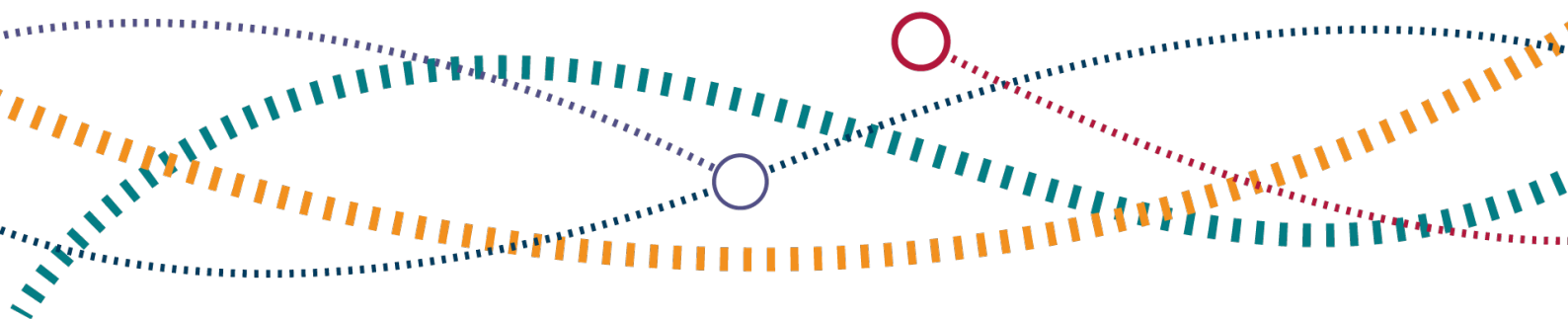




CP7 passenger train performance reset

Conclusions on performance measures for 2026 to 2029

12 December 2024



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Executive summary

The performance of Great Britain's railways is a priority for passengers and freight users who want reliable and punctual services. A railway that works well also supports the economy, for example, keeping people connected to jobs and keeping goods moving.

The industry must work together to deliver good train performance; the railway operates as a system and no single party can deliver good punctuality and reliability in isolation. The Government's plans to reform the railway are, in significant part, aimed at improving the performance of the railway. We are committed to supporting rail reform and to refining our approach, as industry changes, in ways that support all users of the network to succeed.

Network Rail is the infrastructure manager for the national rail network and plays a vital part in working with the wider industry to help deliver train performance, through its management of assets (such as track and bridges), its production of the timetable, and its operation of the system.

The Office of Rail and Road (ORR) holds Network Rail to account for delivering the requirements set out in our final determination of the 2023 periodic review (PR23), including for its contribution to the punctuality and reliability of passenger and freight services. We decide how to measure train performance and what targets to set. We then monitor Network Rail's delivery and take action if we consider it is falling short of what is expected of it.

CP7 passenger train performance reset

In PR23, we set a tiered framework of passenger train performance outcome measures, with a focus on whole-system 'success measures' and associated trajectories (targets). These included On Time, Cancellations and the Scotland train performance measure.

For passenger services in England & Wales, we set out our performance ambitions for the first two years of control period 7 (CP7) – April 2024 to March 2026 – in our PR23 final determination. We set indicative trajectories for the final three years of CP7.

We included a process to reset these measures and trajectories after the second year. This was to reflect specific uncertainties including the contribution of train operators to performance outcomes given their contractual and business planning arrangements, and uncertainty about passenger demand recovery following the pandemic.

In PR23, we set the Scotland train performance measure as the primary success measure in the CP7 outcomes framework for Scotland. We set a flat baseline trajectory for this

measure at 92.5% for each year of CP7. Neither of these decisions will be revisited as part of the train performance reset. However, the Scotland Cancellations trajectory for the final three years of CP7 will be reset.

Our measures conclusions

This document concludes our [consultation](#) on the measures we will use to monitor and support our holding to account of Network Rail in the final three years of CP7. We received 20 responses including from funders, train operators, owning groups, industry and passenger groups. To strengthen our conclusions, in addition to these, we have:

- worked with Transport Focus and Network Rail to complete [passenger research](#) to gain a better insight into the views of different passenger groups on train punctuality; and
- compared our recommendations with punctuality monitoring in different European countries.

Our conclusions regarding the passenger train performance measures we will use in CP7 years 3 to 5 are summarised in Table 1. We recognise that no one measure, or group of measures, is perfect for monitoring train performance. Therefore, how we balance Network Rail’s performance described by these measures, alongside other factors, is an important aspect of how we hold the company to account. More information on how we do this is set out in our [PR23 final determination: policy position on holding to account](#).

Table 1. Passenger train performance – CP7 (years 3 to 5) outcomes framework

Tier	Measure
1: Success measures	<ul style="list-style-type: none"> • Time to 3 (England & Wales only) • Scotland train performance measure (Scotland only) • Cancellations (by train services) • Network Rail delay minutes per 1,000 miles train travel
2: Supporting measures	<ul style="list-style-type: none"> • On Time • Time to 3 (Scotland only) • Time to 15 • Cancellations (by stations) • Average Passenger Lateness

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These conclusions reflect the changes to our passenger train performance measures listed below.

- (a) **Time to 3 replacing On Time as the whole-industry punctuality success measure for England & Wales.** Industry stakeholders placed significant weight on the greater alignment with operational practices and wider industry that Time to 3 provides compared with On Time, which we agree with. Our final decision has been augmented by findings from passenger research and international comparisons which support this change.
- (b) **On Time moving to a supporting measure across Great Britain.** The measure remains an important measure of train performance, was highlighted by several industry stakeholders as driving greater attention to fixing the train plan, and facilitates a level of consistency and comparability with the first two years of CP7.
- (c) **Time to 3 being added as a supporting measure for Scotland only.** This is to enable regional benchmarking of punctuality while retaining the Scotland train performance measure as the primary success measure, as specified in Scottish Ministers' HLOS.
- (d) **Promoting Network Rail delay minutes per 1,000 miles train travel from a supporting measure to a success measure.** This is to strengthen clarity about what Network Rail (as the infrastructure manager) needs to contribute to the success of the railway for passengers. The majority of industry stakeholders have been supportive of this change through our early engagement on the reset and in responses to the consultation. This sits alongside our other whole industry success measures which ensure a focus on collaboration across railway infrastructure and operations.
- (e) **Cancellations measured at every station stop being added as a supporting measure, whilst retaining the current methodology for Cancellations as the success measure.** The current Cancellations success measure is based on the number of train services cancelled. There was support from both DfT and Network Rail for using the new methodology that is being developed for reporting Cancellations, based on the number of station stops cancelled. To promote consistency for DfT operators, while allowing time for its development and a better understanding of the operational implications of using the new Cancellations methodology, we have added this as a supporting measure.

The introduction of these alternative measures in our CP7 outcomes framework reflects evolution of the industry since we set out the [CP7 train performance outcomes framework](#)

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in December 2022. They should focus behaviours to deliver more positive and consistent outcomes for passengers but are deliberately not a significant change in approach. There should be no detriment in other CP7 priority areas such as delivery of 92.5% performance for the Scotland train performance measure, or on our ambitions for freight train performance set out in the [PR23 final determination: supporting document on outcomes](#).

Next steps

Network Rail will start developing its passenger train performance plans which we will review in 2025. We plan to make draft decisions on the train performance baseline trajectories for years 3 to 5 of CP7 in July 2025, and consult on these between July and September. We plan to publish final passenger train performance baseline trajectories in November 2025.

Over the course of 2025, we will also progress the work required to translate Network Rail's train performance trajectories into the financial incentive regime – as part of the Schedule 8 recalibration – so that this is ready from 1 April 2026.

1. Introduction

- 1.1 The Office of Rail and Road (ORR) holds Network Rail to account for the management of its rail network in Great Britain under a network licence. As part of this, we monitor how Network Rail maintains network performance to help keep trains reliable and running on time. This is one of the most important outcomes for passengers as shown in the [passenger research](#) we commissioned with Transport Focus and Network Rail.
- 1.2 Train performance is broadly made up of three components:
 - (a) punctuality – whether a train ran on time;
 - (b) delay – how much delay was experienced by railway users; and
 - (c) reliability – whether a train ran for its full journey or was cancelled (or ran only part of its journey).
- 1.3 There is no single train performance measure that provides a balance between the above components in a way that is transparent and simple to understand. Therefore, we continue to choose a selection of measures to provide a picture of overall performance, for the purpose of holding Network Rail to account. We have considered the use of a composite measure but decided that retaining separate elements fulfils our purpose, as well as being simpler for passengers and allowing frontline operational staff to understand how their actions can make a difference.

CP7 outcomes framework

- 1.4 To help us set requirements, monitor and hold Network Rail to account in control period 7 (CP7), we established the CP7 outcomes framework (shown in Figure 1.1) as part of ORR's 2023 periodic review (PR23). This provides a structure for the measures we use, across passenger train performance and several other important outcome areas, that we set out in our [PR23 final determination: supporting document on outcomes](#).

Figure 1.1 CP7 outcomes framework

Tier 1: Success measures	Headline indicators used to publicly hold the infrastructure manager to account
Tier 2: Supporting measures	Basket of supporting measures to provide a more holistic view of performance
Tier 3: Additional assurance	Other information we use to hold the infrastructure manager to account

- 1.5 The CP7 outcomes framework is tiered. There are a small number of top-level ‘success measures’ for which we set an expected level of performance (baseline trajectories or targets) and publicly hold Network Rail to account. To provide a more holistic view of performance, we use supporting measures that Network Rail sets forecasts for in its delivery plan and reports against. There is also additional assurance information to augment our monitoring, which we agree with Network Rail on an ongoing basis.
- 1.6 More information on how we monitor and hold Network Rail to account using our CP7 outcomes framework can be found in our [PR23 final determination: policy position on holding to account](#).

CP7 years 1 and 2 passenger train performance

- 1.7 [We concluded](#) on the majority of our CP7 passenger train performance success and supporting measures in December 2022, as part of PR23.
- 1.8 The passenger train performance success and supporting measures in our PR23 final determination are set out in Table 1.1.
- 1.9 The Scotland train performance success measure is a requirement set out in the Scottish Ministers’ High-Level Output Specification (HLOS). This measure is our primary focus for monitoring and holding Network Rail Scotland to account on passenger train performance. Cancellations is also a success measure in Scotland. We currently use On Time as a supporting measure in Scotland for operators other than ScotRail and to assist with comparison of performance across Network Rail’s regions and Schedule 8 incentive regime benchmarking.

Table 1.1 Passenger train performance – CP7 (years 1 and 2) outcomes framework

Tier	Measure
1: Success measures	<ul style="list-style-type: none"> • On Time (England & Wales only) • Scotland train performance measure (Scotland only) • Cancellations
2: Supporting measures	<ul style="list-style-type: none"> • Delay minutes per 1,000 miles train travel (track/train split) • Time to 15 • Average Passenger Lateness • On Time (Scotland only)

1.10 Our monitoring in CP7 is at a regional level, to enable us to compare performance across regions and provide an additional reputational incentive.

CP7 passenger train performance reset

1.11 In our PR23 final determination, we committed to reset passenger train performance measures and baseline trajectories, and recalibrate train performance financial incentives, for years 3 to 5 of CP7.

1.12 The decision to reset was in recognition of the specific circumstances that existed at that time which made it challenging to set whole industry expectations for performance over the duration of this five-year control period. These challenges included differences in business planning and funding cycles between Network Rail and publicly contracted train operators, together with uncertainty around the impact of external factors, such as future changes in passenger demand.

1.13 The two-year reset window provides an opportunity for Network Rail to work with operators and funders to improve the industry processes for aligning longer term performance expectations and to allow more time to gather data on the performance and usage of the network following the pandemic.

1.14 The reset is not a wider re-opener of PR23. It only applies to passenger train performance and does not apply to:

- (a) the Scotland train performance measure or trajectories specified in the Scottish Ministers’ HLOS;

- (b) freight train performance or other outcome measures in our final determination; or
- (c) the Performance Improvement and Innovation Fund (£40 million) and Scotland Targeted Performance Fund (£50 million) which we set out in our [PR23 final determination: supporting document – sustainable and efficient costs](#).

1.15 As well as the review of the passenger train performance measures, the reset work covers two other workstreams, with the timescales described below:

- (a) we plan to conclude on the passenger performance baseline trajectories we set Network Rail by the end of 2025, to take effect from 1 April 2026; and
- (b) we expect to complete our work on recalibrating financial incentives by the end of 2025, with the new recalibrated parameters to take effect from 1 April 2026.

1.16 A more detailed reset timeline is in Annex C of this conclusions document.

Current passenger train performance

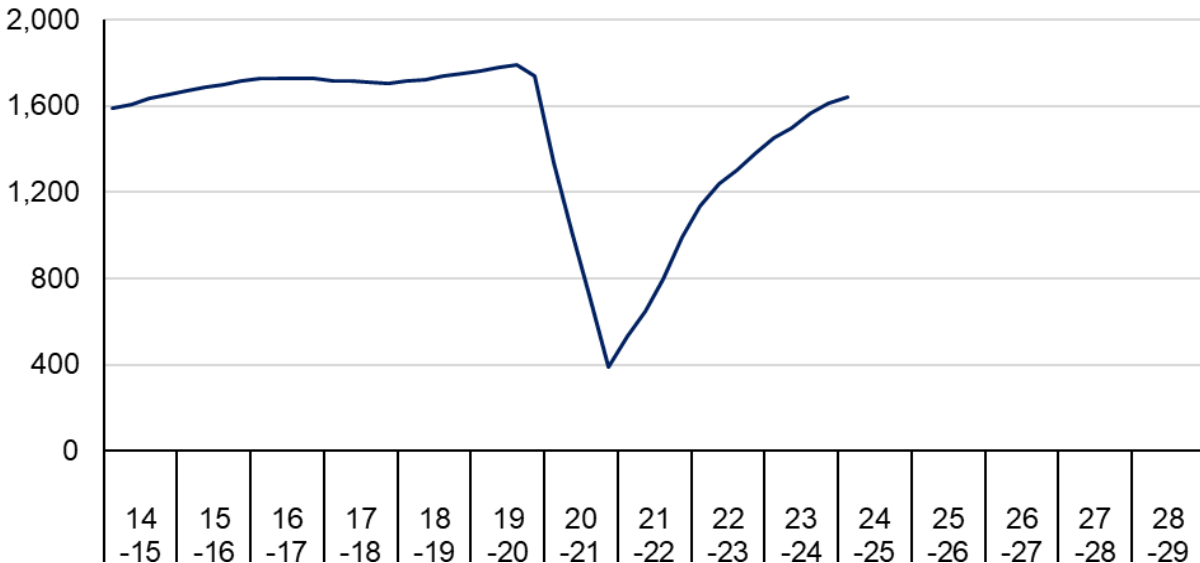
1.17 Train performance continues to be a top priority for passengers, freight users and funders. Passenger numbers continue to increase from the lows of the pandemic, as shown in Figure 1.2, but the rail industry's ability to deliver a reliable service has been challenged by factors wholly and partly within the industry's control. In this context, Network Rail must work with operators to make sure that passenger and freight performance is prioritised.

1.18 Figures 1.3 and 1.4 outline passenger train punctuality and reliability performance over the past ten years.

Figure 1.2 Passenger journeys (moving annual total) from 2014-15 to 2024-25 - Great Britain

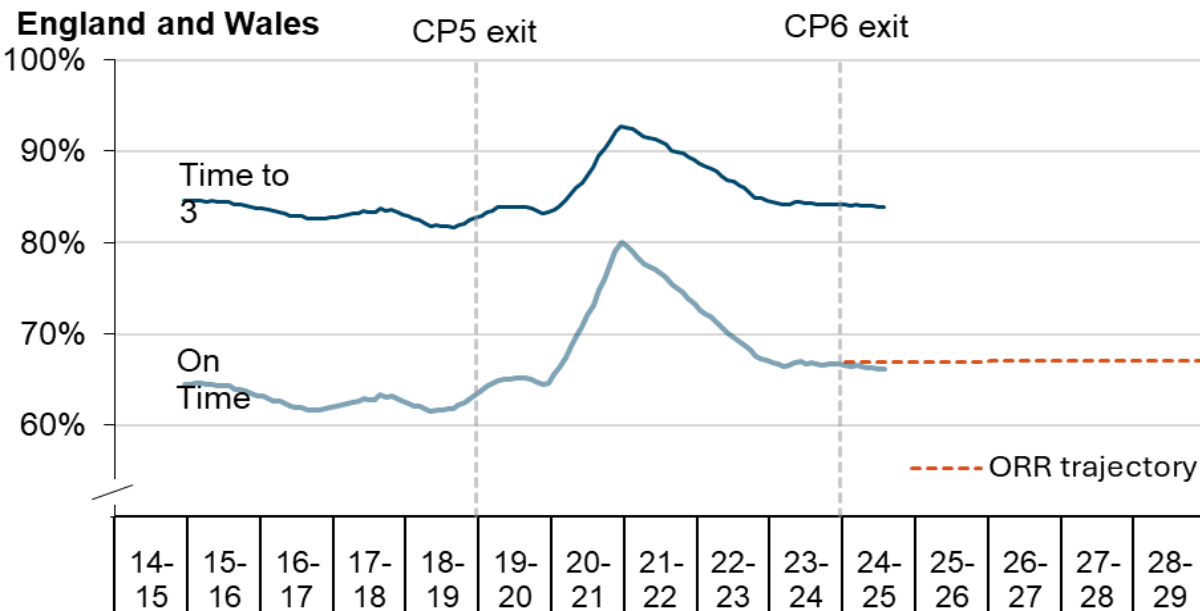
Passenger journeys in Great Britain

Millions (moving annual total)



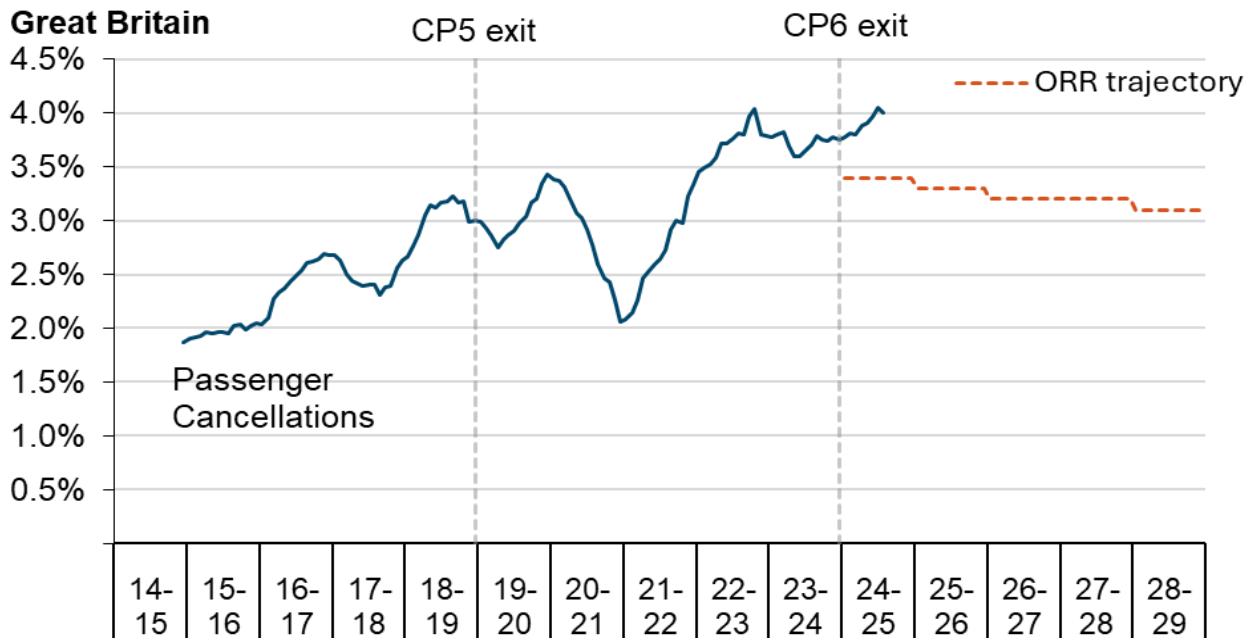
Source: ORR

Figure 1.3 On Time (% within one minute of scheduled arrival) and Time to 3 (% within three minutes of scheduled arrival) performance from 2014-15 to 2024-25 with CP7 ORR baseline trajectory for On Time – England & Wales



Source: ORR analysis of Network Rail data

Figure 1.4 Cancellations (by train services) performance from 2014-15 to 2024-25 with CP7 ORR baseline trajectory – Great Britain



Source: ORR analysis of Network Rail data

2. Review of CP7 passenger train performance measures

- 2.1 Since March 2024, we have been developing options for passenger train performance measures in years 3 to 5 of CP7. This included engagement with Network Rail, funders, passenger and freight operators, owning groups and consumer groups. We considered the views from this early engagement in our assessment of the options for years 3 to 5 of CP7 and reflected this in our measures consultation.
- 2.2 Following our engagement, we proposed two areas of potential change to the CP7 outcomes framework for passenger train performance:
- (a) Considering whether On Time (arriving within one minute of the scheduled arrival time) or Time to 3 (arriving within three minutes of the scheduled arrival time) should be our primary success measure for whole-industry punctuality in England & Wales; and
 - (b) Promoting a measure of Network Rail attributed delay as an additional success measure to strengthen clarity about what Network Rail (as the infrastructure manager) contributes to the success of the railway for passengers.
- 2.3 In response to our consultation, we also received representations from both DfT and Network Rail proposing an alternative approach to the Cancellations measure. More detail on all of these proposed changes, consultation responses and our conclusions is provided below.

On Time or Time to 3 punctuality success measure

Measures consultation

- 2.4 In our measures consultation, we outlined that from our early engagement some stakeholders considered that Time to 3 should be added to the CP7 outcomes framework to be fully consistent with performance monitoring and reporting regimes as well as operating practices for DfT train operators. Some industry stakeholders had supported the use of Time to 3 as a success measure in place of On Time, while others indicated a preference to retain On Time as the primary punctuality measure.
- 2.5 We set out in the consultation that there was a good argument for adding the Time to 3 measure to the CP7 outcomes framework. We asked consultation respondents

for their views on whether we should use On Time or Time to 3 as the success measure for whole-industry punctuality in England & Wales. In doing so, we set out where we saw that certain criteria supported the use of one or other measure.

- 2.6 For On Time, the criteria outlined included: enabling regulatory stability; promoting operational discipline and delivering an accurate timetable/operating plan; providing a clear commitment to the public; and potentially incentivising management of “sub-threshold delay”. Criteria we suggested might favour Time to 3 included alignment with both the wider industry approach to monitoring performance and operational practicalities.

Responses to the measures consultation

- 2.7 Only one respondent opposed the inclusion of Time to 3 in the CP7 outcomes framework for years 3 to 5 of CP7 as either a success or supporting measure.
- 2.8 Fifteen out of 20 respondents were in favour of Time to 3 replacing On Time as the punctuality success measure for England & Wales. Four respondents wanted to remain with On Time as the key punctuality success measure. Overall, respondents placed far greater weight on consistency with wider industry and operational practices than on criteria which might favour On Time.
- 2.9 With respect to improved industry consistency from introducing Time to 3 as a success measure, respondents argued this would facilitate: better collaboration; reduced conflict; increased accountability; improved performance; and a better understanding of the causes of failure.
- 2.10 Key arguments made with respect to operational practicality benefits from choosing Time to 3 included: being a more a more realistic or sensible measure for the system as a whole, including the wide range of services; being a more appropriate measure for understanding the causes of delay, with a large proportion of On Time failures being difficult to attribute given current systems available; incentivising more appropriate behaviours with frontline operators, such as not ‘giving up’ on trains that are delayed beyond one-minute; and On Time not always being reported accurately due to technology issues.

Passenger research

- 2.11 With respect to the argument around the On Time measure providing a clear commitment to the public, we have undertaken [passenger research](#) with Network Rail and Transport Focus to understand preferences better.

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- 2.12 Previous research into rail passengers' views on punctuality and how it should be measured was carried out in 2015. This was before the pandemic which resulted in changes to how we live our lives and rail usage patterns. We (ORR, Network Rail and Transport Focus) all considered it was important to have an updated understanding of passengers' views.
- 2.13 The research covered a wide range of topics including how passengers experience disruption, how this translates into passengers' assessment of the railway's performance and how passengers want information about railway performance to be published. Passengers' views on punctuality measures – On Time and Time to 3 – are most relevant to this consultation.
- 2.14 The research suggests that whilst trains arriving within one minute of their scheduled time is considered punctual to almost all passengers (97%), those arriving within three minutes is also an acceptable measure of punctuality to a high percentage (89%). A higher percentage of passengers also believe that Time to 3 (75%) is a 'fairer' measure of punctuality than On Time (69%).

International comparison

- 2.15 We asked our contacts from European rail agencies what punctuality threshold is used for operating and 'day to day' performance monitoring. We received responses from 15 countries. Our key finding was that no countries use On Time (i.e. within one minute) to monitor punctuality. All countries include some leeway in the punctuality measure, often around 3-5 minutes. See Annex A for more information.

Our conclusions

- 2.16 Based on the responses to our consultation as well as passenger research and international comparisons, we conclude that **Time to 3 will replace On Time as the headline punctuality success measure for England & Wales** in CP7 years 3 to 5.
- 2.17 The consultation and research tell us that Time to 3 provides an appropriate balance between ambition for passengers, operational practicalities as well as consistency with DfT's train operators. It also brings our monitoring more into line with comparator countries, whilst remaining at the higher level of ambition within this grouping.
- 2.18 To assist with regional benchmarking, we are adding Time to 3 as a punctuality supporting measure for Scotland only, where we want to avoid confusion with the Scotland train performance measure (as specified in Scottish Ministers' HLOS) which remains a success measure in Scotland.

2.19 We are moving On Time to a supporting measure across Great Britain, given that it remains an important barometer of train performance, was highlighted by a number of consultees as driving better attention to fixing the train plan, and facilitates a level of consistency and comparability with the first two years of CP7.

Promoting Network Rail delay minutes measure

Measures consultation

2.20 In our measures consultation, we outlined that promoting ‘Network Rail delay minutes per 1,000 train miles travel’ (the Network Rail attributed delay element of the delay measure) to a success measure would allow us to clearly set requirements for Network Rail, as the infrastructure manager, and hold it to account for its contribution to passenger train performance.

2.21 We highlighted that in PR23, it was difficult to set whole industry train performance targets in part due to the rolling annual target-setting and budgeting process for both public and private operators contracted by DfT. Operators were unable to provide firm commitments on train performance beyond the current financial year to inform forecasts. A Network Rail delay minutes success measure provides some mitigation as we can set clear Network Rail requirements if medium-term train operator performance assumptions are not agreed.

2.22 We also outlined that promoting the Network Rail delay minutes measure has the additional benefit for operators of providing a more direct conversion from the regulatory baselines we set for this measure to the financial incentive regime (Schedule 8) benchmarks (compared with the conversion from On Time which was used to set the current benchmarks for CP7).

2.23 In addition, in likely rail reform scenarios, the use of data to understand the causes of delay associated with infrastructure and operational decisions currently made by Network Rail is likely to be important for business decision making and may still be useful to support monitoring and holding to account. It also complements the equivalent train operator measure that is currently used by DfT for the operators it contracts.

Responses to measures consultation

2.24 There were 14 out of 20 respondents to the consultation in favour of this proposal. All of the arguments which we made in our consultation were played back in support, the most common of which was being better able to hold Network Rail to account.

- 2.25 Network Rail was opposed to this proposal as it felt it could foster a culture of blame as opposed to accountability; was misaligned with reform; and that it is not fully accountable for some extreme weather or external events and therefore does not mitigate the uncertainty of whole industry measures. Network Rail called for ORR to either include Network Rail attributed delay as a supporting measure and/or remove from the measure what Network Rail described as “non-controllable” elements.
- 2.26 Other points opposing the measure included it potentially incentivising the wrong behaviours such as cancelling trains, as well the prioritisation of some services over others (including freight).

Our conclusions

- 2.27 **Network Rail delay minutes per 1,000 miles train travel will be promoted to a success measure** for the last three years of CP7 in our outcomes framework.
- 2.28 Through our early engagement on the CP7 reset, and through the consultation, industry stakeholders have been broadly supportive of a success measure that will provide stronger focus on Network Rail’s contribution to train performance.
- 2.29 We do not consider this to be at odds with rail reform. Understanding the relative contributions of delay causes is essential to ensuring investment in the railway is targeted appropriately, and the measure is consistent with that principle. It is also consistent with a measure used by DfT to measure its train operators’ contributions to delay. In the scenario of a fully integrated future railway, the use of delay measures may also remain important to monitoring and holding the railway to account (as well as for its own business decision making). In addition, we will continue to include whole industry success measures in our CP7 outcomes framework to provide a balance to this Network Rail-focused delay measure.
- 2.30 Network Rail also strongly asserted that external events (primarily trespass and severe weather) should be excluded from this measure. We acknowledge that significant external events occur on and around the railway that impact Network Rail-attributed measures of delay. However, as network operator, Network Rail is the organisation best placed to manage the risks of these events and is funded accordingly. It is best placed in the industry to mitigate both the risk of incidents occurring (for example through trespass mitigations or improved resilience of assets to severe weather) and the effect when they do take place.
- 2.31 If, for example, trespass was wholly excluded from Network Rail’s measures it would create asymmetry with TOC measures, which include responsibility for some delays that occur when a person trespasses on the railway by accessing it from a station. It

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could also lead to perverse incentives and reduced focus on minimising delay arising from trespass incidents. Therefore, on balance we consider that there is not a strong case for excluding these incidents from Network Rail's success measures.

2.32 We will continue to assess performance in the round when taking a targeted and proportionate approach to holding Network Rail to account, including considering what it can and cannot reasonably control.

2.33 We will also use a variety of tools to monitor Network Rail's delivery of passenger train performance in CP7. This includes monitoring outcomes framework measures together with a range of existing industry measures, and contextual information (such as the impact of external factors) to understand train performance. We will support this with proportionate, transparent and targeted engagement with Network Rail's regions, System Operator, and other industry stakeholders, including operators.

2.34 Finally, our train performance success measures in CP7 years 3 to 5 will require an appropriate balance to be reached across punctuality, delay and cancellations. This change supports the three key factors being balanced across the network and therefore should not provide an undue incentive to cancel trains, to the detriment of passengers.

New Cancellations methodology

2.35 DfT, in collaboration with Network Rail, ORR and train operators, is currently developing a new methodology for the Cancellations measure. The new methodology means cancellations will be measured at each station stop for public reporting.

2.36 Both DfT and Network Rail indicated in consultation responses their preference for ORR using the new methodology in the CP7 outcomes framework, once it has been fully established.

2.37 There are benefits of further consistency between DfT operators and Network Rail. As such, whilst it is still in development and the full operational implications of it as a regulatory success measure are not known, **we have decided to add the new methodology for Cancellations as a supporting measure** for the last three years of CP7, whilst retaining the current methodology for Cancellations as the success measure.

CP7 (years 3 to 5) outcomes framework

2.38 Based on our development work since March 2024, including our measures consultation, Table 2.1 outlines the outcomes framework for passenger train

performance for years 3 to 5 of CP7. The description and area of focus of each passenger train performance measure, for years 3 to 5 of the control period, is provided in Annex B of this consultation.

Table 2.1 Passenger train performance – CP7 (years 3 to 5) outcomes framework

Tier	Measure
1: Success measures	<ul style="list-style-type: none"> • Time to 3 (England & Wales only) • Scotland train performance measure (Scotland only) • Cancellations (by train services) • Network Rail delay minutes per 1,000 miles train travel
2: Supporting measures	<ul style="list-style-type: none"> • On Time • Time to 3 (Scotland only) • Time to 15 • Cancellations (by stations) • Average Passenger Lateness

2.39 The change to our CP7 outcomes framework, particularly headline success measures, should drive a more consistent approach across the industry and behaviours that deliver more positive outcomes for passengers and end users.

2.40 There should be no detriment in other priority areas such as delivery of 92.5% performance for the Scotland train performance measure, or on our ambitions for freight train performance.

Other measures considerations

2.41 No single performance measure, or even group of measures, will perfectly suit all passengers, types of operation and the priorities of different funders on the network. The measures that we use to hold Network Rail (as part of the whole railway system) to account are designed to provide the best possible balance between a range of competing priorities.

2.42 Retaining a uniform approach across the network allows us to balance the needs of different passenger and freight operators using the same parts of the infrastructure.

2.43 Making fundamental changes to our approach (such as segmenting the network with different measures) is not appropriate for a mid-control period reset, especially one

occurring just ahead of rail industry reform. We will instead continue to recognise these differences in how we hold Network Rail to account through the remainder of CP7.

Managing further change

2.44 During CP7 there is a robust change control process to facilitate potential changes to the measures in the CP7 outcomes framework if there is a material change in circumstances. Outside of the CP7 reset and notwithstanding any industry reform implications, we expect these types of changes to be rare as we wish to maintain as much certainty as possible on train performance expectations over the control period. More information on this can be found in our [PR23 final determination: policy position on managing change](#).

Annex A: Passenger train punctuality monitoring in other countries

For official reporting, European countries are required by [EU Regulation](#) to report passenger train punctuality to a 5-minute threshold.

We also asked our contacts from European Rail agencies what punctuality threshold is used in their country for operating and ‘day to day’ performance monitoring, with the 15 responses summarised in the table.

Table A.1 Punctuality monitoring in European countries in response to ORR request for information

Country	Punctuality threshold	Disaggregation
Austria	5 minutes, 29 seconds	n/a
Czech Republic	5 minutes	n/a
Denmark	3 minutes	n/a
Finland	3 minutes	Commuter / urban
	5 minutes	Long distance
France	5 minutes	n/a
Germany	5 minutes, 59 seconds	n/a
Greece	5 minutes	Short distance
	15 minutes	Long distance
Ireland	5 minutes	Shorter routes
	10 minutes	Longer routes
Italy	5 minutes	n/a

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Country	Punctuality threshold	Disaggregation
Luxembourg	6 minutes	n/a
Netherlands	3 minutes and 5 minutes	n/a
Norway	3 minutes, 59 seconds	Local, intercity and airport express
	5 minutes, 59 seconds	Long distance and international
Portugal	3 minutes	Suburban
	5 minutes and 10 minutes	All trains
Romania	20 minutes	n/a
Slovakia	5 minutes	n/a

Annex B: Description of success and supporting measures

Table B.1 Description of success and supporting measures in the CP7 outcomes framework years 3 to 5

Measure	Tier	Description	Monitoring focus
Time to 3	Success	The percentage of recorded station stops arrived at early or less than three minutes after the scheduled arrival time.	Region (England & Wales only), national passenger operator*
Scotland train performance measure	Success	An adjusted version of the ScotRail Passenger Performance Measure (PPM) where delays caused by the need for speed restrictions during periods of severe weather, or where trains have been delayed in order to permit connections from other late running trains or ferries, have been removed. PPM is the percentage of planned trains arriving at their final scheduled destination early or less than five minutes after their scheduled arrival time having called at all their planned station stops.	ScotRail

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Measure	Tier	Description	Monitoring focus
Cancellations (by train services)	Success	The percentage of planned passenger trains which either did not run their full planned journey or did not call at all their planned station stops. The measure is a score which weights full cancellations as one and part cancellations as half.	Region, national passenger operator*
Network Rail delay minutes per 1,000 miles train travel	Success	Network Rail attributed delay minutes to in-service passenger trains from incidents occurring in each region per 1,000 train miles.	Region, national passenger operator*
On Time	Supporting	The percentage of recorded station stops arrived at early or less than one minute after the scheduled arrival time.	Region
Time to 3	Supporting	The percentage of recorded station stops arrived at early or less than three minutes after the scheduled arrival time.	Scotland
Time to 15	Supporting	The percentage of recorded station stops arrived at early or less than 15 minutes after the scheduled arrival time.	Region
Cancellations (by stations)	Supporting	The percentage of station stops cancelled. The measure is a count of cancelled station stops divided by the count of planned stops.	Region

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Measure	Tier	Description	Monitoring focus
Average Passenger Lateness	Supporting	The average lateness of a passenger as they alight from their train. The measure reflects the impact of train punctuality and cancelled trains on passenger lateness and is weighted by the number of passengers expected to alight at stations.	Great Britain

*We expect Network Rail's System Operator (SO) to include point forecasts for national passenger operators in its update to the CP7 delivery plan for the following success measures:

- Time to 3;
- Cancellations (by train services); and
- Network Rail delay minutes per 1,000 miles train travel.

Annex C: CP7 reset delivery timeline

Table C.1 Timeline for delivery of CP7 passenger train performance reset

Workstream	Milestone	Target date(s)
Incentives recalibration	Release of draft Schedule 8 Network Rail payment rates	May 2025
Train performance targets	Network Rail submits its initial passenger train performance forecasts for success measures	May 2025
Incentives recalibration	Release of near-final Schedule 8 Network Rail payment rates	July 2025
Train performance targets	Consultation on draft passenger train performance baseline trajectories	July 2025 to September 2025
Incentives recalibration	Release of draft Schedule 8 benchmarks and TOC payment rates	July 2025
Incentives recalibration	Release of draft Schedule 4 Access Charge Supplements (ACSs) and other Schedule 4 parameters	August 2025
Train performance targets	Publication of final passenger train performance baseline trajectories	November 2025
Incentives recalibration	Release of near-final Schedule 8 benchmarks and TOC payment rates	November 2025
Incentives recalibration	Release of near-final Schedule 4 ACSs and other Schedule 4 parameters	December 2025
Incentives recalibration	Implementation of final Schedule 4 & 8 parameters	Early 2026, to take effect on 1 April 2026



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