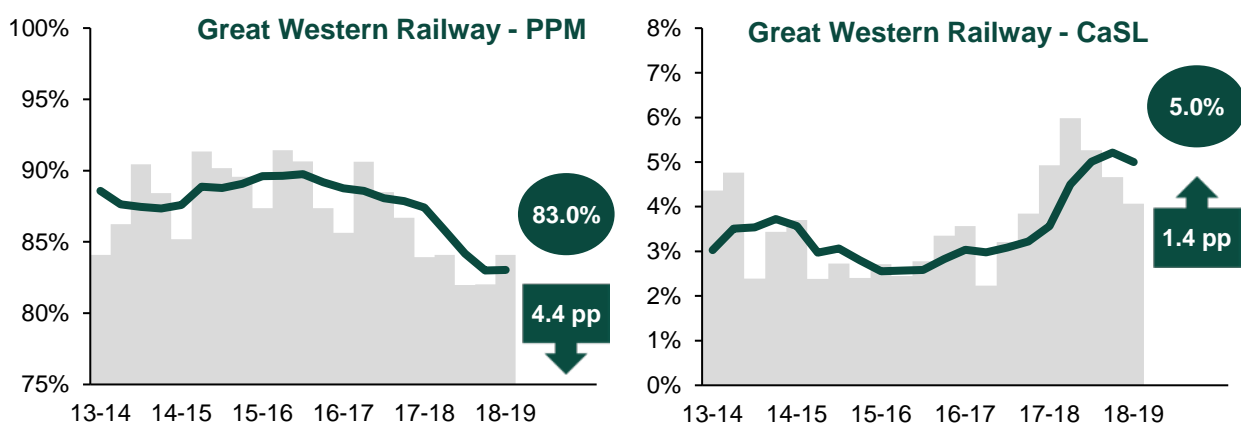
Punctuality (PPM) in Q3 was 84.1%. This was 0.2 pp better than 2017-18 Q3. The MAA stands at 83.0%, which has worsened by 4.4 pp compared with a year ago.

Reliability (CaSL) in Q3 was 4.1%. This was 0.9 pp better compared with 2017-18 Q3. The MAA stands at 5.0 %, which has worsened by 1.4 pp compared with the 2017-18 Q3.

CaSL failures attributed to Network Rail fell 23% in 2018-19 Q3 compared with 2017-18 Q3. The largest contributor to this improvement in reliability was signal failures, which caused 60% fewer CaSL failures than a year ago. However, CaSL failures due to track faults increased by 120% in 2018-19 Q3.

Great Western Railway train crew problems caused 58% fewer CaSL failures in 2018-19 Q3 compared with 2017-18 Q3. Other operators caused 68% more CaSL failures this quarter. Much of this increase can be attributed to damage caused to overhead line equipment at Southall² in October, which resulted in 675 cancellations (to all operators).

Figure 3.11: PPM and CaSL, Great Western Railway, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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 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.

² <https://www.bbc.co.uk/news/uk-england-london-45892583>

Greater Anglia

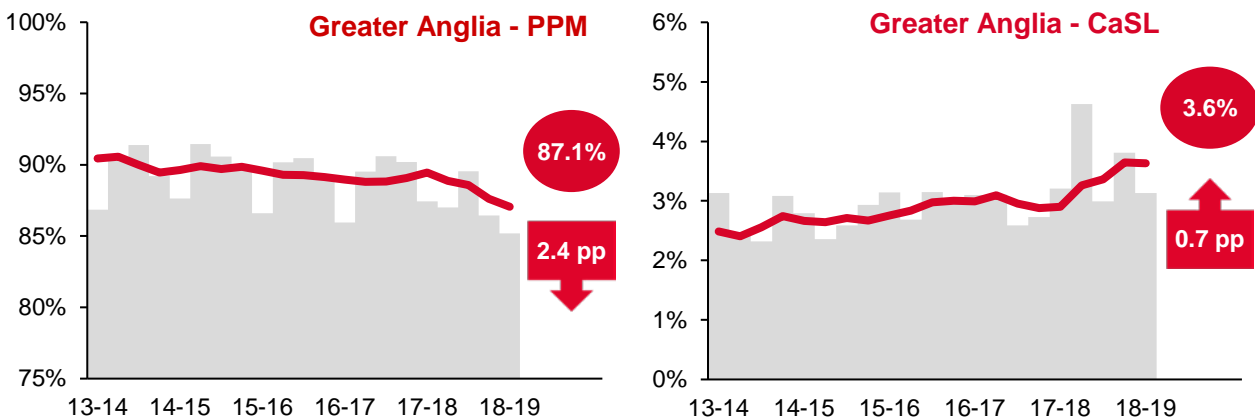
Punctuality (PPM) in Q3 was 85.2%. This was 2.3 pp worse than 2017-18 Q3. The MAA stands at 87.1%, which has worsened by 2.4 pp in the last year, and is the lowest it has been since 2005-06 Q4.

Reliability (CaSL) in Q3 was 3.1%. This was 0.1 pp better than 2017-18 Q3. The MAA stands at 3.6%, which has worsened by 0.7 pp in the last year.

PPM failures attributed to Network Rail increased by a fifth in 2018-19 Q3 compared with 2017-18 Q3. Fatality and trespass incidents (up 39%), points failures (up 88%) and track faults (up 84%) resulted in more PPM failures than last year. However, problems with engineering works (down 54%) and signal failures (down 33%) caused fewer PPM failures than in 2017-18 Q3.

Overall, Greater Anglia caused 13% more PPM failures in 2018-19 Q3 compared with 2017-18 Q3. Fleet failures (up 37%) and low adhesion problems attributed to the operator (up 49%) increased this quarter. Station delays (down 18%), and train crew delays (down 47%) caused fewer PPM failures in 2018-19 Q3.

Figure 3.12: PPM and CaSL, Greater Anglia, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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

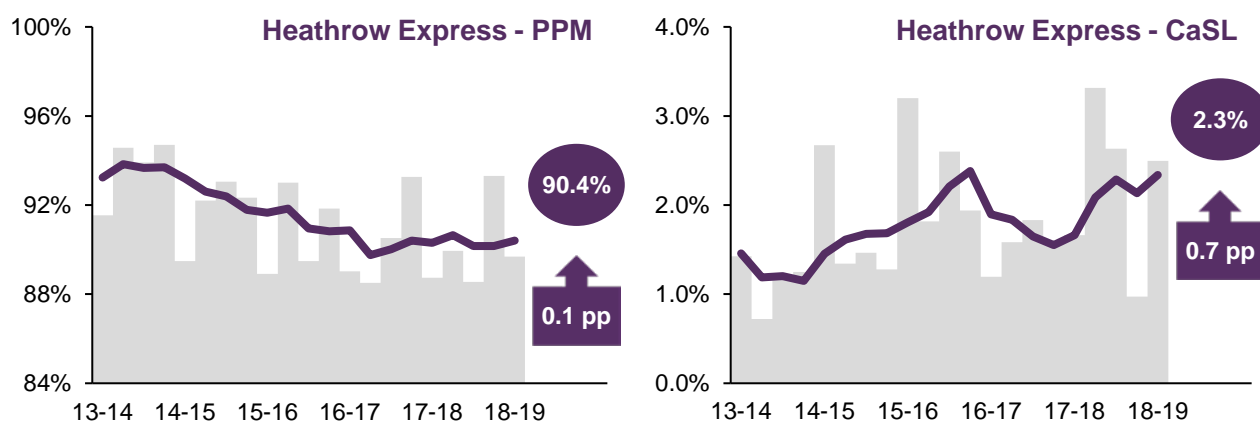
Punctuality (PPM) in Q3 was 89.7%, which was 1.0 pp better than 2017-18 Q3. The MAA stands at 90.4%, which has improved by 0.1 pp compared with a year ago.

Reliability (CaSL) in Q3 was 2.5%. This was 0.8 pp better compared with 2017-18 Q3. The MAA stands at 2.3%, which is 0.7 pp worse than a year earlier.

CaSL failures attributed to Network Rail increased 19% in 2018-19 Q3 compared with 2017-18 Q3. Overhead line equipment faults resulted in 59 CaSL failures this quarter, which is up from nine a year ago. However, CaSL failures due to signal failures decreased by 24% in 2018-19 Q3.

Heathrow Express fleet failures caused 60% more CaSL failures in 2018-19 Q3 compared with 2017-18 Q3. Other operators caused 130% more CaSL failures this quarter. Much of this increase can be attributed to damage caused to overhead line equipment at Southall³ in October, which resulted in 675 cancellations (to all operators).

Figure 3.13: PPM and CaSL, Heathrow Express, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



Route Information (LSE)

- Services between London Paddington and Heathrow Airport.

³ <https://www.bbc.co.uk/news/uk-england-london-45892583>

Hull Trains

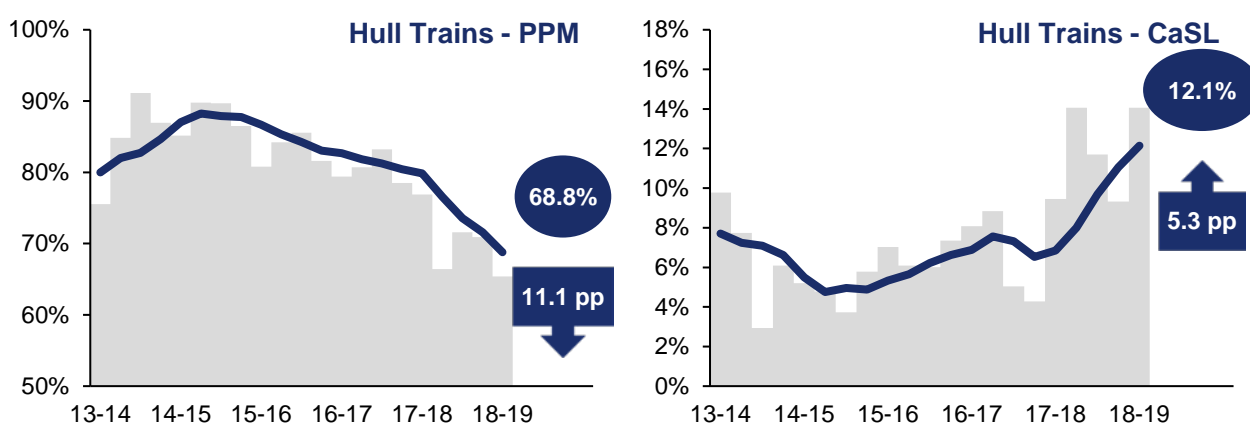
Punctuality (PPM) in Q3 was 65.4%. This was 11.5 pp worse than 2017-18 Q3 and the lowest PPM of any quarter since the time series began in 2006-07. The MAA stands at 68.8%, which has worsened by 11.1 pp since last year, and is also the lowest it has been since the time series began in 2006-07.

Reliability (CaSL) in Q3 was 14.1%. This was 4.6 pp compared with 2017-18 Q3 and is the highest Q3 CaSL since the time series began in 2006-07. The MAA stands at 12.1%. This is 5.3 pp worse than a year ago, and is the highest (worst) it has been since the time series began in 2006-07. It should also be noted that Hull Trains planned to run 199 (17%) fewer trains in Q3 of 2018-19 compared with the same quarter last year.

CaSL failures attributed to Hull Trains increased from 53 in 2017-18 Q3 to 84 in 2018-19 Q3. Fleet failures caused 60 CaSL failures this quarter, compared with 44 a year ago. There were also 15 CaSL failures attributed to operational issues, compared with one in 2017-18 Q3.

There were 37 CaSL failures attributed to Network Rail in 2018-19 Q3; down from 41 in 2017-18 Q3. A number of Hull Trains services suffered delay resulting from a fire on the overhead line equipment near Doncaster, which caused 8,000 minutes of delay to all operators.

Figure 3.14: PPM and CaSL, Hull Trains, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



Route Information (Long Distance)

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

London North Eastern Railway

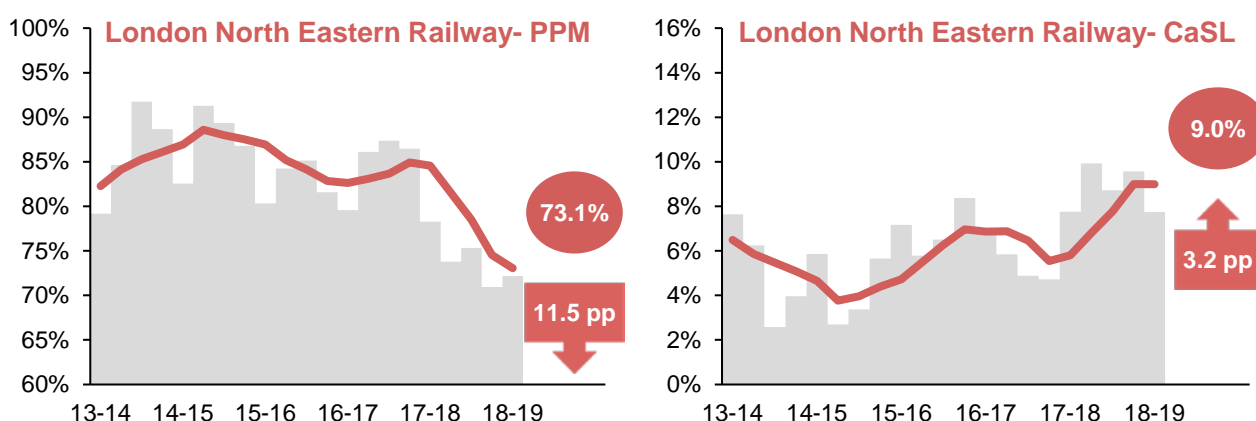
Punctuality (PPM) in Q3 was 72.2%. This was 6.1 pp worse compared with 2017-18 Q3, and is the lowest Q3 PPM since 2002-03. The MAA stands at 73.1%, which has worsened by 11.5 pp compared with a year ago, and is the lowest it has been since 2003-04 Q2.

Reliability (CaSL) in Q3 was 7.7%. This was slightly better than 2017-18 Q3. The MAA stands at 9.0%, which has worsened by 3.2 pp in the last year.

PPM failures attributed to Network Rail increased by 35% in 2018-19 Q3 compared with 2017-18 Q3. There were 14% more PPM failures this quarter due to fatality and trespass incidents. Five such incidents on the East Coast Main Line in 2018-19 Q3 resulted in over 20,000 delay minutes to all operators. Many London North Eastern Railway services suffered delay resulting from a fire on the overhead line equipment near Doncaster, which caused 8,000 minutes of delay to all operators. PPM failures due to bad weather (up 187%) and signal failures (up 40%) also increased this quarter.

London North Eastern Railway were accountable for 7% more PPM failures in 2018-19 Q3 compared with 2017-18 Q3. Train crew (up 28%), external delays attributed to the operator (up 51%), and station delays (up 27%) all caused more PPM failures this quarter. Fleet failures, which accounted for 63% of PPM failures caused by the operator this quarter, caused 4% fewer PPM failures compared with 2017-18 Q3. Other operators caused 41% more PPM failures this quarter.

Figure 3.23: PPM and CaSL, London North Eastern Railway, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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.

London Overground

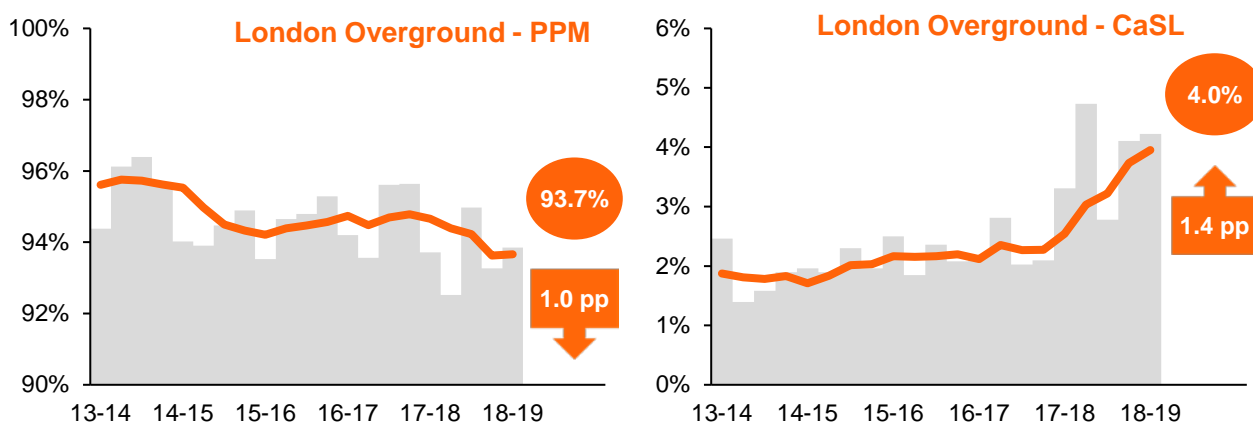
Punctuality (PPM) in Q3 was 93.8%. This was 0.1 pp better compared with 2017-18 Q3. The MAA stands at 93.7%, which has worsened by 1.0 pp compared with a year ago.

Reliability (CaSL) in Q3 was 4.2%. This was 0.9 pp worse than 2017-18 Q3, and is the highest (worst) Q3 CaSL since 2005-06. The MAA stands at 4.0%, which has worsened by 1.4 pp compared with a year earlier, and is the highest it has been since 2006-07 Q1.

CaSL failures attributed to London Overground increased by 167% in 2018-19 Q3 compared with 2017-18 Q3. Fleet failures (up 304%), station delays (up 175%) and external causes attributed to the operator (up 77%) all caused significantly more CaSL failures in 2018-19 Q3 compared with a year earlier. CaSL Failures caused by other operators decreased by 11%.

Network Rail was attributed with 5% fewer CaSL failures in 2018-19 Q3 compared with 2017-18 Q3. The amount of CaSL failures that were uninvestigated or unexplained fell by 57% in 2018-19 Q3 compared with 2017-18 Q3. Track faults caused 79 CaSL failures this quarter, compared with 376 last year. Fatality trespass incidents, however, caused 249 CaSL failures, up from 94 in 2017-18 Q3.

Figure 3.15: PPM and CaSL, London Overground, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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

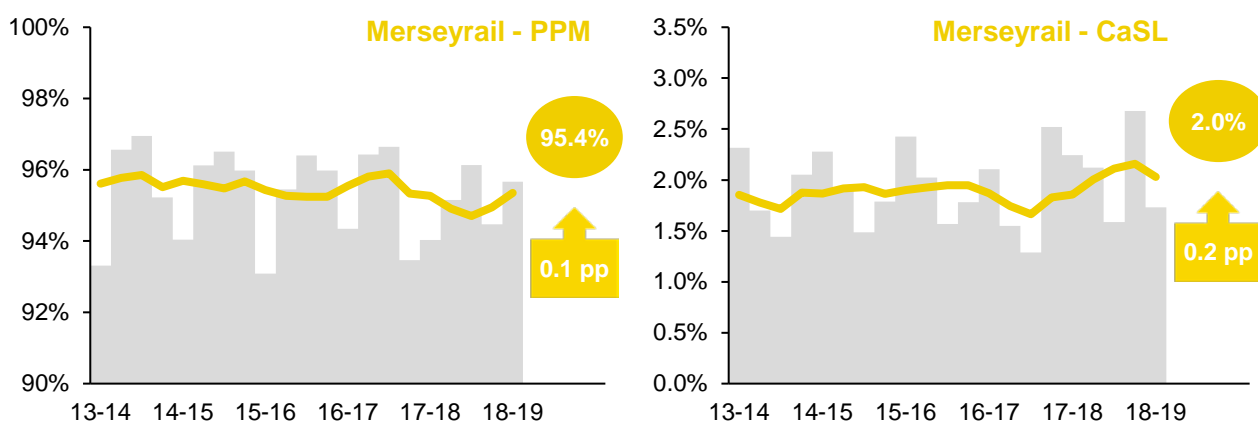
Punctuality (PPM) in Q3 was 95.7%. This was 1.6 pp better than 2017-18 Q3, and is the highest Q3 PPM since the time series began in 1997-98. The MAA stands at 95.4%, which has improved by 0.1 pp compared with a year ago.

Reliability (CaSL) in Q3 was 1.7%. This was 0.5 pp better than 2017-18 Q3 and is the lowest Q3 CaSL since the time series began in 1997-98. The MAA stands at 2.0%, which has worsened by 0.2 pp compared with 2017-18 Q3.

CaSL failures attributed to Merseyrail fell by 26% between 2017-18 Q3 and 2018-19 Q3. Train crew (down 46%), external delays attributed to the operator (down 30%) and fleet failures (down 14%) contributed to this decrease.

CaSL failures attributed to Network Rail were 20% lower in 2018-19 Q3 compared with 2017-18 Q3. The number of CaSL failures that were uninvestigated or unexplained fell by from 42 in 2017-18 Q3 to seven in 2018-19 Q3. CaSL failures due to signal failures (down 38%), third rail faults (down 76%) and track faults (down 95%) all fell this quarter. However, CaSL failures due to fatality and trespass incidents increased by 156%.

Figure 3.16: PPM and CaSL, Merseyrail, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



Route Information (Regional)

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

Northern

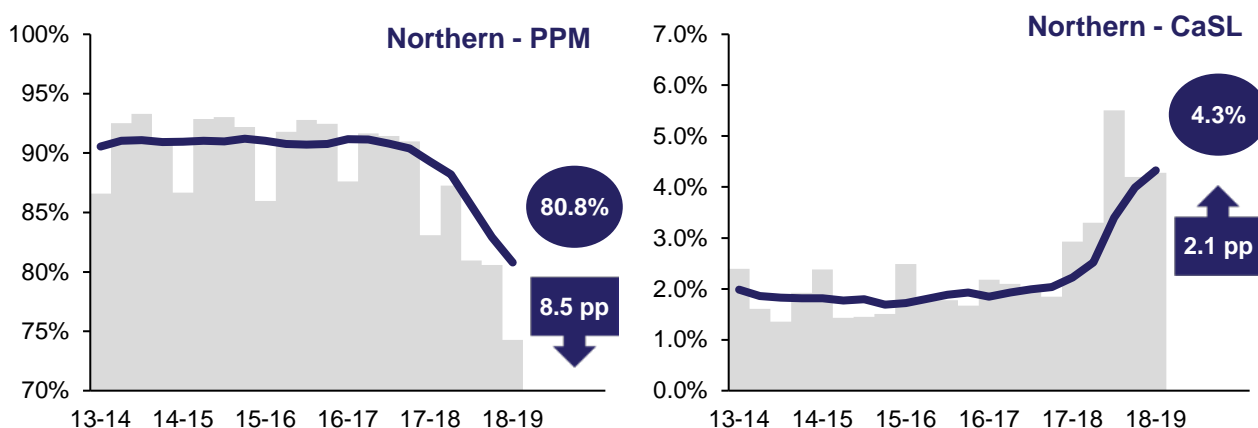
Punctuality (PPM) in Q3 was 74.3%. This was 8.8 pp worse than 2017-18 Q3, and is the lowest PPM for any quarter since the time series began in 2009-10. The MAA stands at 80.9%, which has worsened by 8.5 pp compared with a year ago, and is the lowest it has been since the time series began in 2009-10.

Reliability (CaSL) in Q3 was 4.3%. This was 1.4 pp worse than 2017-18 Q3 and is the worst Q3 CaSL since the time series began in 2009-10. The MAA stands at 4.3%, which has worsened by 2.1 pp compared with a year ago, and is the highest it has been since the time series began in 2009-10.

Despite a 45% increase in the amount of PPM failures that were unexplained or uninvestigated, other PPM failures attributed to Network Rail increased by 36% in 2018-19 Q3 compared with 2017-18 Q3. PPM failures due to autumn were up 114% and track faults caused 64% more PPM failures than last year. A power supply failure near Newton-le-Willows resulted in 9,300 delay minutes to all operators.

PPM failures attributed to Northern increased by 55% between 2017-18 Q3 and 2018-19 Q3. Train crew caused PPM failures increased by 80%. This included 5,500 delay minutes caused to all operators following a derailment at Sheffield. Fleet caused PPM failures increased by 49% and operational issues resulted in 40% more PPM failures this quarter. PPM failures caused by other operators increased by 58%.

Figure 3.17: PPM and CaSL, Northern, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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

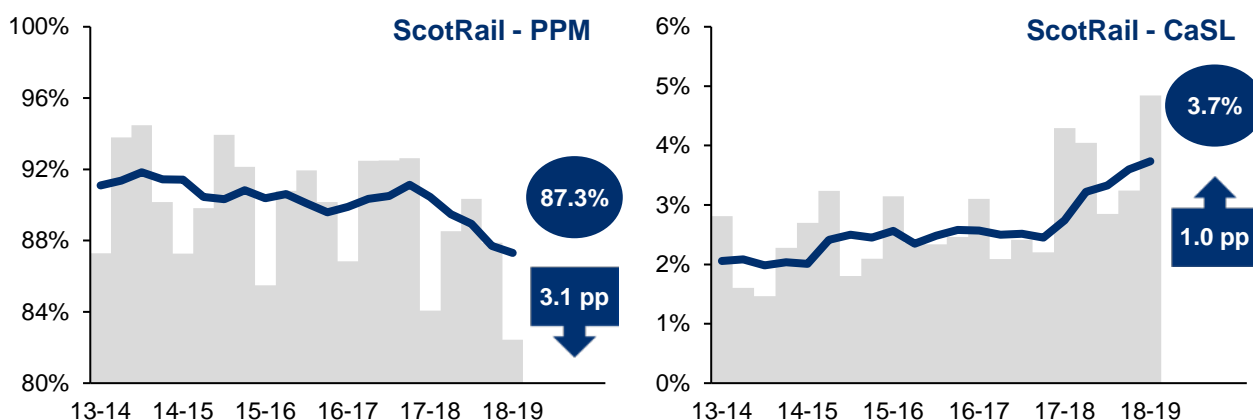
Punctuality (PPM) in Q3 was 82.4%. This was 1.6 pp worse than 2017-18 Q3, and is the lowest Q3 PPM since 2010-11. The MAA stands at 87.3%, which has worsened by 3.1 pp compared with a year ago, and is the lowest it has been since 2006-07 Q1.

Reliability (CaSL) in Q3 was 4.8%. This was 0.5 pp worse than 2017-18 Q3, and is the highest (worst) Q3 CaSL since 2010-11. The MAA stands at 3.7%, which has worsened by 1.0 pp compared with a year earlier, and is the highest it has been since 2002-03 Q3.

PPM failures due to unexplained and uninvestigated delays fell by 27% in 2018-19 Q3 compared with 2017-18 Q3. Other PPM failures attributed to Network Rail increased by 21%. Fatality and trespass incidents (up 25%), bad weather (up 61%) and signal operations (up 197%) caused more PPM failures this quarter. Points failures, however, caused 50% fewer PPM failures than in 2017-18 Q3.

PPM failures attributed to ScotRail increased by 6% in 2018-19 Q3 compared with 2017-18 Q3. Increases in PPM failures due to train crew (up 147%) and fleet failures (up 12%) were partly offset by decreases in external delays attributed to the operator (down 10%) and station delays (down 18%).

Figure 3.18: PPM and CaSL, ScotRail, 2013-14 Q3 to 2018-19 Q3
(change shown is MAA for 2018-19 Q3 on 2017-18 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

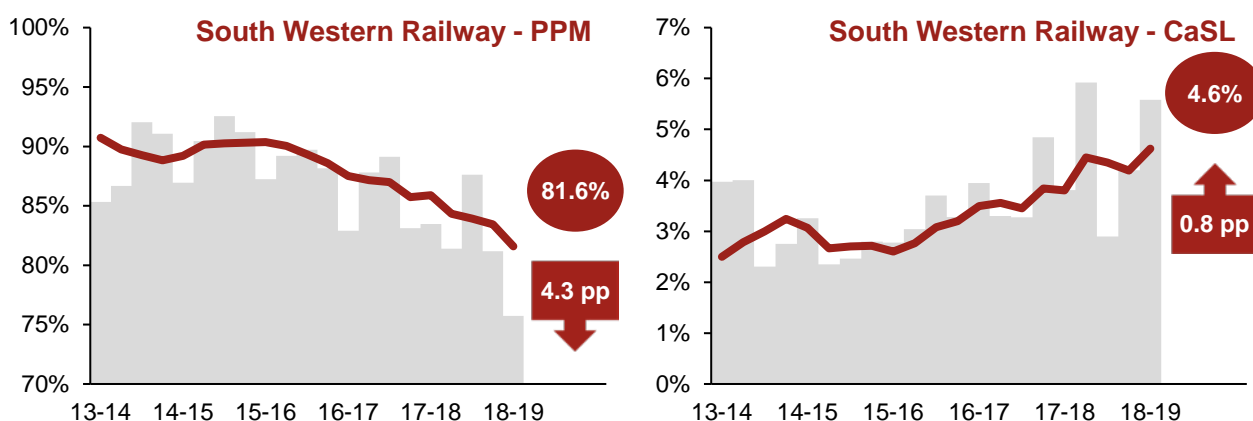
Punctuality (PPM) in Q3 was 75.7%. This was 7.7 pp worse than 2017-18 Q3 and is the lowest Q3 PPM since 2003-04. The MAA stands at 81.6%, which has worsened by 4.3 pp compared with a year ago, and is the lowest it has been since 2004-05 Q3.

Reliability (CaSL) in Q3 was 5.6%. This was 1.8 pp worse than 2017-18 Q3, and is the worst Q3 CaSL since 2000-01. The MAA stands at 4.6%, which has worsened by 0.8 pp compared with a year earlier, and is the highest it has been since 2001-02 Q2.

CaSL failures attributed to Network Rail increased by 49% in 2018-19 Q3 compared with 2017-18 Q3. Fatality and trespass incidents caused 1,182 CaSL failures this quarter, compared with 149 a year ago. Seven such incidents this quarter resulted in over 800 cancellations to all operators. Over-running engineering works on 19 November resulted 881 cancellations. Signal failures, however, caused 57% fewer CaSL failures this quarter.

CaSL failures attributed to South Western Railway increased by 30% in 2018-19 Q3 compared with 2017-18 Q3. Fleet failures caused 26% more CaSL failures this quarter. A broken train at Earlsfield on 14 November resulted in 64 cancellations. PPM failures due to train crew increased by 21% compared with 2017-18 Q3.

Figure 3.19: PPM and CaSL, South Western Railway, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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

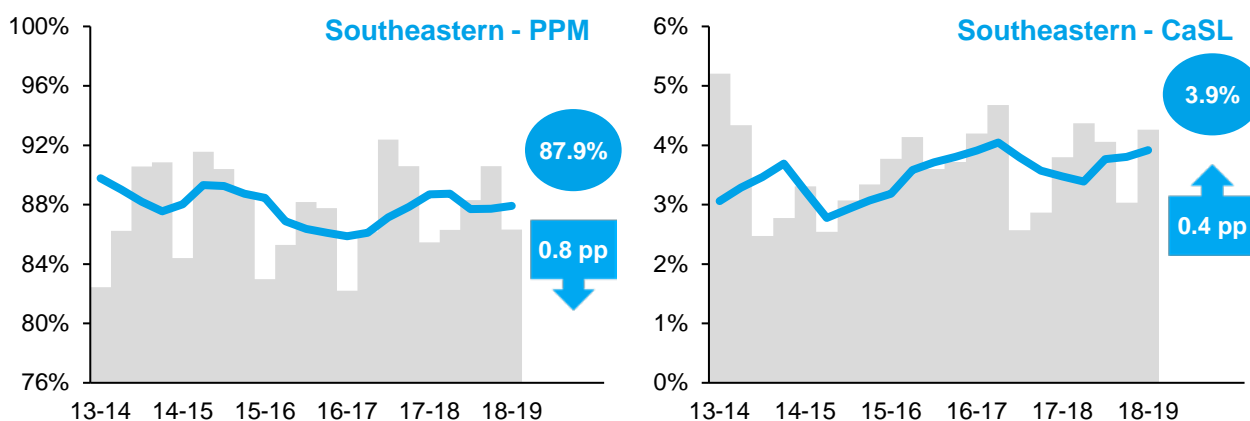
Punctuality (PPM) in Q3 was 86.3%. This was 0.9 pp better than 2017-18 Q3. The MAA stands at 87.9%, which has worsened by 0.8 pp compared with a year ago.

Reliability (CaSL) in Q3 was 4.3%, which was 0.5 pp worse than 2017-18 Q3. The MAA stands at 3.9%, which has worsened by 0.4 pp compared with a year earlier.

The number of unexplained and uninvestigated CaSL failures fell 28% in 2018-19 Q3 compared with 2017-18 Q3. Over-running engineering works caused 345 CaSL failures in 2017-18 Q3. This fell to 17 this quarter. However, a signal failure at Charlton (231 cancellations), a fire at an electrical substation (210 cancellations), a cable fault between Rochester and Gillingham (165 cancellations) and a signal failure at Lewisham (103 cancellations) caused significant disruption during the quarter.

CaSL failures attributed to Southeastern increased by 27% this quarter. Fleet failures (up 22%), train crew (up 54%) and external incidents attributed to the operator (up 33%) all increased this quarter. CaSL failures due to other operators fell by 20%.

Figure 3.20: PPM and CaSL, Southeastern, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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.

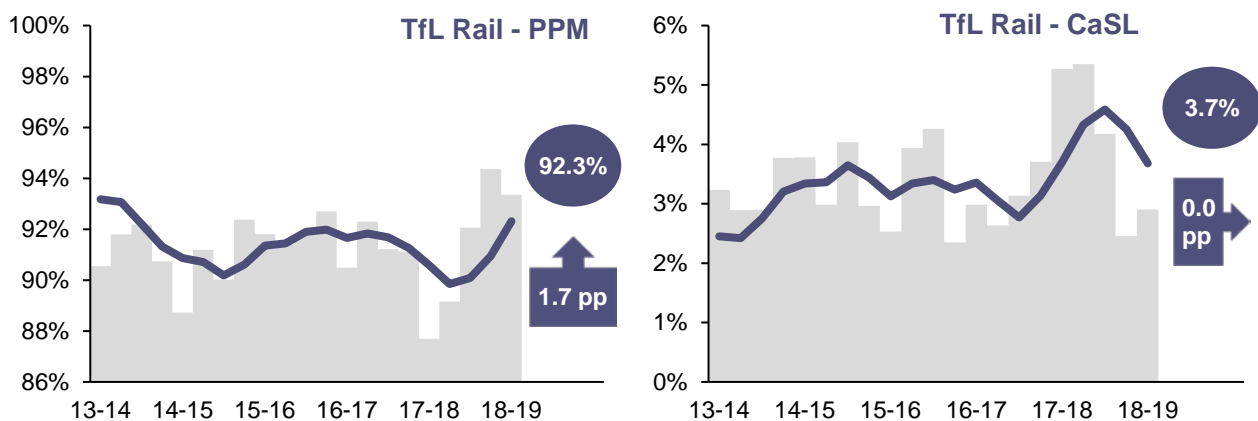
TfL Rail

Punctuality (PPM) in Q3 was 93.4%. This was 5.7 pp better than 2017-18 Q3, and is the best Q3 PPM since the time series began in 2010-11. The MAA stands at 92.3%, which has improved by 1.7 pp compared with a year ago.

Reliability (CaSL) in Q3 was 2.9%. This was 2.4 pp better than 2017-18 Q3. The MAA stands at 3.7%, which was about the same as 2017-18 Q3.

Due to the transfer of Heathrow Connect services to TfL Rail in May 2018, it is not possible to assess changes in PPM failures by cause of delay as the data have not been remapped to match the franchise that exists today.

Figure 3.21: PPM and CaSL, TfL Rail, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



Route Information (LSE)

- Services between London Liverpool Street and Shenfield.
- Services between London Paddington and Heathrow Airport.

TfW Rail

Transport for Wales Rail (TfW Rail) replaced Arriva Trains Wales as the operator of the Wales & Borders franchise on 14 October 2018.

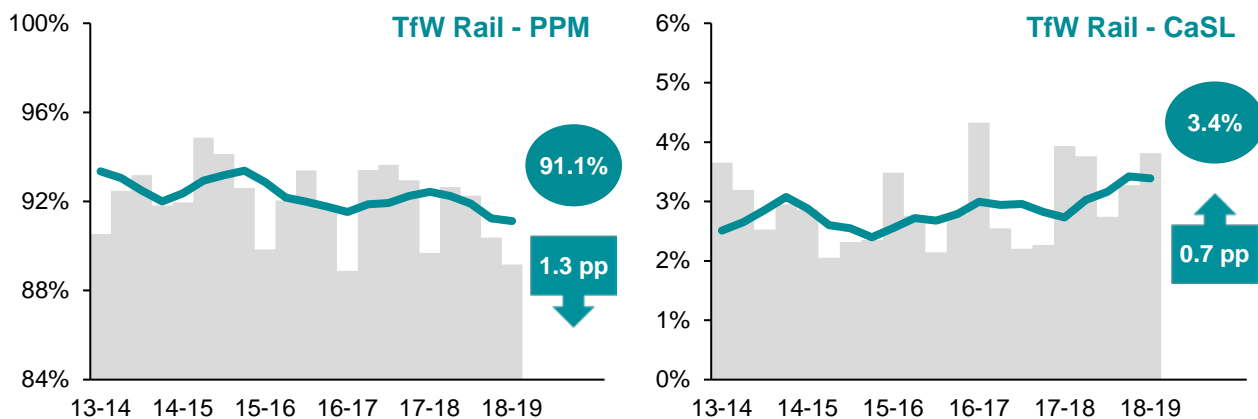
Punctuality (PPM) in Q3 was 89.2%. This was 0.5 pp worse than 2017-18 Q3. The MAA stands at 91.1%, which is down 1.3 pp compared with a year ago, and is the lowest it has been since 2007-08 Q2.

Reliability (CaSL) in Q3 was 3.8%. This was 0.1 pp better than 2017-18 Q3. The MAA stands at 3.4%, which has worsened by 0.7 pp compared with 2017-18 Q3.

PPM failures attributed to TfW Rail increased by 20% in 2018-19 Q3 compared with 2017-18 Q3. PPM failures attributed to train crew (up 49%), station delays (up 35%) and fleet failures (up 22%) increased this quarter. Operational PPM failures, however, fell 53%.

Network Rail were attributed with 14% fewer PPM failures in 2018-19 Q3 than in 2017-18 Q3. PPM failures resulting from Infrastructure damage due to vandalism or theft fell 87% this quarter. Points failures (down 50%), signal failures (down 24%) and bad weather (down 57%) also caused fewer PPM failures.

Figure 3.03: PPM and CaSL, TfW Rail, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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.

TransPennine Express

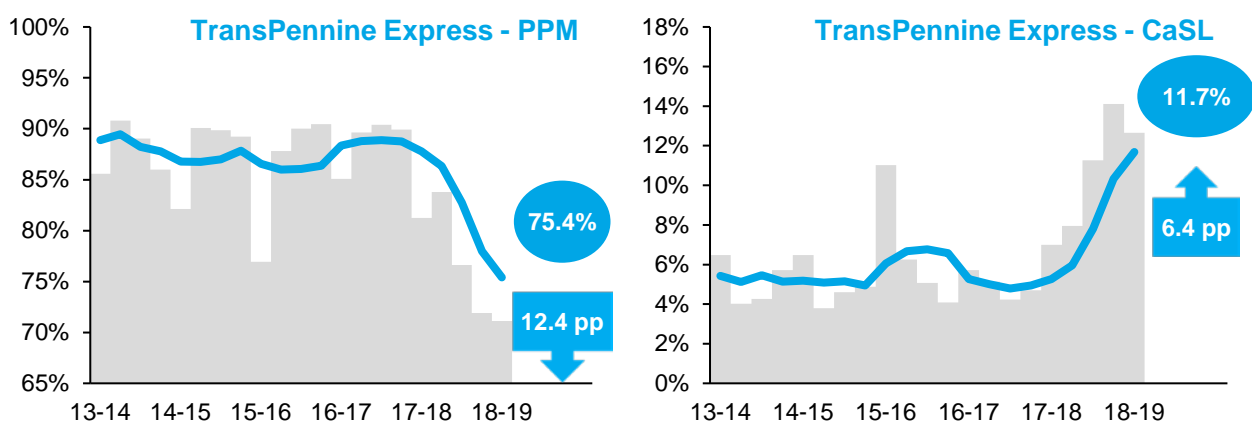
Punctuality (PPM) in Q3 was 71.1%. This was 10.1 pp worse than 2017-18 Q3, and is the lowest PPM for any quarter since the time series began in 2009-10. The MAA stands at 75.4%, which has worsened by 12.4 pp compared with a year ago.

Reliability (CaSL) in Q3 was 12.7%. This was 5.7 pp worse than 2017-18 Q3. The MAA stands at 11.7%, which has worsened by 6.4 pp since 2017-18 Q3.

The number of services operated by TransPennine Express has increased during 2018-19. This explains some of the increase in CaSL failures by cause. Nevertheless, CaSL failures attributed to Network Rail increased by 93% in 2018-19 Q3 compared with 2017-18 Q3. Points failures (up 140%), signal failures (up 117%) and track faults (up 136%) all caused more PPM failures this quarter. A power supply failure near Newton-le-Willows resulted in 9,300 delay minutes to all operators.

CaSL failures attributed to TransPennine Express increased by 185% between 2017-18 Q3 and 2018-19 Q3. Train crew caused CaSL failures increased by 217%, whilst fleet CaSL failures increased by 128%. CaSL failures caused by other operators increased by 135%. More than half of this increase was due to problems with Northern during the quarter.

Figure 3.22: PPM and CaSL, TransPennine Express, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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 West Coast

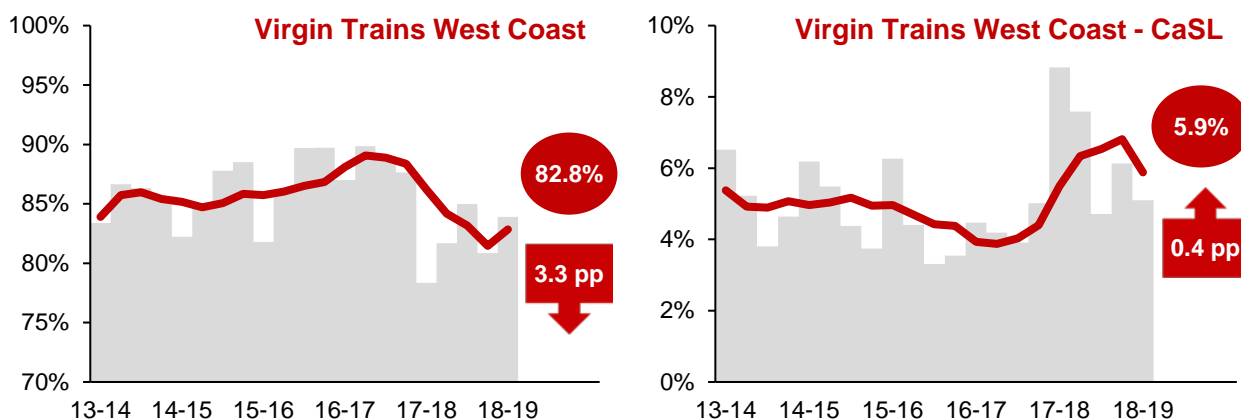
Punctuality (PPM) in Q3 was 83.9%. This has improved by 5.6 pp compared with 2017-18 Q3, and is the second highest Q3 PPM since 2006-07 (the highest being 2016-17). The MAA stands at 82.8%, which has worsened by 3.3 pp compared with a year ago.

Reliability (CaSL) in Q3 was 5.1%. This was 3.7 pp better than 2017-18 Q3. The MAA stands at 5.9%, which has worsened by 0.4 pp compared with a year ago.

PPM failures attributed to Network Rail decreased by 26% in 2018-19 Q3 compared with Q3 in 2017-18. Overhead line equipment failures caused 57 PPM failures this quarter, compared with 459 in 2017-18 Q3. Fatality and trespass incidents (down 43%), points failures (down 40%) and signal failures (down 33%) also caused fewer PPM failures this quarter. PPM failures due to bad weather increased by 74%.

PPM failures attributed to Virgin Trains West Coast decreased by 29% in 2018-19 Q3 compared with 2017-18 Q3. Fleet failures caused 18% fewer PPM failures this quarter and PPM failures due to train crew were down 61%. PPM failures attributed to other operators decreased by 12%.

Figure 3.24: PPM and CaSL, Virgin Trains West Coast, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



Route Information (Long Distance)

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

West Midlands Trains

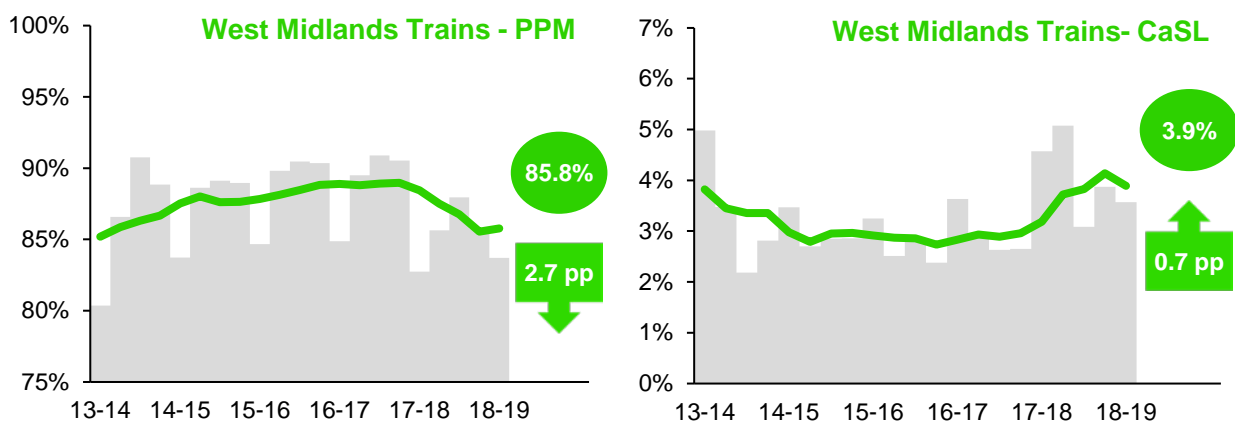
Punctuality (PPM) in Q3 was 83.7%. This was 1.0 pp better than 2017-18 Q3. The MAA stands at 85.8%, which has worsened by 2.7 pp since 2017-18 Q3.

Reliability (CaSL) in Q3 was 3.6%. This was 1.0 pp better than 2017-18 Q3. The MAA stands at 3.9%, which has worsened by 0.7 pp compared with a year ago.

CaSL failures attributed to Network Rail decreased by 25% in 2018-19 Q3 compared with Q3 in 2017-18. Overhead line equipment failures caused 29 CaSL failures this quarter, compared with 299 in 2017-18 Q3. Fatality and trespass incidents (down 40%), points failures (down 15%) and track faults (down 23%) also caused fewer CaSL failures this quarter. CaSL failures due to signal failures increased by 17%.

CaSL failures attributed to West Midlands Trains decreased by 14% in 2018-19 Q3 compared with 2017-18 Q3. CaSL failures due to train crew (down 30%) and external causes attributed to the operator (down 20%) decreased this quarter. However, CaSL failures due to station delays were up 40%. CaSL failures attributed to other operators decreased by 7%.

Figure 3.25: PPM and CaSL, West Midlands Trains, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 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

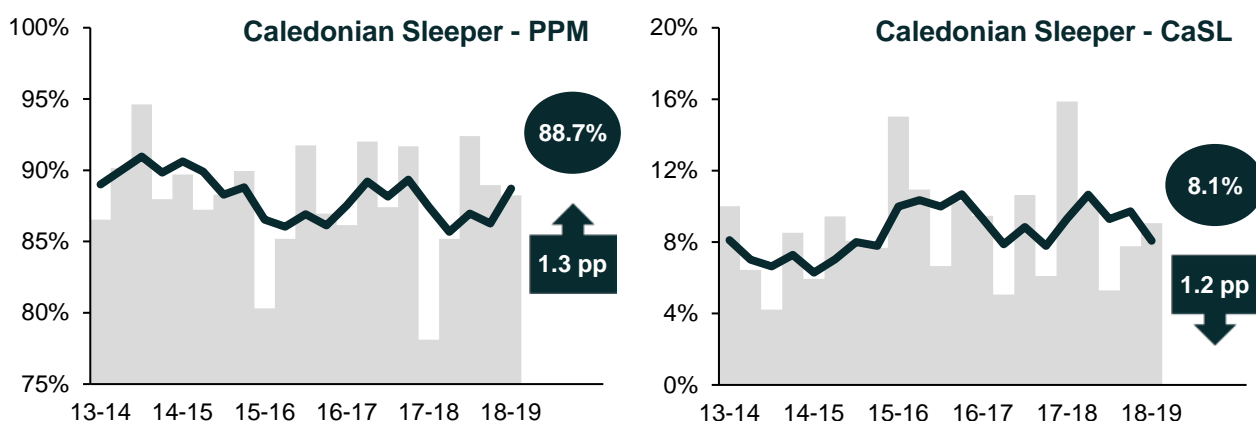
Punctuality (PPM) in Q3 was 88.2%. This was 10.1 pp better than 2017-18 Q3. The MAA stands at 88.7%, which has improved by 1.3 pp compared with a year ago.

Reliability (CaSL) in Q3 was 9.1%. This was 6.8 pp better than 2017-18 Q3. The MAA stands at 8.1%, which has improved by 1.2 pp since 2017-18 Q3.

PPM failures attributed to Network Rail decreased by 59% (from 63 to 26 PPM failures) in 2018-19 Q3 compared with 2017-18 Q3. This was due to a decrease in PPM failures attributed to overhead line equipment failures (down from seven to none), signal failures (down from 11 to two) and bad weather (down from 20 to 11).

PPM failures attributed to Caledonian Sleeper decreased from 38 in 2017-18 Q3 to 28 in 2018-19 Q3. PPM failures due to fleet failures fell from 22 to 13 and PPM failures caused by other operators decreased from 13 to eight.

Figure 3.26: PPM and CaSL, Caledonian Sleeper, 2013-14 Q3 to 2018-19 Q3 (change shown is MAA for 2018-19 Q3 on 2017-18 Q3)



Route Information (Long Distance)

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

4. Freight Delivery Metric

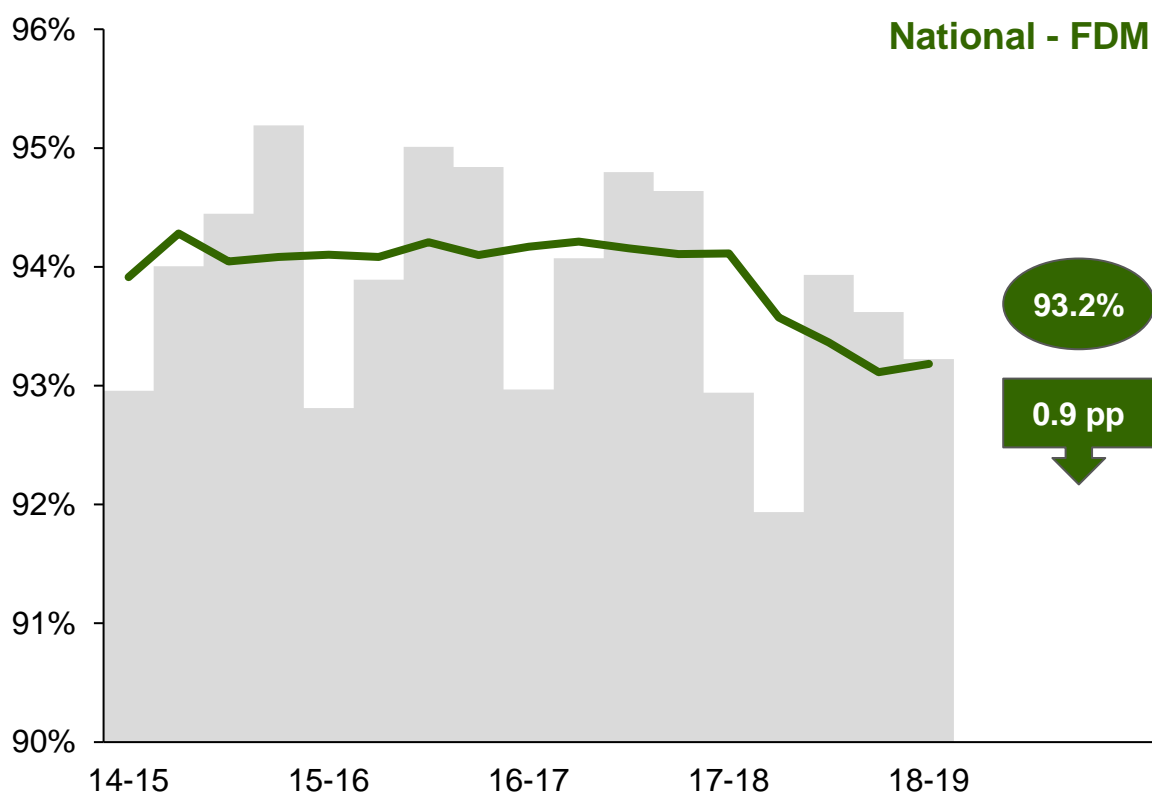
The **Freight Delivery Metric (FDM)** is the percentage of freight trains that arrive at their destination within 15 minutes of their scheduled arrival time. Freight trains are only considered to have failed FDM where the delay was caused by Network Rail. The **moving annual average (MAA)** reflects the proportion of trains that met FDM in the past 12 months. In Q4, the MAA also represents the FDM 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 93.2%. This was 0.3 pp better than 2017-18 Q3. The MAA stands at 93.2%, which has worsened by 0.9 pp since 2017-18 Q3. A [revision](#) has been made to FDM data for 2015-16 to 2018-19.

Figure 4.01: FDM, National, 2014-15 Q3 to 2018-19 Q3
(change shown is MAA for 2018-19 Q3 on 2017-18 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 2017-18 (annual) and 1997-98 Q1 to 2018-19 Q3 (quarterly) – [Table 3.43](#);
- PPM (MAA) by sector, 1997-98 Q4 to 2018-19 Q3 (quarterly) – [Table 3.42](#);
- PPM by TOC, 1997-98 Q1 to 2018-19 Q3 (quarterly) – [Table 3.44](#)
- Disaggregated PPM at sub-operator level, 2010-11 Period 1 to 2018-19 Period 7 (periodic) – [Data Portal](#) ([Table 3.9](#) (All TOCs) to [Table 3.29](#) (Caledonian Sleeper))

CaSL

- CaSL by sector, 1997-98 to 2017-18 (annual) and 1997-98 Q1 to 2018-19 Q3 (quarterly) – [Table 3.6](#);
- CaSL (MAA) by sector, 1997-98 Q4 to 2018-19 Q3 (quarterly) – [Table 3.5](#)
- CaSL by TOC, 1997-98 Q1 to 2018-19 Q3 (quarterly) – [Table 3.7](#)
- Disaggregated PPM at sub-operator level, 2010-11 Period 1 to 2018-19 Period 7 (periodic) – [Data Portal](#) ([Table 3.9](#) (All TOCs) to [Table 3.29](#) (Caledonian Sleeper))

FDM

- FDM, 2013-14 Q1 to 2018-19 Q3 (quarterly) – [Table 3.41](#)

Right Time

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-operator⁴. The national Right Time score for 2017-18 was 63.0%. This compares with a national PPM score of 87.8%.

Delay Minutes

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 Network Rail's Annual Return on the [Network Rail website](#). This reports Network Rail achievements, developments, and challenges for each financial year and the historical record of Network Rail stewardship.

Revisions

FDM data from 2015-16 to 2018-19 have been revised as some of the trains that had previously been counted as FDM failures were delayed by the movement and testing of new passenger rolling stock. Such services operate under a commercial freight access contract and any delays caused by these trains are not counted as FDM failures. Further details on this and other historic revisions to the data set can be found on the [Revisions Log](#).

⁴ 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 System⁵. 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 2018-19, 7/28 of the data are assigned to Q1 (covering 24 June to 30 June) and 21/28 of the data are assigned to Q2 (covering 1 July to 21 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 29%⁶ between 1997-98 and 2017-18. In the same time, the length of route open for passenger traffic has not increased by a significant amount⁷. 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 2017-18 than in 1997-98⁸. This may have increased station dwell times and harmed performance as it takes longer to get passengers on and off trains during peak hours.

⁵ Train Running System on TOPs (Total Operation Processing System)

⁶ [ORR Website – Historic PPM and CaSL](#)

⁷ 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](#))

⁸ [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 most recent Monitor covering periods 1 to 7 of 2018-19 was published on 29 November 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 West Midlands Trains. Performance for the whole of these operators can be viewed 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](#) (West Midlands Trains). 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, Stansted Express, and WA Outer excluding Stansted Express
- Long Distance: Intercity

West Midlands Trains:

- London and South East: LSE
- Regional: Regional

Changes to Train Operating Companies

Transport for Wales Rail (TfW Rail), which is operated by Keolis Amey Operations, replaced Arriva Trains Wales as the operator of the Wales & Borders franchise on 14 October 2018.

TfL Rail took over the Paddington to Hayes & Harlington and Heathrow Airport routes from Great Western Railway on 20 May 2018 in preparation for the linking up of Crossrail. This means that from 20 May TfL Rail operated more trains and Great Western Railway operated fewer.

London North Eastern Railway began operating the East Coast franchise on 24 June 2018. It was previously operated by Stagecoach and Virgin, and was previously referred to in this publication as Virgin Trains East Coast. London North Eastern Railway is owned by the Department for Transport (DfT) and is operated by the DfT's operator of last resort, a consortium of Arup Group, Ernst & Young, and SNC-Lavalin Rail & Transit.

Timetable change 20 May 2018

Twice every year, in May and December, a new system-wide timetable is produced for the railway network. In May 2018 on some routes and for some operators this change caused disruption, in particular for Govia Thameslink Railway, Northern, and TransPennine Express. This timetable change occurred halfway through Q1 (which covers April, May, June), and so will have had an impact on the PPM and CaSL figures for that quarter.

There is currently an ongoing Inquiry by the ORR into the disruption caused by the timetable change. The [final report](#) was published on 20 September 2018.

Annex 4 – Statistical Releases

This publication is part of ORR's [National Statistics](#) accredited statistical releases which consist of annual and quarterly themed releases:

Annual

- Rail Finance
- Rail Fares Index;
- Rail Safety Statistics;
- Rail Infrastructure, Assets and Environmental;
- Regional Rail Usage;
- *Estimates of Station Usage (not National Statistics).*

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.

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](#). For example, Rail passenger numbers and overcrowding on weekdays in major cities.

Transport Focus publish the [National Rail Passenger Survey](#) (NRPS).



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