New Passenger Rail Performance Measures 2018-19 Factsheet

Publication date: 24 May 2019

Background

This factsheet contains a summary of the **new passenger rail performance measures** for Great Britain. It contains **moving annual average** (MAA) data from (year ending) 2014-15 Period 1 to 2018-19 Period 13.

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

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

The Rail Delivery Group and Network Rail also publish data on these measures at a national level.

The data supporting this factsheet is published every period in Tables 3.65, 3.66, 3.67 on the **ORR Data Portal**.

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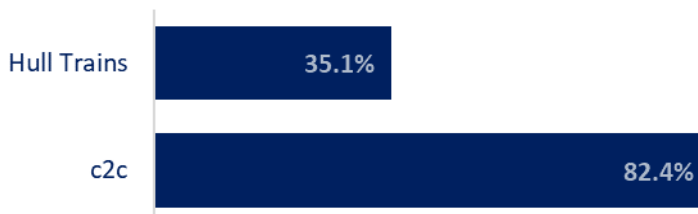
Summary

The percentage of trains arriving at recorded station stops 'on time' (within 59 seconds of scheduled time) in Great Britain was 63.4% in 2018-19.

Hull Trains had the lowest percentage (35.1%) of 'on time' arrivals and c2c had the highest (82.4%).

Percentage of recorded station stops called at 'on time' year ending 2018-19 Period 13

2.9% of trains in Great Britain were cancelled in 2018-19.

TransPennine Express recorded the highest proportion of cancellations in 2018-19 at 6.1% and has worsened (increased) by 2.9pp compared to the previous year.

Nationally there were 22 severely disrupted days in 2018-19, where 5% or more of planned services were cancelled.

This factsheet will no longer be updated as these new measures will be incorporated into the next 'Passenger rail performance' quarterly statistical release, 2019-20 Q1. Please see a **summary of our proposed changes** for more details.

Train punctuality at all recorded station stops

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

A recorded station stop is defined as a location with both a planned timetable time and an actual recorded time where a train has stopped. Around 80% of station stops are currently recorded.

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

Station stops called at 'on time'

'On time' measures the number of recorded station stops called within 59 seconds of the scheduled arrival time.

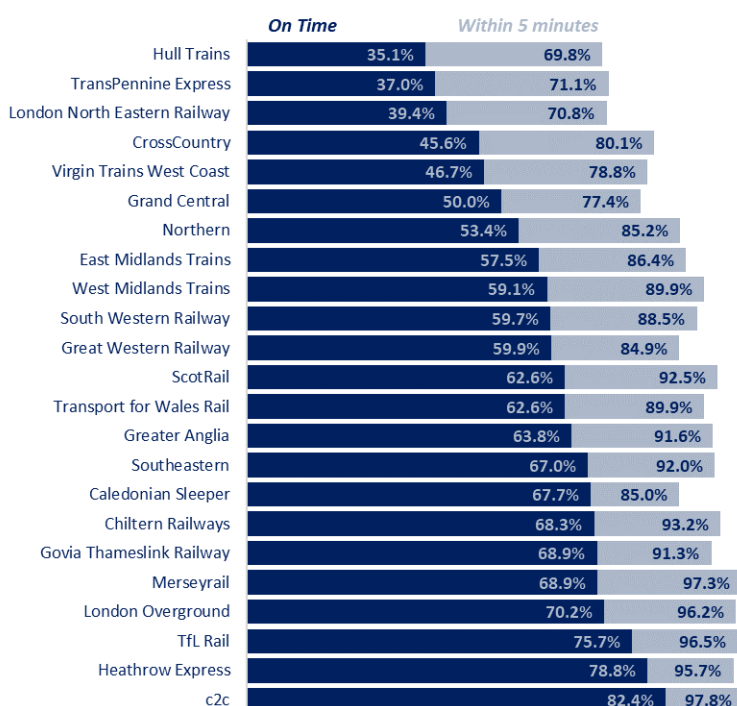**Trains that arrive early** are also included as 'on time'.

'On time', MAA, Great Britain, 2014-15 Period 1 to 2018-19 Period 13

2014-15 Period 1

2018-19 Period 13
63.4%

2016-17 Period 9
61.6%
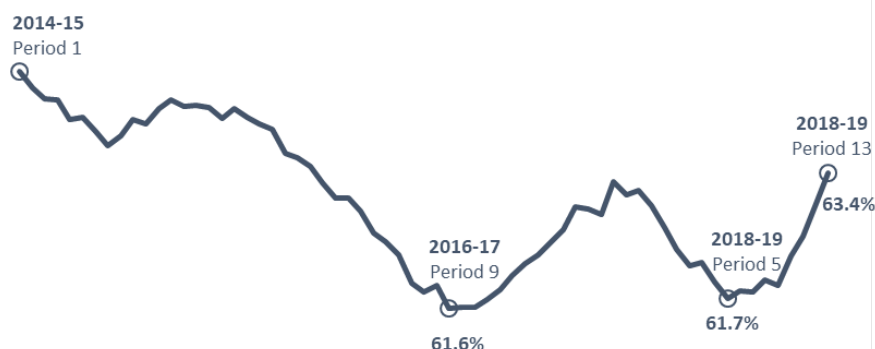
2018-19 Period 5
61.7%

0.7pp higher than 2017-18
Improved by 1.8pp since lowest level in 2016-17 Period 9

Punctuality by train operating company

'On time' & within 5 minutes, MAA, TOC, 2018-19

	On Time	Within 5 minutes
Hull Trains	35.1%	69.8%
TransPennine Express	37.0%	71.1%
London North Eastern Railway	39.4%	70.8%
CrossCountry	45.6%	80.1%
Virgin Trains West Coast	46.7%	78.8%
Grand Central	50.0%	77.4%
Northern	53.4%	85.2%
East Midlands Trains	57.5%	86.4%
West Midlands Trains	59.1%	89.9%
South Western Railway	59.7%	88.5%
Great Western Railway	59.9%	84.9%
ScotRail	62.6%	92.5%
Transport for Wales Rail	62.6%	89.9%
Greater Anglia	63.8%	91.6%
Southeastern	67.0%	92.0%
Caledonian Sleeper	67.7%	85.0%
Chiltern Railways	68.3%	93.2%
Govia Thameslink Railway	68.9%	91.3%
Merseyrail	68.9%	97.3%
London Overground	70.2%	96.2%
TfL Rail	75.7%	96.5%
Heathrow Express	78.8%	95.7%
c2c	82.4%	97.8%

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

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

9 TOCs improved their 'on time' performance compared to 2017-18.

'On time' performance of Govia Thameslink Railway and TfL Rail improved the most, by 7.7pp each, compared to the previous year.

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

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

Cancellations

The train cancellations measure captures the percentage of trains that are cancelled. A train is cancelled if it fails to call at one or more of its planned stops[*]. It is intended to show the reliability of the service.

[*] The train cancellations measure weights a full cancellation as 1 and a part cancellation as 0.5.

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

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

- It ran at least half but not all of its planned journeys length, or

- It completed its whole journey length but failed to stop at one or more of its planned stations.
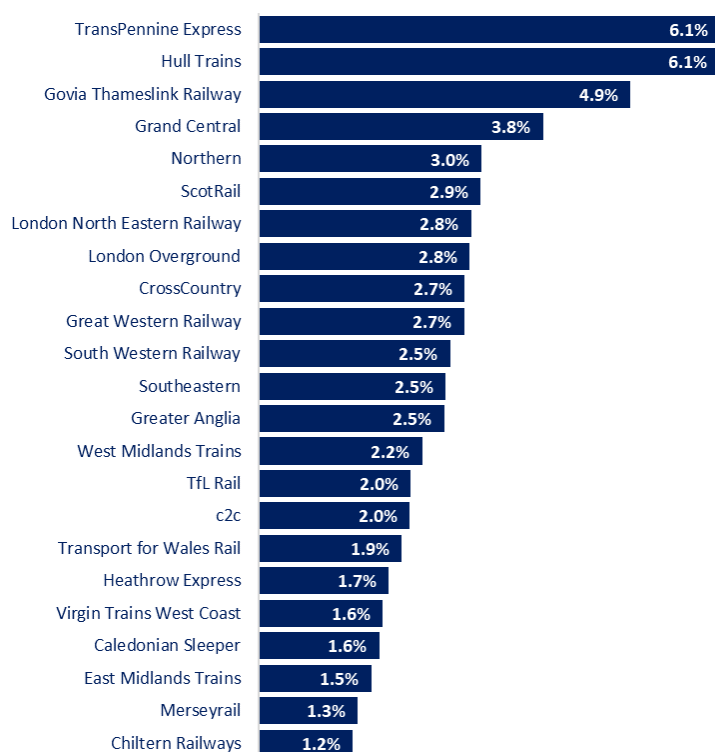
Cancellations, MAA, Great Britain, 2015-16 Period 1 to 2018-19 Period 13
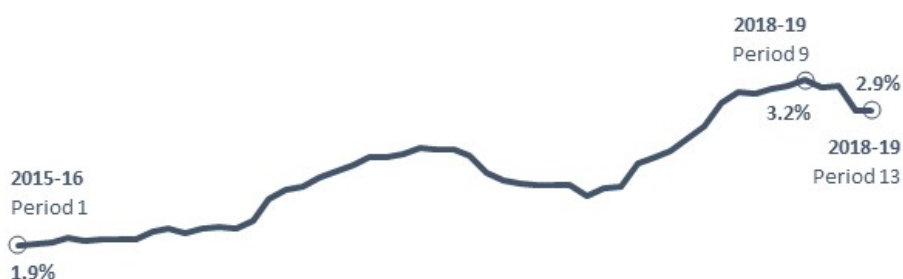
0.4pp higher than 2017-18
Decreased by 0.2pp since highest level of 3.2% in 2018-19 Period 9

Cancellations by train operating company

Cancellations, MAA, TOC, 2018-19

17 TOCs had a lower percentage of cancellations than the National level.

8 TOCs had a lower percentage of cancellations compared to 2017-18.

Virgin Trains West Coast recorded the greatest improvement from 2.7% in 2017-18 to 1.6% in 2018-19.

As in 2017-18, Chiltern Railways had the lowest proportion of cancellations in 2018-19.

The data supporting this chart, which also includes total number of trains planned, can be found in Table 3.66

Severe disruption

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

Severely disrupted days in Great Britain

For a day to count as severely disrupted at the **national** level, **5%** or more of planned services must be cancelled.
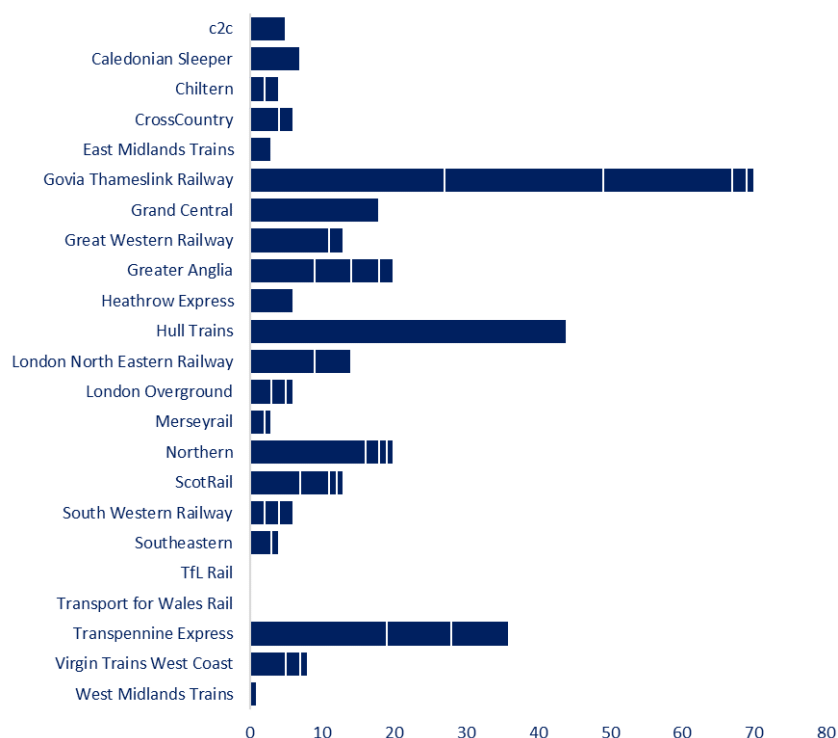
For a day to count as severely disrupted at the **sub-operator** level, **20%** or more of planned services must be cancelled.

Nationally
there were 22 severely disrupted days in 2018-19, which was eight more days compared to the previous year.

Severe disruption by sub-operator

Number of severely disrupted days across sub-operators, 2018-19

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

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

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

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