Measurement template

Field	Notes
Short title	Proportion of times running 'on time'
Technical definition	The Public Performance Measure (PPM) combines figures for punctuality and reliability into a single performance record. It covers all scheduled franchised passenger services, seven days a week and measures the arrival punctuality of individual trains against their planned timetable. These plans, technically called "plan of the day", are usually the same as the published timetable with amendments reflecting pre-published engineering amendments; however, they may differ from their originally published timetable. The reliability figure records the percentage of services that are cancelled.
Rationale	This indicator allows the public to compare the performance of train operating companies against one another, better enabling them to hold to account operators and the Department on rail performance.
Formula	The Office of Rail Regulation (ORR) publishes a range of performance data by train operators and by operating sector (long distance, regional and London & South East). These are available for rail industry periods, quarterly, annually and as a moving annual average (an average for the most recent 13 four-week reporting periods). PPM represents the percentage of trains which are 'on time' compared to the total number of trains planned. A train is defined as on time if it arrives at its destination within five minutes of the scheduled destination arrival time for London and South East and regional operators; or within ten minutes for long-distance operators.
Start date	May 2011
Latest data	Data are available every 4 weeks, publishing 4 to 6 weeks after the rail period ends.
Performance	PPM fluctuates widely period-by-period for many reasons, many of which are not within the control of the train operators. For example poor PPM performance

	can also be caused by other train operators or Network Rail. However, adding this breakdown would make the data and its interpretation considerably more complex. More information is available from the Office of Rail Regulation and on Network Rail and individual operators' websites.
Behavioural impact	No behavioural impact is expected.
Comparability	A variety of performance measures are applied in different countries. These typically depend on the nature of individual rail operations; for instance, whether services are predominantly for short commuter trips or whether there is a mix of longer distance and commuter journeys. Comparisons can be made between GB train operators, but consideration should be given to the sectors operated within.
Collection frequency	4-weekly
Time lag	Data are published typically 4 to 6 weeks after the end of the period
Data source	Office of Rail Regulation Data Portal: http://dataportal.orr.gov.uk/
Type of data	Rail periodic data are management information, the quarterly and annual data are official statistics.
Robustness and data limitations	See notes published by ORR to accompany the statistics. Moving Annual Average (MAA) figures have been included in the indicator table to smooth out short-term fluctuations and highlight the annual background performance.
Collecting organisation	Network Rail's data are collated and published by ORR.
Return format	Percentage

Geographical coverage	By DfT franchise (Great Britain) In addition the headline figure covers all GB operators; including operators franchised by devolved administrations (Arriva Trains Wales, First Scotrail, London Overground and Merseyrail), and non-franchised operators (Grand Central, Heathrow Express and Hull Trains).
How indicator can be broken down	By train operator