

# Response to ORR’s CP7 passenger train performance reset – consultation on targets 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 **5pm on** **5 September 2025**.

Please contact Matt Wikeley, Head of Rail Outcomes, 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*\*This information will not be published on our website.*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 are consulting on proposed performance targets for Time to 3 (England & Wales only), Cancellations (by train services) and Network Rail delay minutes per 1,000 miles train travel at both a national and regional level. We have done this after assessing national and regional performance plans alongside associated targets submitted to us by Network Rail.

The proposed targets will be used to monitor and hold Network Rail to account in years 3 to 5 of CP7.

**Question 1: Do you agree with the proposed targets for the passenger train performance success measures in CP7 years 3 to 5 and do you consider they are ‘ambitious yet realistic’ in light of the evidence on current and expected factors affecting performance?**

**Question 2: Do you have any views on our assessment of Network Rail’s plans and the findings of the Independent Reporter?**

**Question 3: Do you have any other views on the proposed targets for these three success measures in CP7 years 3 to 5?**

Please provide evidence to support your views, such as relevant information from business plans, research, policy documents or other materials.

Thank you for taking the time to respond.

## 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.

## Publishing your response

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

If you want any information in your response to be treated as confidential, please state this clearly and explain the reasons why, for us to consider. If your response does contain information you would like to be treated as confidential, please include it separately where possible or provide a summary that does not contain confidential details so that we can publish the non-confidential parts.

Please be aware that all information sent to us may still be subject to disclosure in accordance with the information access rights granted by 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 (EIR).

If we receive a request for the disclosure of information you have sent us that we have not published, we will aim to contact you so that we can take your views into account, 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.

## Use of your personal data

The legal basis for processing your personal data is that it is necessary for the performance of a task carried out in the exercise of an official function vested in ORR.

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 GDPR and the DPA.

We will publish your consultation response, withholding or redacting confidential information where appropriate. We will not publish your personal data.

ORR staff may have access to your information for the duration of the consultation process. This will be no longer than a year’s duration and all information submitted in response to a consultation which has not been published on our website, will be deleted.

## Artificial Intelligence (AI)

We may use AI to analyse consultation responses and identify key themes. Your name and contact details will be removed prior to the use of AI. The data will not be used to train or improve third party AI models and will remain under the control of ORR.