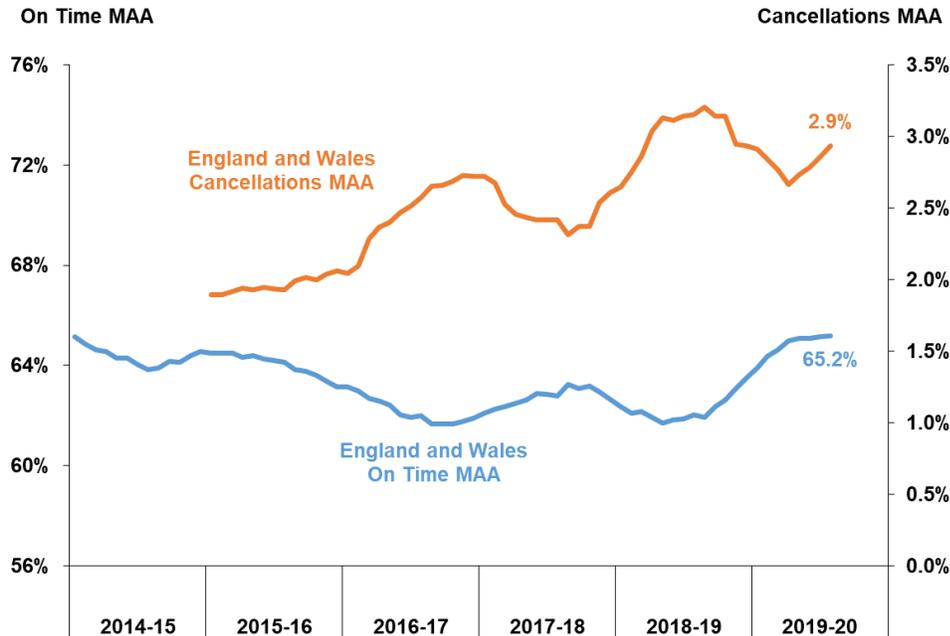
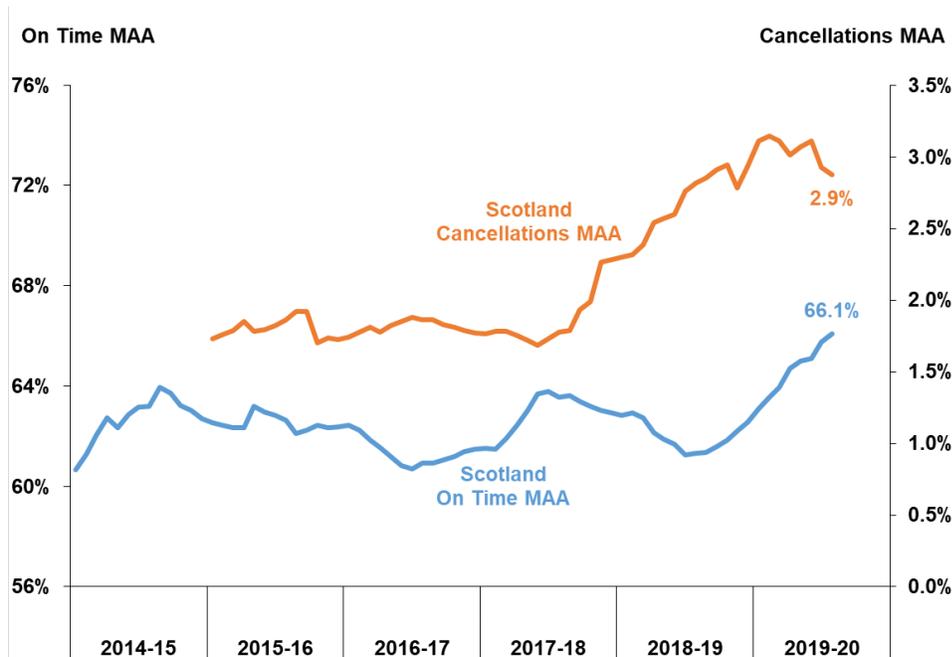


Data pack to support passenger train service performance letter

On Time and Cancellations Moving Annual Average (MAA), England and Wales, 2014-15 to 2019-20 (P8)

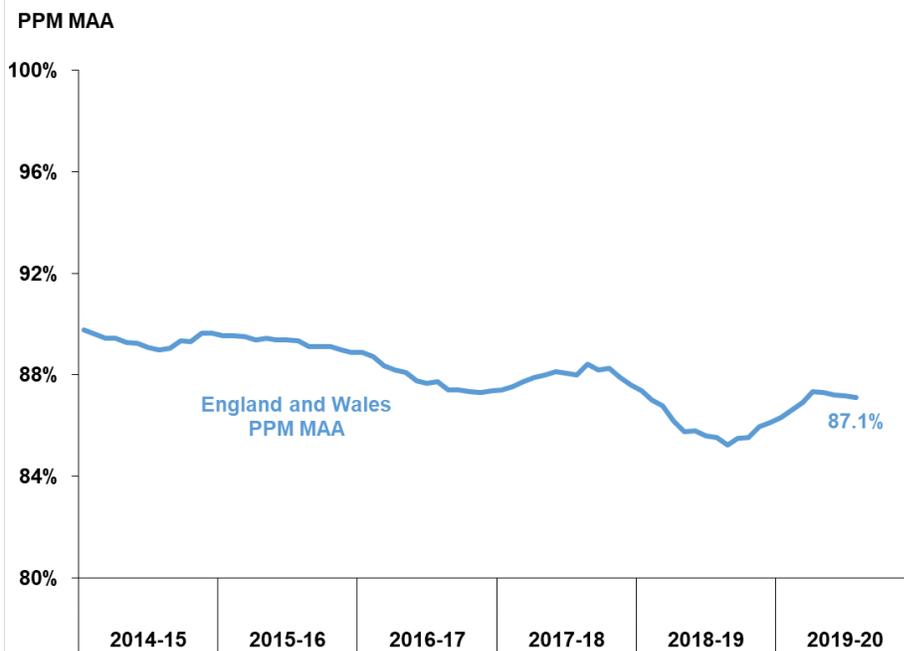


On Time¹ and Cancellations MAA, Scotland, 2014-15 to 2019-20 (P8)

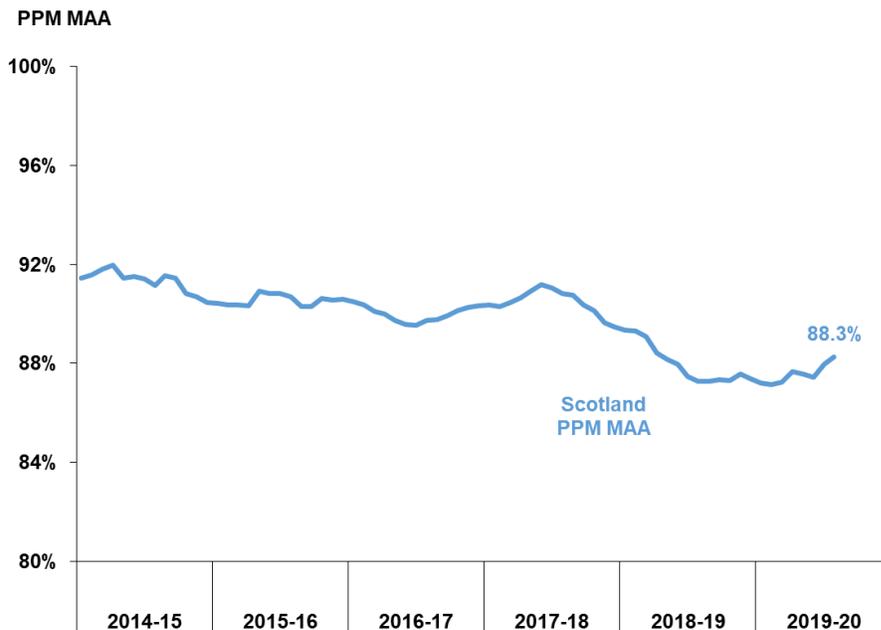


1. In Scotland, more recorded station stops have been added to the On Time measure during the last year which has contributed to the improved score

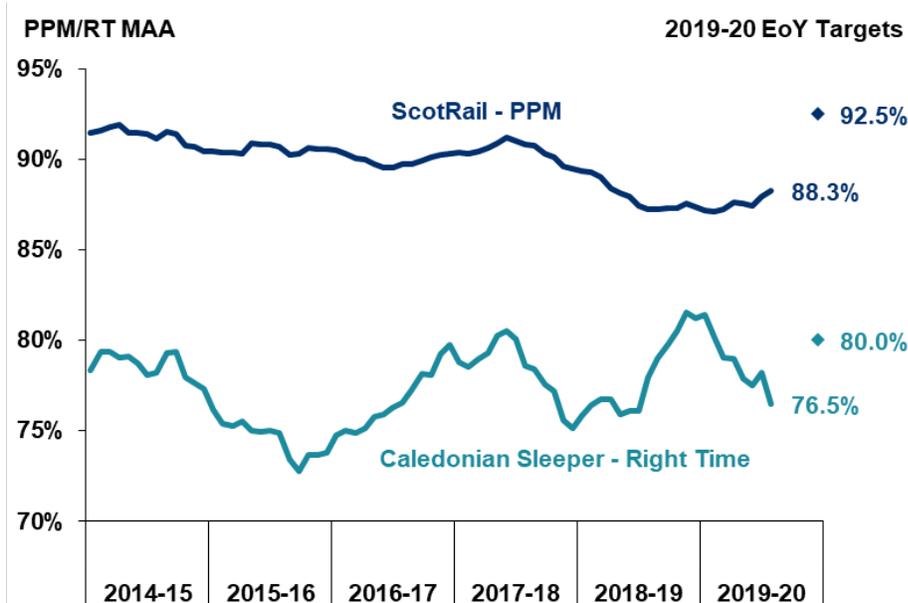
Public Performance Measure (PPM) MAA, England and Wales, 2014-15 to 2019-20 (P8)



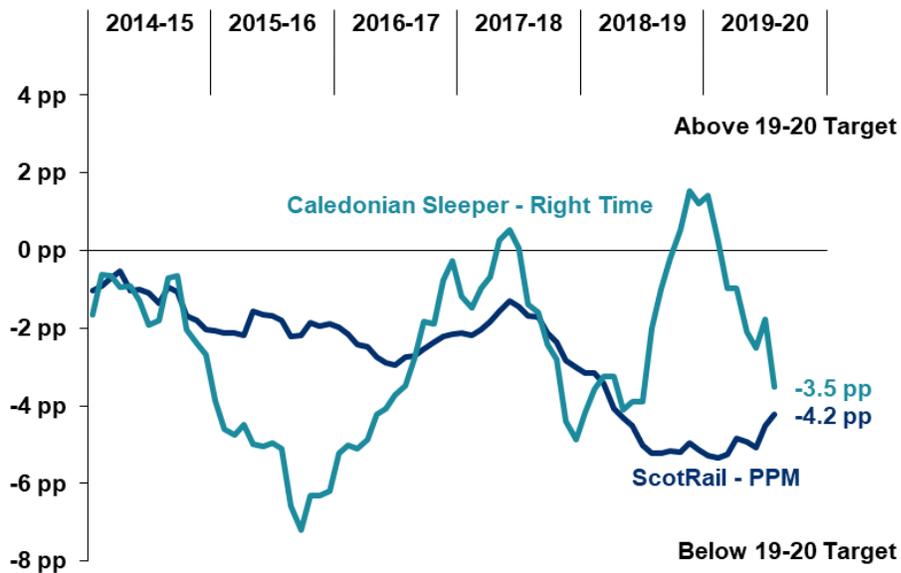
PPM MAA, Scotland, 2014-15 to 2019-20 (P8)



ScotRail PPM and Caledonian Sleeper Right Time (RT) MAA, 2014-15 to 2019-20 (P8)

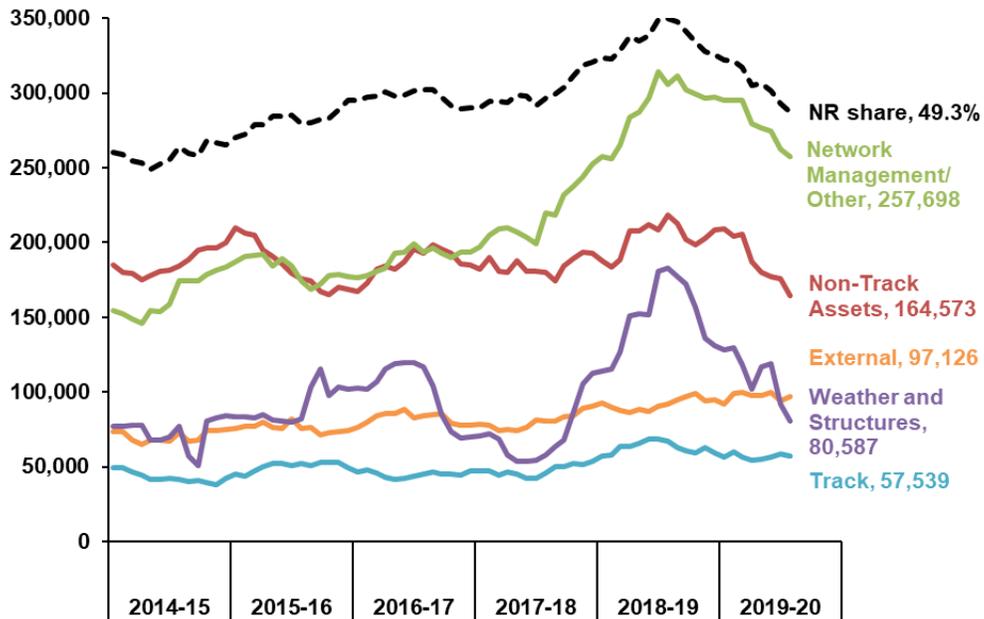


ScotRail PPM and Caledonian Sleeper Right Time (RT) MAA relative to 2019-20 End of Year Targets, 2014-15 to 2019-20 (P8)

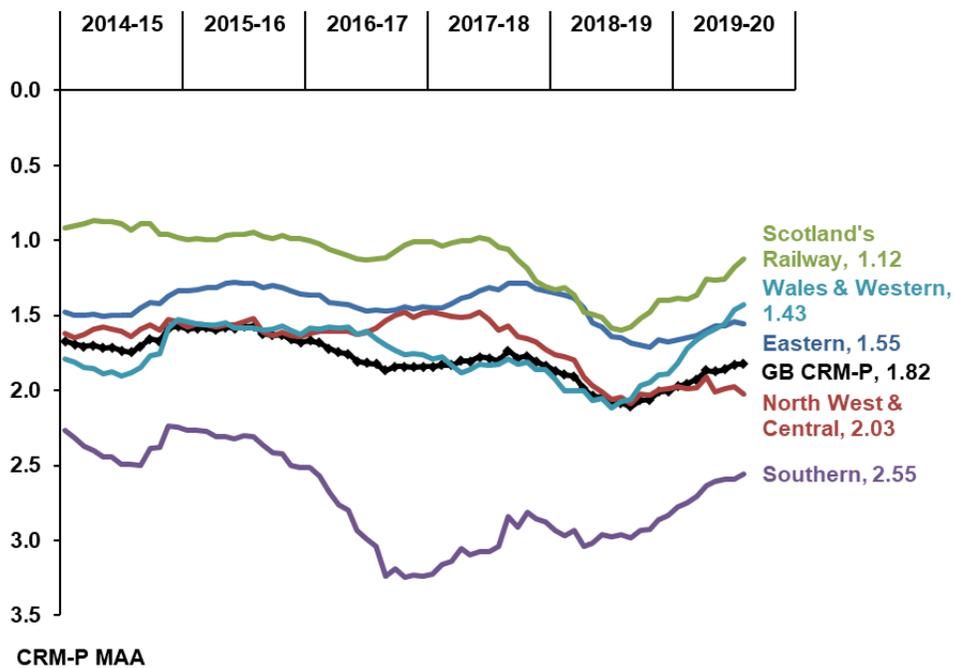


Threshold delay minutes by cause, Moving Annual Total (MAT), Scotland, 2014-15 to 2019-20 (P8)

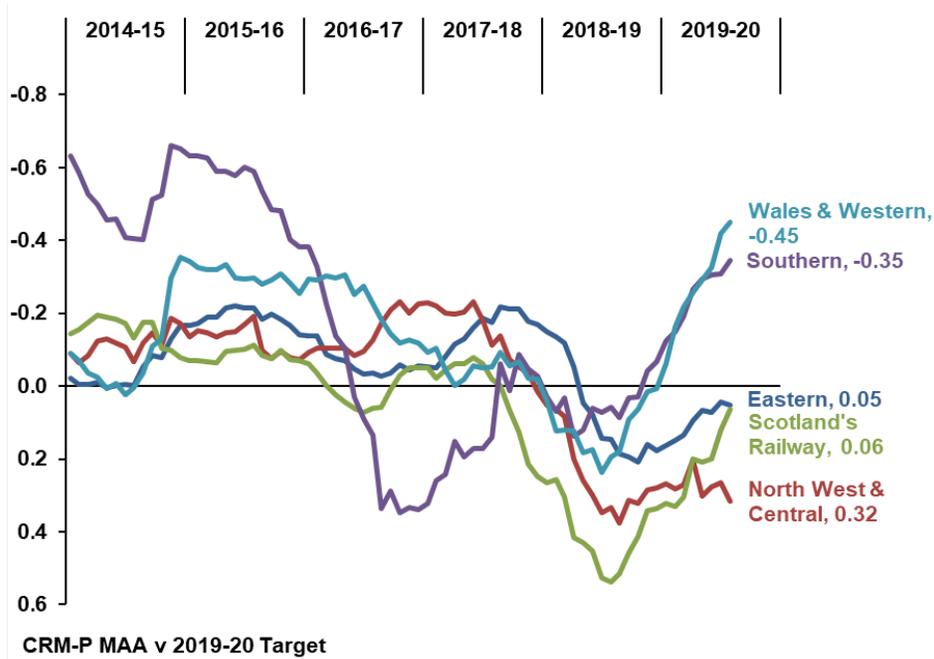
Scotland - Delay Minutes (MAT)



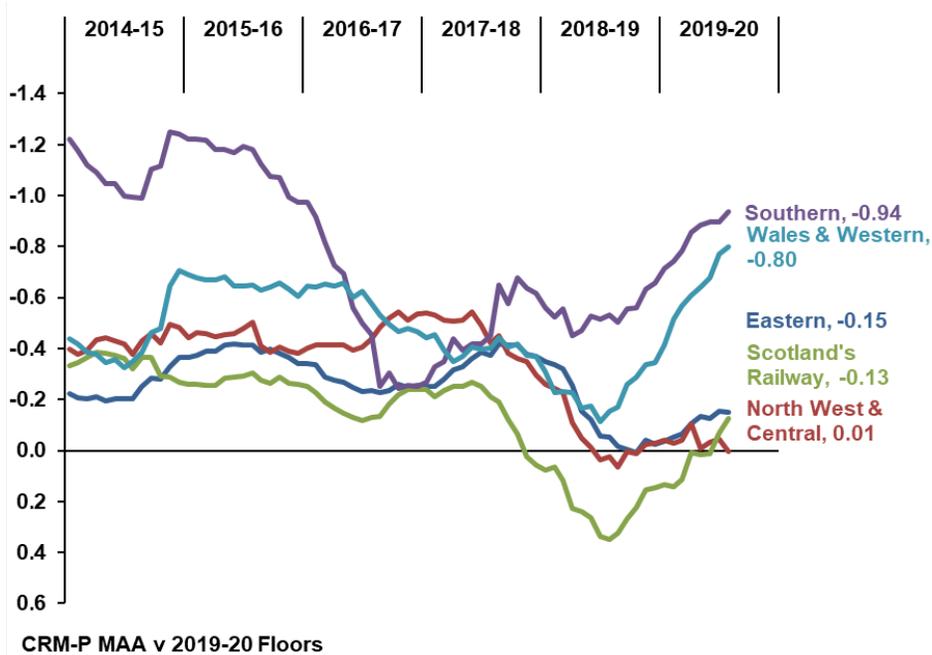
Consistent Region Measure for Passengers (CRM-P), by Region, 2014-15 to 2019-20 (P8)



CRM-P relative to 2018-19 End of Year Targets, by Region, 2014-15 to 2019-20 (P8)



CRM-P relative to 2018-19 End of Year Floors, by Region, 2014-15 to 2019-20 (P8)



Glossary

On Time – measures percentage of recorded station stops arrived at early or less than one minute after the scheduled time

Cancellations – a weighted score, which counts full cancellations as one and part cancellations as half and is presented as a percentage of all planned trains. 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 of its planned journey length, but failed to stop at one or more of its planned stations.

Public Performance Measure (PPM) – percentage of trains arriving at final destination within 10 minutes of the scheduled time for long distance services and within 5 minutes for other services

Right Time – measures arrival at final destination early or less than one minute after the scheduled time

Consistent Region Measure for Passengers (CRM-P) – delay minutes to passenger services attributed to Network Rail, normalised per 100 train kilometres.

Floors – for CRM-P, a regulatory minimum floor has been set for each Region. This is set at a level below which we consider performance to be unacceptable. The regulatory minimum floor is the point below which we will be highly likely to consider a formal investigation into whether or not Network Rail has breached its licence.