

# Response to ORR’s CP7 passenger train performance reset: consultation on performance measures for 2026 to 2029

This pro-forma is available to those who wish to use it to respond to our consultation. Other forms of response (e.g. letter format) are equally welcome.

Please send your response to [prm@orr.gov.uk](mailto:prm@orr.gov.uk) by **4 October 2024**.

Please contact Matt Wikeley, Head of Outcomes and Network Regulation, at ORR with any queries: [matt.wikeley@orr.gov.uk](mailto:lynn.armstrong@orr.gov.uk)

**About you**

Full name: Click or tap here to enter text.

Job title: Click or tap here to enter text.

Organisation: Click or tap here to enter text.

Email\*: Click or tap here to enter text.

Telephone number\*: Click or tap here to enter text.

*\*This information will not be published on our website.*

As part of the CP7 passenger train performance reset, we have outlined potential targeted changes to our outcomes framework to allow us to better monitor and hold Network Rail to account in years 3 to 5 of the control period.

**Question 1: Do you agree with promoting 'Network Rail delay minutes per 1,000 miles train travel' to a success measure in our CP7 outcomes framework?**

**Question 2: Do you agree with adding Time to 3 to our CP7 outcomes framework?**

**Question 3: Should On Time be retained as our punctuality success measure for England & Wales, or should it be replaced with Time to 3? What is the evidence/reason behind this? Will a change result in improved train performance?**

**Question 4: Do you have any other views on the measures we should use to hold Network Rail to account for passenger train performance in years 3 to 5 of CP7?**

Thank you for taking the time to respond.

**Publishing your response**

We plan to publish all responses to this consultation on our website.

Should you wish for any information that you provide to be treated as confidential, please be aware that this may be subject to publication, or release to other parties or to disclosure, in accordance with the access to information regimes. These regimes are primarily the Freedom of Information Act 2000 (FOIA), the UK General Data Protection Regulation (UK GDPR) the Data Protection Act 2018 (DPA) and the Environmental Information Regulations 2004.

Under the FOIA, there is a statutory code of practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence. In view of this, if you are seeking confidentiality for information you are providing, please explain why. If we receive a request for disclosure of the information, we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on ORR.

If you are seeking to make a response in confidence, we would also be grateful if you would annex any confidential information, or provide a non-confidential summary, so that we can publish the non-confidential aspects of your response.

Any personal data you provide to us will be used for the purposes of this consultation and will be handled in accordance with our privacy notice, which sets out how we comply with the UK General Data Protection Regulation and Data Protection Act 2018.

### Consent

In responding to this consultation you consent to us:

* handling your personal data for the purposes of this consultation; and
* publishing your response on our website (unless you have indicated to us that you wish for your response to be treated as confidential as set out above.)

Your consent to either of the above can be withdrawn at any time. Further information about how we handle your personal data and your rights is set out in our privacy notice.

### Format of responses

So that we are able to apply web standards to content on our website, we would prefer that you email us your response either in Microsoft Word format or OpenDocument Text (.odt) format. ODT files have a fully open format and do not rely on any specific piece of software.

If you send us a PDF document, please:

* create it directly from an electronic word-processed file using PDF creation software (rather than as a scanned image of a printout); and
* ensure that the PDF's security method is set to no security in the document properties.