

Appendix: train fares against performance, the data behind the rankings

nuze.com, October 2026. Companion to the rail fares piece. This is the data pack as built: sources and publication dates, method, every operator's punctuality, cancellations, trains planned, journeys, fare income per journey, Delay Repay claims, complaints, satisfaction and subsidy, 2019-20 against 2025-26, the London operators by route, the national fares and performance series since 2010, and the caveats. Figures are as published by the Office of Rail and Road, the ONS, Transport Focus and the Department for Transport. The underlying files operators.csv and timeseries.csv are available on request.

Built 2026-10-13 from ORR data portal, ONS, gov.uk and Transport Focus downloads. All downloads in raw\ (parsed CSVs in raw\csv\), every URL and HTTP status in sources_log.csv, scripts in tools\ (build.js regenerates everything from raw\). Machine-readable outputs: operators.csv (one row per operator, all metrics x years 2018-19 to 2025-26 plus Q1 2026-27), timeseries.csv (national series 1995-2026), suboperators_3167.csv (route-group detail for London operators).

Headline findings (all from the tables below):

- Fares nationally: ORR fares index (all tickets) rose 23.6% nominal between Jan 2020 and Jan 2026 (239.8 to 296.5, 1995=100) while RPI rose 40.7% (Jan 2020 to Mar 2026, ORR's comparison months) and CPI 30.3% (ONS D7BT 108.2 to 141.0), so average fares FELL in real terms over the pandemic-to-now period; they had risen in real terms 2010-2015 (real index vs RPI 105.0 in 2015, 101.9 in 2020, 89.5 in 2026, 2010=100; vs CPI 108.8, 110.2, 104.6). Regulated fares were frozen in England, Scotland and Wales in March 2026 (ORR: measured change -0.1%); 2025 cap was 4.6% (ORR), measured regulated change +4.5%.
- Performance nationally: On Time (within 59s) 65.0% in 2019-20, 66.7% in 2025-26, 68.1% in Apr-Jun 2026; Cancellations score 3.4% (2019-20), 3.5% (2025-26) but 4.1% in Apr-Jun 2026, the worst Q1 in the series; PPM 86.2% (2019-20) to 85.5% (2025-26).
- Operator-level "fares up / performance down": the only operators where fare income per journey rose in REAL terms 2019-20 to 2024-25 are Northern (+12.3%), Elizabeth line (+1.3%, but TfL Rail in 2019-20 so not like-for-like), SWR (+0.8%) and GWR (+0.6%). Of these GWR is the clear "fares up, performance down" case: On Time -5.9pp, cancellations +1.4pp, 2nd-largest rise in delay minutes. c2c (-6.2pp On Time), Heathrow Express (-9.4pp), GTR (-3.2pp), Merseyrail (-3.6pp) and Southeastern (-1.8pp) got worse on punctuality but their revenue per journey fell in real terms. CrossCountry and Avanti had the biggest cancellation rises (+4.2pp, +2.7pp) with falling real fares per journey. Biggest improvers: West Midlands Trains (+13.7pp On Time), Greater Anglia (+10.5pp), LNER (+10.1pp), Chiltern (+9.8pp), TfW (+9.2pp), TPE (+7.0pp).
- Nominal fare income per journey rose most at Northern (+39.8%), Elizabeth line (+26.2%), SWR (+25.5%), GWR (+25.2%), Southeastern (+24.1%), TfW (+23.7%), WMT (+23.5%) — i.e. commuter/regional operators where season-ticket switching to pay-as-you-go/off-peak lifted yield per journey; long-distance operators (LNER -9.9%, EMR -5.2%, Grand Central +0.1%, CrossCountry +2.8%, Avanti +3.8%) saw yields fall as journeys recovered on cheaper advance tickets.

1. Sources

#	Source (publisher, title)	Published / coverage	Local file(s)	Used for
S1	ORR Table 3133 Train punctuality at recorded station stops by operator (quarterly)	updated 2026-09 (Apr-Jun 2026 provisional); Apr 2014-Jun 2026	raw\table-3133.ods -> raw\csv\table-3133_*.csv	On Time, Time to 3, Time to 15 (quarterly and MAA)
S2	ORR Table 3138 same, periodic incl. Time to 5/10/20/30	2014-15 P01 to 2026-27 P06	raw\csv\table-3138_*.html.csv (embedded HTML table)	periodic detail (not used in league tables)
S3	ORR Table 3123 Trains planned and cancellations by operator and cause (quarterly)	Apr 2019-Jun 2026	raw\table-3123.ods	cancellations score, trains planned, attribution
S4	ORR Table 3124 periodic cancellations	2019-20 P01 to 2026-27 P05	raw\csv\table-3124_*.html.csv	not used (quarterly used instead)
S5	ORR Table 3128 Cancellations by operator and P-code (periodic)	2022-23 P11 to 2026-27 P05	raw\csv\table-3128_*.html.csv	adjusted cancellations incl. pre-cancelled trains
S6	ORR Table 3103 Historic trains planned, PPM and CaSL by operator (quarterly)	Apr 1997-Mar 2026	raw\table-3103.ods	national PPM/CaSL back-series (computed)
S7	ORR Table 3114b PPM moving annual average by operator	2019-20 P13 to 2026-27 P06	raw\csv\table-3114b_*.html.csv	PPM by operator
S8	ORR Table 3184 Delay minutes by operator and cause (periodic)	2019-20 P01 to 2026-27 P06	raw\csv\table-3184_*.html.csv	delay minutes NR vs TOC
S9	ORR Table 3167 Disaggregated performance by sub-operator (periodic)	2019-20 P01 onwards	raw\csv\table-3167_*.html.csv	London route groups / GTR brands
S10	ORR Table 3157a Days of severe disruption GB (periodic)	2019-20 onwards	raw\csv\table-3157a_*.html.csv	context only
S11	ORR Passenger rail performance statistical release, Apr-Jun 2026 (+ quarterly releases Apr 2022 to Mar 2026)	2026-09 and earlier	raw\performance-stats-release-2026-27-q1.pdf/.txt; raw\perf_releases*.pdf/.txt	methodology, P-code note, strike-day counts

#	Source (publisher, title)	Published / coverage	Local file(s)	Used for
S12	ORR Table 7180 Average change in fares by regulated/unregulated tickets	published 30 Jul 2026; Jan 1995-Jan 2026	raw\table-7180.ods	national fares index, RPI
S13	ORR Table 7182 Average change in fares by ticket type	2004-2026	raw\table-7182.ods	ticket-type detail
S14	ORR Rail fares index 2026 statistical release	30 Jul 2026	raw\rail-fares-index-2026.pdf/.txt	fare cap statements (2026 freeze, 2025 4.6%)
S15	ORR Table 1223 Passenger journeys by operator	Apr 2011-Jun 2026	raw\table-1223.ods	journeys
S16	ORR Table 1233 Passenger kilometres by operator	Apr 2011-Jun 2026	raw\table-1233.ods	passenger km
S17	ORR Table 1210 Revenue per passenger km and per journey (national)	1986-Jun 2026	raw\table-1210.ods	national yield series
S18	ORR Tables 1211, 1214, 1224, 1243	various	raw\table-1211.ods, raw\csv\table-1214_.html.csv, table-1224_.html.csv, raw\table-1243.ods	revenue by sector, DFTO vs other, train km (not all used)
S19	ORR Table 7226 Franchised passenger train operator finances by franchise (2024-25 prices)	published 25 Nov 2025 (dividends added 27 Jan 2026); 2015-16 to 2024-25	raw\table-7226.ods	fare income, subsidy, passenger km by operator
S20	ORR Table 7233 Non-franchised operator finances	same	raw\table-7233.ods	Grand Central, Hull Trains, Lumo, Heathrow Express fare income
S21	ORR Tables 7270, 7271 Government support to rail	2015-16 to 2024-25	raw\table-7270.ods, raw\table-7271.ods	subsidy totals by source/recipient
S22	ORR Rail industry finance (UK) 2024-25 release	25 Nov 2025	raw\rail-industry-finance-2024-25.pdf/.txt	context
S23	ORR Table 4410 Delay compensation claims	Apr 2018-Mar 2026	raw\table-4410.ods	claims received/closed/approved by operator
S24	ORR Table 4113 Complaints per 100,000 journeys by operator; Table 4100	Apr 2007-Mar 2026	raw\table-4113.ods, raw\table-4100.ods	complaints
S25	ORR TOC key statistics 2025-26 (24 operator PDFs)	6 Aug 2026	raw\tockey*.pdf/.txt	cross-check of On Time, cancellations, journeys, trains planned
S26	ONS CPI all items index D7BT (MM23)	release 16 Sep 2026; to Aug 2026	raw\ons_d7bt.csv	CPI deflation / re-inflation
S27	Transport Focus Rail User Survey, train operator results (June 2025 edition: 24 waves 6 Dec 2024-25 May 2025; Dec 2024 edition)	Jun 2025 / Dec 2024	raw\tf_rus_toc_results_jun2025.pdf/.txt, raw\tf_rus_toc_results_dec2024.pdf/.txt	satisfaction by operator (latest found; no newer operator-level edition located on TF site as of 2026-10-13)
S28	Transport Focus National Rail Passenger Survey Spring 2020 main report	2 Jul 2020	raw\tf_nrps_spring2020_main.pdf/.txt	pre-pandemic satisfaction by operator
S29	gov.uk "Great British Railways and the public ownership programme" guidance (updated 20 Sep 2026); gov.uk DFTO news items (1 Feb 2026 WMT, 31 May 2026 GTR, 17 Sep 2026 Chiltern); gov.uk "Public ownership of rail services: facts and figures" (10 Oct 2025)	2025-2026	raw\html\govuk_gbr_guidance.html, govuk_wmt.html, govuk_gtr.html, govuk_chiltern.html, govuk_po_facts.html	ownership and transfer dates
S30	TfL press releases: "TfL confirms pay as you go fares for bus and Tube frozen for 2020" (18 Nov 2019); "TfL reminds customers of changes to Tube and rail fares from 1 March" (20 Feb 2026)		raw\html\tfl_pr_2019_fares.html, tfl_pr_2026_fares.html	TfL fares history (partial)
S31	Wayback Machine CDX listings of TfL / GLA press-release URLs about fares		raw\wayback_*.txt	leads only (Wayback page fetches were rate-limited, HTTP 429)

2. Method

- Operators: the 24 operators in ORR's operator tables (all DfT-contracted, devolved, TfL-concession and open-access operators ORR reports), keyed by ORR name. Govia Thameslink Railway is treated as one operator throughout (renamed Greater Thameslink Railway when it joined DFTO on 31 May 2026); its brands come from Table 3167 and Transport Focus. Lumo (West Coast) (launched 25 May 2026) is excluded (one month of data).
- Baseline = financial year 2019-20 (Apr 2019-Mar 2020, pre-pandemic); latest full year = 2025-26; latest quarter = Apr-Jun 2026 (Q1 2026-27, provisional [p]).
- On Time / Time to 3 / Time to 15: ORR Table 3133 moving annual average in the Jan-Mar quarter row (= financial year), i.e. ORR's own annual figure. Cross-checked against ORR TOC key statistics 2025-26 (e.g. Southeastern 67.3%, Avanti 37.9%, GTR 67.7%, CrossCountry 47.1%, WMT 66.5% all match).

- Cancellations score: ORR Table 3123, sum of the four quarterly cancellation scores (full = 1, part = 0.5) divided by sum of trains planned. Cross-checked against TOC key statistics (Southeastern 2.1%, Avanti 5.6%, CrossCountry 7.8%, GTR 5.2% match). Attribution shares use the four responsibility columns (infrastructure/network management + infrastructure external = "Network Rail"; operator fault + operator external = "operator").
- P-coded adjusted cancellations: ORR Table 3128, sum of "adjusted cancellations score" / sum of "trains planned including full pre-cancelled" over 13 periods.
- Delay minutes: ORR Table 3184, 13 periods summed; NR-on-TOC (5 cause columns), TOC-on-self (5), TOC-on-TOC (5).
- Fares proxy by operator: ORR Table 7226/7233 "Fare income" (ORR already deflates to 2024-25 prices using CPI averaged over the four quarters of each financial year) divided by ORR Table 1223 passenger journeys and Table 1233 passenger km. Nominal values are re-inflated with the ONS D7BT financial-year average (Apr-Mar mean of monthly index: 2019-20 = 108.24, 2024-25 = 134.78). Finance tables end at 2024-25, so the fares comparison is 2019-20 vs 2024-25 while performance runs to 2025-26 and Q1 2026-27.
- National fares: ORR Table 7180 index, labelled by year of the annual fare change (effective January up to 2020 and March from 2021 in England and Wales — ORR 7180 note 1), with RPI from the same table (ORR compares with January RPI to 2020 and March RPI from 2021) and ONS CPI (D7BT) taken at the same month; both rebased to 2010 = 100.
- Delay compensation: ORR Table 4410 gives claim volumes only; "approved claims per 1,000 journeys" is used as the comparable intensity measure. ORR does not publish compensation amounts paid by operator (none in 4410 or the TOC key statistics), so "Delay Repay paid (£) per 1,000 journeys" cannot be produced from official data.
- Complaints: ORR Table 4113a annual rates (complaints closed per 100,000 journeys).
- Satisfaction: Transport Focus Rail User Survey (online panel; June 2025 operator edition is the latest operator-level publication found) and NRPS Spring 2020 (on-train; final wave). Reported separately and explicitly not comparable.
- Ownership: gov.uk GBR guidance page (transfer dates for SWR, c2c, Greater Anglia, WMT, GTR, Chiltern, and scheduled GWR/Avanti), gov.uk facts and figures (status of all 24), ORR notes. Dates for the earlier OLR transfers (LNER 2018, Northern 2020, Southeastern 2021, TPE 2023) and devolved operators are flagged in operators.csv as not verified from the downloaded sources.
- Strikes: counted from ORR quarterly performance releases (national strike days listed by ORR): 29 national strike days in 2022-23 (ORR Jan-Mar 2023 release: "29 days of national strike action in the latest year", est. 450,000 trains not planned), 25 in 2023-24 (ORR Jan-Mar 2024 release, est. 188,000 trains), 3 nationwide ASLEF days in Apr 2024 (5, 6, 8 April; plus 7 days of operator-specific rolling action) and "no strike action" in Jul-Sep 2024 and none mentioned in later releases. Calendar-year counts were not compiled.

3. Key reference facts

Regulated fare changes (measured average change in standard-class regulated fares, GB, ORR Table 7180 index; cap where ORR states it): 2020 +2.7% (203.2 to 208.7); 2021 +2.5% (208.7 to 213.9); 2022 +3.6% (213.9 to 221.7); 2023 +5.6% (221.7 to 234.2, "alternative cap" per ORR); 2024 +5.1% (234.2 to 246.2, alternative cap); 2025 +4.5% (246.2 to 257.3; ORR: capped increase of 4.6%, RPI-based); 2026 -0.1% (257.3 to 257.0; ORR: "Fares in England were frozen by the government for 2026. ScotRail and Transport for Wales fares were also frozen"). The nominal cap percentages quoted in the brief for 2021-2024 (2.8%, 3.8%, 5.9%, 4.9%) were NOT verified from a downloaded source; ORR only states the 2025 cap (4.6%) and the 2026 freeze. New fares took effect 2 March 2026.

Public ownership timeline (gov.uk, S29): SWR 25 May 2025; c2c 20 Jul 2025; Greater Anglia 12 Oct 2025; West Midlands Trains 1 Feb 2026; Govia Thameslink Railway 31 May 2026; Chiltern 20 Sep 2026; GWR scheduled 13 Dec 2026; Avanti West Coast scheduled 7 Mar 2027; remaining DfT contracts (CrossCountry, EMR) expected by end-2027. Already public before the 2024 Act: LNER (2018), Northern (2020), Southeastern (2021), TPE (2023) under DfT operator of last resort; ScotRail and Caledonian Sleeper (Scottish Rail Holdings); TfW Rail (Welsh Government). Outside the programme: Elizabeth line and London Overground (TfL concessions, operated by MTR and Arriva Rail London respectively — operator names from general knowledge, not from the downloaded pages), Merseyrail (Merseytravel concession), open access Grand Central, Hull Trains, Lumo, Heathrow Express.

TfL fares (verified only where cited): all TfL-set fares frozen 2017-2020 inclusive (GLA press-release titles "TfL fares frozen until 2020", "third year of Mayor's TfL fares freeze begins"; TfL 18 Nov 2019 release confirms 2020 freeze with Travelcards/caps +2.8% under national regulation); 2021 rise ("Mayor forced to raise fares for the first time", GLA Dec 2020 — percentage not retrieved); 2022 +4.8% (GLA release title "Fares on TfL services will rise by 4.8 per cent"); 2023, 2024 and 2025 changes NOT verified here (brief states +4.6% March 2025); 2026: Tube and TfL rail pay-as-you-go fares rose from 1 March 2026 in line with the Spending Review expectation of RPI+1, bus and tram fares frozen until 5 July 2026, Travelcards and caps frozen until March 2027 (TfL 20 Feb 2026). London Overground and Elizabeth line fares are TfL fares, so their revenue-per-journey figures track TfL policy, not DfT regulation.

4-5. Tables (generated by tools\build.js; also in tables.md)

On Time (% of recorded station stops within 59 seconds) — financial years, ORR Table 3133

Financial-year figures are ORR moving annual averages at the Jan-Mar quarter. Sorted by biggest fall first. GB (all operators): 65.0% in 2019-20, 66.7% in 2025-26, 68.1% in Apr-Jun 2026.

Operator	2019-20	2023-24	2024-25	2025-26	Change 2019-20 to 2025-26 (pp)	Q1 2026-27 (Apr-Jun 2026, prov.)	Q1 2019-20 (Apr-Jun 2019)	Q1 change (pp)
Heathrow Express	85.3	73.7	74.1	75.9	-9.4	76.8	86.5	-9.7
c2c	82.5	79.7	79.6	76.3	-6.2	77.4	86.3	-8.9
Great Western Railway	66.8	60.1	61.5	60.9	-5.9	60.5	70.7	-10.2
Merseyrail	72.6	70.7	70.7	69.0	-3.6	70.7	72.4	-1.7
Grand Central	49.3	44.0	45.6	46.0	-3.3	40.6	54.2	-13.6
Govia Thameslink Railway	70.9	68.8	68.2	67.7	-3.2	69.7	75.5	-5.8
London Overground	71.2	73.4	72.0	69.1	-2.1	69.9	73.2	-3.3
Southeastern	69.1	67.7	66.0	67.3	-1.8	68.5	75.0	-6.5
Avanti West Coast	39.6	43.5	39.9	37.9	-1.7	38.0	44.4	-6.4
East Midlands Railway	58.0	52.0	54.4	56.3	-1.7	56.6	62.5	-5.9
Caledonian Sleeper	61.7	69.2	69.8	60.2	-1.5	61.0	63.0	-2.0
CrossCountry	47.0	47.2	48.2	47.1	+0.1	44.1	51.6	-7.5
Elizabeth line	77.7	80.9	79.4	78.4	+0.7	78.4	81.4	-3.0
ScotRail	66.4	69.8	69.2	68.9	+2.5	70.2	70.2	+0.0
Northern Trains	55.2	58.8	58.2	58.2	+3.0	61.0	61.3	-0.3
South Western Railway	59.9	67.4	65.7	65.0	+5.1	67.9	66.8	+1.1
Hull Trains	41.6	50.4	51.1	47.1	+5.5	45.9	44.4	+1.5
TransPennine Express	41.0	47.7	48.3	48.0	+7.0	51.7	45.5	+6.2
TfW Rail	60.5	60.3	62.2	69.7	+9.2	72.2	65.0	+7.2
Chiltern Railways	67.2	77.9	78.9	77.0	+9.8	77.4	72.2	+5.2
London North Eastern Railway	45.2	56.6	56.5	55.3	+10.1	49.2	46.5	+2.7
Greater Anglia	69.9	86.2	84.8	80.4	+10.5	81.9	75.8	+6.1
West Midlands Trains	52.8	62.3	64.4	66.5	+13.7	65.6	58.9	+6.7
Lumo (East Coast)	n/a	56.0	58.0	55.0	n/a	52.2	n/a	n/a

Cancellations score (% of planned trains; full = 1, part = 0.5) — ORR Table 3123 (and 3128 for P-coded adjusted)

Annual = sum of four quarters of cancellation score / sum of trains planned. Sorted by biggest rise first. GB: 3.4% in 2019-20, 3.5% in 2025-26 (3.6% incl. P-coded), 4.1% in Apr-Jun 2026.

Operator	2019-20	2022-23	2023-24	2024-25	2025-26	Change 2019-20 to 2025-26 (pp)	2025-26 incl. P-coded pre-cancellations (3128)	Q1 2026-27 (prov.)	2025-26 share attributed to operator (%)	2025-26 share attributed to Network Rail (%)
CrossCountry	3.6	6.5	8.4	6.9	7.8	+4.2	7.8	8.0	65.8	34.2
Avanti West Coast	2.9	9.0	7.0	6.3	5.6	+2.7	5.6	7.1	37.8	62.2
East Midlands Railway	1.7	2.9	3.3	3.6	3.7	+1.9	3.8	5.6	52.7	47.3
Merseyrail	1.0	2.2	3.1	3.6	2.7	+1.6	2.7	3.0	57.5	42.5
Elizabeth line	1.6	2.4	4.1	3.9	3.1	+1.5	3.1	4.1	42.4	57.6
Great Western Railway	2.5	3.2	4.6	4.6	4.0	+1.4	4.0	4.7	52.8	47.2
TfW Rail	2.8	4.5	5.1	5.3	3.8	+1.0	4.3	5.0	52.5	47.5
Govia Thameslink Railway	4.5	6.0	4.4	5.5	5.2	+0.8	5.2	5.3	46.4	53.6
Heathrow Express	2.0	4.4	3.6	3.7	2.9	+0.8	2.9	5.4	31.8	68.2
Chiltern Railways	1.4	1.9	2.2	2.2	1.7	+0.4	1.8	1.6	55.3	44.7
South Western Railway	3.8	2.7	3.4	3.6	4.0	+0.2	4.0	5.2	42.8	57.2
c2c	1.5	1.9	1.4	1.7	1.6	+0.1	1.6	2.9	39.7	60.3

Operator	2019-20	2022-23	2023-24	2024-25	2025-26	Change 2019-20 to 2025-26 (pp)	2025-26 incl. P-coded pre-cancellations (3128)	Q1 2026-27 (prov.)	2025-26 share attributed to operator (%)	2025-26 share attributed to Network Rail (%)
London Overground	3.8	3.5	3.0	3.5	3.9	+0.1	3.9	5.4	43.0	57.0
Grand Central	3.3	5.2	6.9	3.7	3.2	-0.1	3.4	3.6	54.3	45.7
London North Eastern Railway	3.0	4.4	4.9	3.8	2.9	-0.1	3.0	4.4	24.9	75.1
Southeastern	2.4	2.8	2.1	2.4	2.1	-0.3	2.1	2.7	42.0	58.0
ScotRail	2.5	2.9	2.3	2.1	2.0	-0.5	2.1	1.8	43.5	56.5
Northern Trains	4.1	4.2	5.3	5.8	3.5	-0.6	3.5	3.3	62.2	37.8
West Midlands Trains	5.1	4.2	4.3	4.9	3.8	-1.3	3.9	4.7	55.4	44.6
Greater Anglia	3.2	1.5	1.6	1.8	1.7	-1.5	1.7	2.3	19.2	80.8
Hull Trains	3.5	2.7	2.3	1.9	1.8	-1.7	7.1	1.2	50.0	50.0
TransPennine Express	7.8	6.6	4.8	4.2	4.4	-3.4	5.0	4.1	42.7	57.3
Caledonian Sleeper	3.3	2.7	2.9	1.2	3.3	0.0	3.3	3.3	45.6	54.4
Lumo (East Coast)	n/a	3.2	2.6	1.1	1.9	n/a	2.2	3.3	44.1	55.9

Trains planned and passenger journeys — ORR Tables 3123 and 1223

Operator	Trains planned 2019-20	Trains planned 2025-26	Change	Journeys 2019-20 (m)	Journeys 2025-26 (m)	Change
Avanti West Coast	102536	98985	-3.5%	37.5	36.3	-3.2%
c2c	123285	117992	-4.3%	47.3	39.6	-16.3%
Caledonian Sleeper	2091	2056	-1.7%	0.3	0.3	+0.0%
Chiltern Railways	138654	110348	-20.4%	28.4	24.1	-15.1%
CrossCountry	101836	90919	-10.7%	39.8	40.2	+1.0%
East Midlands Railway	159102	171378	+7.7%	25.4	32.9	+29.5%
Elizabeth line	150417	357953	+138.0%	55.5	257.4	+363.8%
Grand Central	5995	6747	+12.5%	1.4	1.8	+28.6%
Great Western Railway	536706	557642	+3.9%	97.0	93.7	-3.4%
Greater Anglia	438613	442401	+0.9%	84.9	88.0	+3.7%
Govia Thameslink Railway	1358556	1120128	-17.6%	348.9	316.0	-9.4%
Heathrow Express	53972	53961	0.0%	5.8	4.6	-20.7%
Hull Trains	4463	4428	-0.8%	1.0	1.6	+60.0%
London North Eastern Railway	52648	61928	+17.6%	21.2	28.7	+35.4%
London Overground	521945	551577	+5.7%	186.0	189.8	+2.0%
Lumo (East Coast)	n/a	3628	n/a	n/a	1.5	n/a
Merseyrail	203829	210910	+3.5%	30.6	31.5	+2.9%
Northern Trains	939358	886128	-5.7%	108.0	99.6	-7.8%
ScotRail	796555	737881	-7.4%	96.4	90.8	-5.8%
South Western Railway	582462	562821	-3.4%	203.7	171.9	-15.6%
Southeastern	633597	572047	-9.7%	179.5	143.4	-20.1%
TfW Rail	338271	354850	+4.9%	31.8	34.5	+8.5%
TransPennine Express	116721	116138	-0.5%	28.6	28.5	-0.3%
West Midlands Trains	432343	414126	-4.2%	79.5	72.8	-8.4%

PPM (Public Performance Measure, % within 5/10 min at destination) moving annual average at period 13 — ORR Table 3114b

Legacy measure, retained for continuity with pre-2019 series.

Operator	2019-20	2025-26	Change (pp)
Avanti West Coast	77.7	66.2	-11.6
East Midlands Railway	89.1	80.8	-8.3
CrossCountry	83.1	75.7	-7.4
Great Western Railway	88.5	83.5	-5.0
Merseyrail	96.7	92.0	-4.8
c2c	95.1	90.7	-4.4
Elizabeth line	95.2	90.8	-4.4
Southeastern	89.5	86.2	-3.2
Govia Thameslink Railway	84.9	82.5	-2.4
Chiltern Railways	92.6	90.3	-2.3
TfW Rail	88.1	86.3	-1.8
London Overground	92.6	91.6	-1.0
ScotRail	88.5	89.5	+1.0
South Western Railway	80.5	82.0	+1.5
Northern Trains	79.9	81.5	+1.6
London North Eastern Railway	78.2	82.1	+3.9
Greater Anglia	89.0	93.2	+4.2
West Midlands Trains	79.0	84.1	+5.1
Caledonian Sleeper	81.3	86.5	+5.2
TransPennine Express	76.5	83.5	+7.0
Grand Central	n/a	n/a	n/a
Heathrow Express	n/a	n/a	n/a
Hull Trains	n/a	n/a	n/a
Lumo (East Coast)	n/a	n/a	n/a

Fare income per journey and per passenger-km by operator, 2019-20 vs 2024-25 — ORR Table 7226/7233 (fare income), 1223 (journeys), 1233 (passenger km), ONS CPI D7BT

ORR publishes fare income at 2024-25 prices (CPI-deflated, FY average). Nominal values re-inflated here with ONS D7BT FY averages (2019-20 avg 108.2, 2024-25 avg 134.8, 2015=100). Finance data stop at 2024-25. Sorted by largest real rise in revenue per journey. Open access Hull Trains 2024-25 fare income is [x] in ORR 7233.

Operator	Fare income 2019-20 (£m nominal)	Fare income 2024-25 (£m)	£ per journey 2019-20 nominal	£ per journey 2024-25	Nominal change	£ per journey 2019-20 (2024-25 prices)	£ per journey 2024-25	Real change	p per km 2019-20 nominal	p per km 2024-25	Real change per km
Northern Trains	336	399	3.11	4.35	+39.8%	3.87	4.35	+12.3%	11.6	14.8	+2.5%
Elizabeth line	118	652	2.13	2.68	+26.2%	2.65	2.68	+1.3%	16.9	27.2	+29.4%
South Western Railway	984	1004	4.83	6.06	+25.5%	6.01	6.06	+0.8%	17.3	20.5	-4.7%
Great Western Railway	1009	1159	10.40	13.02	+25.2%	12.95	13.02	+0.6%	16.8	18.7	-10.7%
Southeastern	844	805	4.70	5.84	+24.1%	5.86	5.84	-0.3%	18.3	21.2	-7.3%
TfW Rail	144	175	4.52	5.59	+23.7%	5.63	5.59	-0.7%	12.0	14.6	-2.2%

Operator	Fare income 2019-20 (£m nominal)	Fare income 2024-25 (£m)	£ per journey 2019-20 nominal	£ per journey 2024-25	Nominal change	£ per journey 2019-20 (2024-25 prices)	£ per journey 2024-25	Real change	p per km 2019-20 nominal	p per km 2024-25	Real change per km
West Midlands Trains	388	408	4.88	6.03	+23.5%	6.08	6.03	-0.8%	12.5	14.6	-6.5%
London Overground	226	260	1.21	1.44	+18.8%	1.51	1.44	-4.6%	17.4	21.7	+0.2%
Govia Thameslink Railway	1588	1592	4.55	5.34	+17.4%	5.67	5.34	-5.7%	17.1	19.7	-7.5%
Greater Anglia	643	726	7.58	8.88	+17.1%	9.43	8.88	-5.9%	16.5	20.2	-1.8%
TransPennine Express	257	288	8.99	10.47	+16.6%	11.19	10.47	-6.4%	12.2	13.7	-10.0%
ScotRail	360	365	3.73	4.31	+15.5%	4.65	4.31	-7.3%	12.4	14.0	-9.1%
Chiltern Railways	230	210	8.12	9.17	+13.0%	10.11	9.17	-9.3%	14.4	17.5	-2.4%
c2c	175	149	3.70	3.99	+7.9%	4.61	3.99	-13.3%	14.6	16.6	-8.9%
Heathrow Express	109	86	18.73	19.91	+6.3%	23.33	19.91	-14.7%	108.7	85.6	-36.7%
Avanti West Coast	1169	1130	31.18	32.38	+3.8%	38.83	32.38	-16.6%	15.8	17.1	-13.0%
CrossCountry	542	529	13.62	13.99	+2.8%	16.96	13.99	-17.5%	15.1	16.0	-14.5%
Grand Central	47	58	33.84	33.88	+0.1%	42.14	33.88	-19.6%	11.8	11.5	-21.9%
Merseyrail	50	47	1.63	1.57	-3.4%	2.03	1.57	-22.4%	8.3	9.4	-9.0%
East Midlands Railway	372	437	14.64	13.87	-5.2%	18.23	13.87	-23.9%	16.9	17.5	-16.9%
London North Eastern Railway	782	884	36.90	33.23	-9.9%	45.94	33.23	-27.7%	14.2	14.3	-19.5%
Caledonian Sleeper	27	33	88.34	110.00	+24.5%	110.00	110.00	+0.0%	13.3	16.5	+0.0%
Hull Trains	32	n/a	31.96	n/a	n/a	39.80	n/a	n/a	16.0	n/a	n/a
Lumo (East Coast)	n/a	53	n/a	37.57	n/a	n/a	37.57	n/a	n/a	8.8	n/a

Delay compensation claims — ORR Table 4410 (volumes only; ORR does not publish £ paid by operator)

Delay Repay thresholds differ by operator (DR15 vs DR30) and changed over the period; see caveats.

Operator	Claims received 2019-20	Claims received 2025-26	Claims approved 2025-26	Approved per 1,000 journeys 2019-20	Approved per 1,000 journeys 2025-26	% closed within 20 working days 2025-26
Avanti West Coast	605923	1744468	1474136	13.22	40.61	99.8
Lumo (East Coast)	n/a	48822	40066	n/a	26.71	100.0
Caledonian Sleeper	10651	7251	6939	31.57	23.13	98.7
Hull Trains	18509	32556	24527	16.13	15.33	99.9
London North Eastern Railway	459104	485287	396414	19.24	13.81	97.9
Great Western Railway	376047	1443270	1191597	2.91	12.72	99.9
East Midlands Railway	183820	518208	377064	5.91	11.46	98.2
TransPennine Express	234830	405829	323942	6.41	11.37	99.9
CrossCountry	223773	487793	301065	4.06	7.49	99.1
Grand Central	11617	20147	9034	5.14	5.02	99.0
West Midlands Trains	538909	477551	351094	5.73	4.82	98.4
Northern Trains	367688	536323	403175	2.56	4.05	99.4
TfW Rail	75869	172052	125486	2.08	3.64	97.5
Southeastern	557625	598605	493578	2.74	3.44	100.0
South Western Railway	726509	730844	583867	3.09	3.40	99.7
Chiltern Railways	24326	82574	68876	0.63	2.86	99.9
Govia Thameslink Railway	1160531	1049559	850029	2.77	2.69	99.9

Operator	Claims received 2019-20	Claims received 2025-26	Claims approved 2025-26	Approved per 1,000 journeys 2019-20	Approved per 1,000 journeys 2025-26	% closed within 20 working days 2025-26
Greater Anglia	600307	296065	229740	6.13	2.61	98.9
Heathrow Express	10365	8799	5578	0.51	1.21	100.0
ScotRail	115668	70173	40459	1.01	0.45	97.9
c2c	21624	19423	15346	0.35	0.39	99.5
Merseyrail	1014	2712	2227	0.03	0.07	99.5
London Overground	19704	16707	7749	0.08	0.04	100.0
Elizabeth line	9713	19570	8330	0.15	0.03	100.0

Complaints closed per 100,000 journeys — ORR Table 4113

Operator	2019-20	2023-24	2024-25	2025-26	Change
Caledonian Sleeper	325.5	235.0	187.5	261.2	-19.8%
Grand Central	126.3	143.1	70.0	116.4	-7.8%
London North Eastern Railway	155.0	88.6	90.2	108.9	-29.7%
Lumo (East Coast)	n/a	169.2	95.2	96.2	n/a
Avanti West Coast	191.6	124.3	94.6	82.8	-56.8%
Hull Trains	105.5	86.0	55.0	74.5	-29.4%
TfW Rail	65.7	93.4	59.8	62.6	-4.7%
East Midlands Railway	61.4	70.3	51.2	53.6	-12.7%
TransPennine Express	70.8	64.9	43.7	46.7	-34.0%
CrossCountry	67.4	37.8	44.8	44.3	-34.3%
Great Western Railway	59.9	58.2	46.2	41.3	-31.1%
West Midlands Trains	38.3	41.9	33.6	38.0	-0.8%
Heathrow Express	21.2	27.9	29.1	21.2	+0.0%
Northern Trains	31.7	18.5	19.4	19.7	-37.9%
Southeastern	16.4	19.4	16.5	15.3	-6.7%
Chiltern Railways	22.0	12.1	10.5	15.0	-31.8%
South Western Railway	24.2	15.4	14.5	14.1	-41.7%
ScotRail	25.7	17.0	18.0	13.8	-46.3%
Greater Anglia	39.5	17.0	13.9	12.5	-68.4%
Govia Thameslink Railway	14.9	11.1	10.5	10.2	-31.5%
c2c	35.0	11.1	9.0	6.8	-80.6%
Merseyrail	9.2	6.2	7.4	5.6	-39.1%
London Overground	1.4	0.4	0.6	0.7	-50.0%
Elizabeth line	2.3	0.7	0.5	0.4	-82.6%

Delay minutes suffered by each operator, by responsibility — ORR Table 3184 (13 periods summed)

Operator	Delay minutes 2019-20	Delay minutes 2025-26	Change	Network Rail-caused share 2025-26 (%)	Self-caused share 2025-26 (%)	Delay min per 100 trains planned 2019-20	per 100 trains 2025-26
Elizabeth line	92865	247036	+166.0%	65	21	62	69

Operator	Delay minutes 2019-20	Delay minutes 2025-26	Change	Network Rail-caused share 2025-26 (%)	Self-caused share 2025-26 (%)	Delay min per 100 trains planned 2019-20	per 100 trains 2025-26
Merseyrail	72995	179517	+145.9%	49	50	36	85
Heathrow Express	26791	42768	+59.6%	69	8	50	79
Great Western Railway	1198533	1599387	+33.4%	63	29	223	287
East Midlands Railway	544227	724323	+33.1%	61	27	342	423
c2c	82240	105504	+28.3%	66	29	67	89
Avanti West Coast	812428	1019582	+25.5%	67	18	792	1030
TfW Rail	782084	904660	+15.7%	50	40	231	255
London Overground	327508	373421	+14.0%	55	30	63	68
Grand Central	57214	64732	+13.1%	66	16	954	959
London North Eastern Railway	442308	461184	+4.3%	72	14	840	745
Hull Trains	29370	30523	+3.9%	69	15	658	689
Southeastern	1006783	1041144	+3.4%	66	30	159	182
ScotRail	1055393	976726	-7.5%	56	38	132	132
Govia Thameslink Railway	2291740	2115432	-7.7%	68	27	169	189
TransPennine Express	797547	717977	-10.0%	60	16	683	618
Caledonian Sleeper	52378	46685	-10.9%	44	48	2505	2271
CrossCountry	892722	789589	-11.6%	63	15	877	868
South Western Railway	1474492	1276407	-13.4%	70	26	253	227
Northern Trains	2680455	2310165	-13.8%	55	32	285	261
West Midlands Trains	1225070	962249	-21.5%	56	28	283	232
Greater Anglia	727518	533308	-26.7%	79	12	166	121
Chiltern Railways	269959	192093	-28.8%	50	41	195	174
Lumo (East Coast)	n/a	42493	n/a	71	11	n/a	1171

Passenger satisfaction — Transport Focus: NRPS Spring 2020 (pre-pandemic, on-train, fieldwork to mid-March 2020) and Rail User Survey train operator results (24 waves to 25 May 2025, published June 2025; previous edition to Dec 2024)

NRPS and RUS are NOT comparable (NRPS: on-train paper/online survey of a specific journey, ~19,850 responses in Spring 2020; RUS: online panel of 2,000 people a week asked about their most recent journey). Chiltern RUS base size below 100. Elizabeth line NRPS row is TfL Rail.

Operator	NRPS Spring 2020 overall satisfied %	NRPS Spring 2020 value for money %	RUS overall satisfied % (Dec 2024 edition)	RUS overall satisfied % (Jun 2025 edition)	RUS punctuality/reliability % (Jun 2025)	RUS value for money % (Jun 2025)
CrossCountry	85	53	72	75	73	47
Northern Trains	77	52	79	83	72	56
Great Western Railway	86	52	84	84	74	54
South Western Railway	75	37	84	84	74	44
TfW Rail	81	56	84	84	71	50
Avanti West Coast	84	61	85	86	76	63
Chiltern Railways	88	51	85	86	86	52
East Midlands Railway	83	49	86	86	81	58
Southeastern	83	39	86	86	77	46

Operator	NRPS Spring 2020 overall satisfied %	NRPS Spring 2020 value for money %	RUS overall satisfied % (Dec 2024 edition)	RUS overall satisfied % (Jun 2025 edition)	RUS punctuality/reliability % (Jun 2025)	RUS value for money % (Jun 2025)
TransPennine Express	78	50	79	86	78	62
Greater Anglia	77	42	89	89	86	50
London North Eastern Railway	91	59	93	91	83	67
London Overground	87	55	89	91	86	71
ScotRail	90	51	88	91	87	61
Elizabeth line	89	47	92	92	82	73
Merseyrail	90	62	94	93	89	65
c2c	82	41	n/a	n/a	n/a	n/a
Grand Central	95	74	n/a	n/a	n/a	n/a
Heathrow Express	94	54	n/a	n/a	n/a	n/a
Hull Trains	92	61	n/a	n/a	n/a	n/a
West Midlands Trains	79	53	n/a	n/a	n/a	n/a
Thameslink (brand)	81	42	83	84	72	44
Southern (brand)	78	42	83	80	74	41
Great Northern (brand)	86	45	83	85	72	58
Gatwick Express (brand)	89	44	n/a	n/a	n/a	n/a
West Midlands Railway (brand)	n/a	n/a	82	87	78	55
London Northwestern Railway (brand)	n/a	n/a	83	86	78	54

Net franchise subsidy (positive = government pays operator; negative = premium paid to government), 2024-25 prices — ORR Table 7226

Not available for open access / non-franchised operators (Grand Central, Hull Trains, Lumo, Heathrow Express). Elizabeth line and London Overground subsidy is from TfL; Merseyrail from Merseytravel.

Operator	2019-20 (£m)	2024-25 (£m)	£ per journey 2019-20	£ per journey 2024-25	Fare income 2024-25 (£m)	Operating expenditure 2024-25 (£m)
Avanti West Coast	-354	-147	-9.44	-4.21	1130	1039
c2c	-82	64	-1.73	1.72	149	221
Caledonian Sleeper	17	47	56.67	156.67	33	81
Chiltern Railways	-58	39	-2.04	1.70	210	262
CrossCountry	-9	42	-0.23	1.11	529	572
East Midlands Railway	34	91	1.34	2.89	437	547
Elizabeth line	257	106	4.63	0.44	652	644
Grand Central	n/a	n/a	n/a	n/a	58	n/a
Great Western Railway	391	428	4.03	4.81	1159	1617
Greater Anglia	-193	-126	-2.27	-1.54	726	641
Govia Thameslink Railway	14	236	0.04	0.79	1592	1912
Heathrow Express	n/a	n/a	n/a	n/a	86	n/a
Hull Trains	n/a	n/a	n/a	n/a	n/a	n/a
London North Eastern Railway	-132	93	-6.23	3.50	884	1038
London Overground	70	216	0.38	1.20	260	490

Operator	2019-20 (£m)	2024-25 (£m)	£ per journey 2019-20	£ per journey 2024-25	Fare income 2024-25 (£m)	Operating expenditure 2024-25 (£m)
Lumo (East Coast)	n/a	n/a	n/a	n/a	53	n/a
Merseyrail	132	150	4.31	5.02	47	187
Northern Trains	482	719	4.46	7.83	399	1130
ScotRail	642	777	6.66	9.17	365	1147
South Western Railway	-374	128	-1.84	0.77	1004	1165
Southeastern	230	419	1.28	3.04	805	1259
TfW Rail	231	392	7.26	12.52	175	578
TransPennine Express	44	165	1.54	6.00	288	461
West Midlands Trains	139	344	1.75	5.08	408	768

Combined "fares up / performance down" table, sorted by real revenue-per-journey change minus On Time change plus cancellations change

The sort score is a simple sum for ranking only, not a published statistic.

Operator	Fare income per journey, nominal change 2019-20 to 2024-25 (%)	Real change (%)	On Time change 2019-20 to 2025-26 (pp)	Cancellations change (pp)	On Time 2025-26 (%)	Cancellations 2025-26 (%)	Satisfaction Jun 2025 (%)	Complaints per 100k 2025-26	Ownership
Northern Trains	39.8	12.3	3.0	-0.6	58.2	3.5	83	19.7	DfT Operator (public; operator of last resort) since 1 Mar 2020
Great Western Railway	25.2	0.6	-5.9	1.4	60.9	4.0	84	41.3	Private (FirstGroup); DfT National Rail Contract
Elizabeth line	26.2	1.3	0.7	1.5	78.4	3.1	92	0.4	TfL concession (operated by MTR Elizabeth line under contract to TfL)
Caledonian Sleeper	24.5	0.0	-1.5	0.0	60.2	3.3	n/a	261.2	Scottish Rail Holdings (Transport Scotland; public) since 25 Jun 2023
Southeastern	24.1	-0.3	-1.8	-0.3	67.3	2.1	86	15.3	DfT Operator (public; operator of last resort) since 17 Oct 2021
Lumo (East Coast)	n/a	n/a	n/a	n/a	55.0	1.9	n/a	96.2	Open access (FirstGroup)
Govia Thameslink Railway	17.4	-5.7	-3.2	0.8	67.7	5.2	n/a	10.2	DfT Operator (public) since 31 May 2026
London Overground	18.8	-4.6	-2.1	0.1	69.1	3.9	91	0.7	TfL concession (operated by Arriva Rail London under contract to TfL)
South Western Railway	25.5	0.8	5.1	0.2	65.0	4.0	84	14.1	DfT Operator (public) since 25 May 2025
Heathrow Express	6.3	-14.7	-9.4	0.8	75.9	2.9	n/a	21.2	Non-franchised (Heathrow Airport Ltd)
c2c	7.9	-13.3	-6.2	0.1	76.3	1.6	n/a	6.8	DfT Operator (public) since 20 Jul 2025
Hull Trains	n/a	n/a	5.5	-1.7	47.1	1.8	n/a	74.5	Open access (FirstGroup)
TfW Rail	23.7	-0.7	9.2	1.0	69.7	3.8	84	62.6	Transport for Wales (Welsh Government; public) since 7 Feb 2021
ScotRail	15.5	-7.3	2.5	-0.5	68.9	2.0	91	13.8	Scottish Rail Holdings (Transport Scotland; public) since 1 Apr 2022
Avanti West Coast	3.8	-16.6	-1.7	2.7	37.9	5.6	86	82.8	Private (FirstGroup/Trenitalia JV); DfT National Rail Contract
CrossCountry	2.8	-17.5	0.1	4.2	47.1	7.8	75	44.3	Private (Arriva); DfT National Rail Contract
West Midlands Trains	23.5	-0.8	13.7	-1.3	66.5	3.8	n/a	38.0	DfT Operator (public) since 1 Feb 2026
Grand Central	0.1	-19.6	-3.3	-0.1	46.0	3.2	n/a	116.4	Open access (Arriva)
TransPennine Express	16.6	-6.4	7.0	-3.4	48.0	4.4	86	46.7	DfT Operator (public; operator of last resort) since 28 May 2023
Merseyrail	-3.4	-22.4	-3.6	1.6	69.0	2.7	93	5.6	Merseytravel concession (Serco/Transport UK JV)
Greater Anglia	17.1	-5.9	10.5	-1.5	80.4	1.7	89	12.5	DfT Operator (public) since 12 Oct 2025

Operator	Fare income per journey, nominal change 2019-20 to 2024-25 (%)	Real change (%)	On Time change 2019-20 to 2025-26 (pp)	Cancellations change (pp)	On Time 2025-26 (%)	Cancellations 2025-26 (%)	Satisfaction Jun 2025 (%)	Complaints per 100k 2025-26	Ownership
Chiltern Railways	13.0	-9.3	9.8	0.4	77.0	1.7	86	15.0	DfT Operator (public) since 20 Sep 2026
East Midlands Railway	-5.2	-23.9	-1.7	1.9	56.3	3.7	86	53.6	Private (Abellio/Transport UK); DfT National Rail Contract
London North Eastern Railway	-9.9	-27.7	10.1	-0.1	55.3	2.9	91	108.9	DfT Operator (public; operator of last resort) since 24 Jun 2018

London commuter operators — summary (ORR 3133, 3123, 1223, 7226, 4113, 4410; Transport Focus)

Operator	On Time 2019-20	On Time 2025-26	pp	Canc 2019-20	Canc 2025-26	pp	Trains planned change	Journeys change	£/journey 2019-20 nominal	£/journey 2024-25	Real £/journey change	Complaints per 100k 2025-26	Approved Delay Repay claims per 1,000 journeys 2025-26	NRPS Spring 2020 satisfied %	RUS Jun 2025 satisfied %	Ownership
c2c	82.5	76.3	-6.2	1.5	1.6	+0.1	-4.3%	-16.3%	3.70	3.99	-13.3%	6.8	0.39	82	n/a	DfT Operator (public) since 20 Jul 2025
Chiltern Railways	67.2	77.0	+9.8	1.4	1.7	+0.4	-20.4%	-15.1%	8.12	9.17	-9.3%	15.0	2.86	88	86	DfT Operator (public) since 20 Sep 2026
Elizabeth line	77.7	78.4	+0.7	1.6	3.1	+1.5	+138.0%	+363.8%	2.13	2.68	+1.3%	0.4	0.03	89	92	TfL concession (operated by MTR Elizabeth line under contract to TfL)
Greater Anglia	69.9	80.4	+10.5	3.2	1.7	-1.5	+0.9%	+3.7%	7.58	8.88	-5.9%	12.5	2.61	77	89	DfT Operator (public) since 12 Oct 2025
Govia Thameslink Railway	70.9	67.7	-3.2	4.5	5.2	+0.8	-17.6%	-9.4%	4.55	5.34	-5.7%	10.2	2.69	n/a	n/a	DfT Operator (public) since 31 May 2026
Heathrow Express	85.3	75.9	-9.4	2.0	2.9	+0.8	0.0%	-20.7%	18.73	19.91	-14.7%	21.2	1.21	94	n/a	Non-franchised (Heathrow Airport Ltd)
London Overground	71.2	69.1	-2.1	3.8	3.9	+0.1	+5.7%	+2.0%	1.21	1.44	-4.6%	0.7	0.04	87	91	TfL concession (operated by Arriva Rail London under contract to TfL)
South Western Railway	59.9	65.0	+5.1	3.8	4.0	+0.2	-3.4%	-15.6%	4.83	6.06	+0.8%	14.1	3.40	75	84	DfT Operator (public) since 25 May 2025
Southeastern	69.1	67.3	-1.8	2.4	2.1	-0.3	-9.7%	-20.1%	4.70	5.84	-0.3%	15.3	3.44	83	86	DfT Operator (public; operator of last resort) since 17 Oct 2021
West Midlands Trains	52.8	66.5	+13.7	5.1	3.8	-1.3	-4.2%	-8.4%	4.88	6.03	-0.8%	38.0	4.82	79	n/a	DfT Operator (public) since 1 Feb 2026

London operators by route group / brand — ORR Table 3167 (sub-operator), 13 periods summed, 2019-20 vs 2025-26

CAUTION: "Right Time" in Table 3167 is a different (lower) measure from "On Time" in Table 3133 — e.g. c2c 2025-26 Right Time 53.5% vs On Time 76.3% — it appears to be destination-based (within 59 seconds at final destination) rather than all recorded station stops; ORR 3167 does not define it on the page, so treat it as a within-table comparison only. Weighted by trains planned across periods with data. GTR = Thameslink, Southern, Great Northern, Gatwick Express; WMT "LSE" = London Northwestern Railway services.

Operator	Route group	Trains planned 2019-20	Trains planned 2025-26	Right Time 2019-20 (%)	Right Time 2025-26 (%)	pp	Cancellations 2019-20 (%)	Cancellations 2025-26 (%)	pp	PPM 2019-20	PPM 2025-26
Chiltern Railways	London - Birmingham / Oxford and Branches	110495	89469	79.1	71.6	-7.5	1.44	1.59	+0.15	92.2	90.7
Chiltern Railways	Met	28159	20880	77.2	67.5	-9.6	1.15	2.43	+1.28	94.1	88.5
Elizabeth line	Elizabeth line Off Network	n/a	15125	n/a	89.1	n/a	n/a	1.94	n/a	n/a	95.2
Elizabeth line	Elizabeth line Off-Peak	131669	290234	83.2	79.9	-3.3	1.49	3.07	+1.57	95.2	91.6
Elizabeth line	Elizabeth line Peak	18673	52594	84.6	67.1	-17.5	2.20	3.74	+1.54	94.7	85.0
Govia Thameslink Railway	Gatwick Express	46023	24906	36.0	36.6	+0.6	4.92	7.38	+2.46	74.5	72.6
Govia Thameslink Railway	Great Northern	211986	182733	61.0	55.4	-5.6	6.21	5.86	-0.35	82.5	79.4

Operator	Route group	Trains planned 2019-20	Trains planned 2025-26	Right Time 2019-20 (%)	Right Time 2025-26 (%)	pp	Cancellations 2019-20 (%)	Cancellations 2025-26 (%)	pp	PPM 2019-20	PPM 2025-26
Govia Thameslink Railway	Southern Mainline and Coast	443144	348602	62.7	56.0	-6.7	3.35	3.90	+0.55	86.8	83.2
Govia Thameslink Railway	Southern Metro	278985	215865	61.3	64.9	+3.7	3.49	2.69	-0.81	88.9	91.0
Govia Thameslink Railway	Thameslink	378419	347987	59.9	55.1	-4.8	5.48	7.69	+2.22	82.3	78.9
Greater Anglia	GE Outer	118696	108223	74.1	84.7	+10.7	1.91	1.11	-0.80	91.2	95.1
Greater Anglia	Intercity	26669	24762	58.5	72.5	+14.1	4.69	1.72	-2.96	87.3	93.5
Greater Anglia	Rural	89528	92118	69.3	84.2	+14.9	5.17	0.84	-4.33	85.0	94.5
Greater Anglia	Southend and Metro	51684	58091	69.8	82.0	+12.3	1.50	0.88	-0.62	90.1	94.4
Greater Anglia	West Anglia (inc. Stansted Express)	152035	159208	67.3	71.0	+3.6	3.33	2.81	-0.52	89.5	90.6
London Overground	Anglia Services	126653	132015	83.0	79.6	-3.4	1.75	1.74	-0.02	96.1	96.0
London Overground	East London Railways (including West Croydon services)	204323	205920	77.2	74.9	-2.2	4.29	3.83	-0.46	92.1	92.9
London Overground	North London Railways (including London - Watford)	190969	213644	80.2	70.4	-9.8	4.62	5.38	+0.76	90.7	87.7
South Western Railway	Mainline	182440	182653	49.4	50.2	+0.7	3.55	4.10	+0.55	76.4	77.1
South Western Railway	South Hampshire & IOW	45117	38951	77.2	64.9	-12.3	6.45	3.33	-3.12	88.1	86.0
South Western Railway	Suburban (including Windsor and Surbiton lines)	354892	341221	50.8	54.8	+4.0	3.59	3.94	+0.35	81.6	84.2
Southeastern	Mainline and High Speed	216070	206390	65.1	47.4	-17.7	2.29	2.40	+0.11	87.2	80.4
Southeastern	Metro (including Other Rural)	417532	365656	69.2	63.3	-5.9	2.52	1.93	-0.59	90.7	89.6
West Midlands Trains	LSE	88651	90909	45.8	50.4	+4.7	7.57	5.30	-2.27	72.7	78.3
West Midlands Trains	West Midlands Regional	343693	323217	55.3	66.5	+11.2	4.48	3.40	-1.08	80.6	85.7
c2c	c2c	123286	117992	76.3	53.5	-22.7	1.55	1.62	+0.07	95.1	90.7

National series — fares (January index, ORR 7180, 1995=100) vs performance (financial year ending in that calendar year)

On Time/Time to 3 from 2014-15 only; Cancellations score from 2019-20 only (3123); CaSL and PPM before 2019-20 computed from ORR 3103 quarterly operator rows weighted by trains planned (matches ORR MAA to 0.1pp where both exist). 2020-21 and 2021-22 are pandemic years.

Year (Jan fares)	FY (perf.)	Fares index all tickets	Fares nominal 2010=100	Fares real (RPI) 2010=100	Fares real (CPI) 2010=100	Regulated index	Unregulated index	RPI (ORR; Jan to 2020, Mar from 2021)	CPI (2015=100; Jan to 2020, Mar from 2021)	PPM GB % (computed from 3103, trains-weighted)	PPM GB % (ORR 3114b MAA)	On Time GB %	Time to 3 GB %	Cancellations GB %	CaSL GB % (computed from 3103)	Trains planned GB	Journeys GB (m)	Revenue per journey GB (£, nominal, 1210)	Franchised fare income (£m, 2024-25 prices)	Net franchise subsidy (£m, 2024-25 prices)
2010	2009-10	176.5	100.0	100.0	100.0	150.0	189.3	149.2	87.8	91.5	n/a	n/a	n/a	n/a	2.6	n/a	n/a	4.91	n/a	n/a
2011	2010-11	187.1	106.0	100.9	101.9	159.6	200.6	156.8	91.3	90.8	n/a	n/a	n/a	n/a	2.7	n/a	n/a	4.93	n/a	n/a
2012	2011-12	198.6	112.5	103.1	104.4	169.5	212.9	162.9	94.6	91.6	n/a	n/a	n/a	n/a	2.4	n/a	1456	4.99	n/a	n/a
2013	2012-13	207.1	117.3	104.0	106.1	176.7	222.3	168.3	97.1	90.9	n/a	n/a	n/a	n/a	2.6	n/a	1498	5.17	n/a	n/a
2014	2013-14	212.6	120.5	103.9	106.8	182.0	228.1	173.0	99.0	90.0	n/a	n/a	n/a	n/a	2.9	n/a	1583	5.21	n/a	n/a
2015	2014-15	217.2	123.1	105.0	108.8	186.4	232.5	174.9	99.3	89.7	n/a	64.5	85.0	n/a	2.8	n/a	1650	5.36	n/a	n/a
2016	2015-16	218.7	123.9	104.4	109.3	188.0	233.6	177.1	99.5	89.1	n/a	63.2	84.2	n/a	3.0	n/a	1714	5.40	12332	-806

Year (Jan fares)	FY (perf.)	Fares index all tickets	Fares nominal 2010=100	Fares real (RPI) 2010=100	Fares real (CPI) 2010=100	Regulated index	Unregulated index	RPI (ORR; Jan to 2020, Mar from 2021)	CPI (2015=100; Jan to 2020, Mar from 2021)	PPM GB % (computed from 3103, trains- weighted)	PPM GB % (ORR 3114b MAA)	On Time GB %	Time to 3 GB %	Cancellations GB %	CaSL GB % (computed from 3103)	Trains planned GB	Journeys GB (m)	Revenue per journey GB (£, nominal, 1210)	Franchised fare income (£m, 2024-25 prices)	Net franchise subsidy (£m, 2024-25 prices)
2017	2016-17	221.3	125.4	102.9	108.6	191.4	235.5	181.8	101.4	87.7	n/a	62.0	83.1	n/a	3.8	n/a	1728	5.49	12608	-918
2018	2017-18	227.8	129.1	101.9	108.5	197.6	242.4	189.0	104.4	87.8	n/a	62.8	83.6	n/a	3.9	n/a	1704	5.70	12472	-508
2019	2018-19	234.2	132.7	102.2	109.6	203.2	249.2	193.7	106.3	86.3	n/a	63.5	83.1	n/a	4.3	n/a	1753	5.87	12926	654
2020	2019-20	239.8	135.9	101.9	110.2	208.7	254.5	199.0	108.2	86.2	86.2	65.0	84.0	3.4	4.8	7793956	1739	5.90	12755	1483
2021	2020-21	242.7	137.5	101.6	110.4	213.9	255.7	202.0	109.4	93.4	93.4	79.8	92.9	2.1	2.9	6106159	388	4.89	2264	12656
2022	2021-22	254.4	144.1	97.7	108.1	221.7	267.9	220.1	117.1	89.8	89.8	73.1	89.3	3.3	4.5	6693234	990	5.92	6859	8009
2023	2022-23	268.9	152.4	91.0	103.8	234.2	282.8	249.9	128.9	86.4	86.3	67.8	85.4	3.7	5.2	6631345	1385	6.13	9093	4716
2024	2023-24	282.3	159.9	91.6	105.6	246.2	296.3	260.6	133.0	85.7	85.7	67.6	85.1	3.7	5.3	7086399	1612	6.30	10360	4155
2025	2024-25	296.6	168.0	93.2	108.1	257.3	312.4	268.9	136.5	85.2	85.2	67.0	84.8	4.1	5.7	7390599	1729	6.53	11252	4183
2026	2025-26	296.5	168.0	89.5	104.6	257.0	311.7	280.0	141.0	85.5	85.6	66.7	84.8	3.5	5.1	7606975	1830	6.64	n/a	n/a

6. Caveats and methodology changes

- On Time replaced PPM as ORR's headline punctuality measure from April 2019; PPM continues to be published (Table 3113/3114) and is included for continuity. On Time counts every recorded station stop (within 59 seconds); PPM counts arrival at final destination within 5 minutes (LSE/regional) or 10 minutes (long distance). The two can move differently (e.g. c2c On Time -6.2pp but PPM -4.4pp; LNER On Time +10.1pp, PPM +3.9pp).
- Cancellations score (full = 1, part = 0.5, % of trains planned at 22:00 the day before) does not include trains removed from the timetable before 22:00 the previous day. Since 2023 ORR has separately published "P-coded" pre-cancellations (late-notice resource shortages: train crew, rolling stock, Network Rail resources); Table 3128 runs from period 11 of 2022-23. The 2019-20 baseline therefore cannot be adjusted for P-codes. The adjusted score is shown for 2025-26 only; it materially changes Hull Trains (1.8% to 7.1%), TfW (3.8% to 4.3%), TPE (4.4% to 5.0%).
- Strike days (2022-23: 29 national days; 2023-24: 25; Apr 2024: 3 nationwide) reduced trains planned rather than raising cancellations, because reduced timetables were planned in advance. ORR estimates 450,000 trains not planned in 2022-23 and 188,000 in 2023-24 because of strikes. This flatters cancellations and On Time in those years and depresses trains planned.
- Pandemic: 2020-21 and 2021-22 are not comparable (journeys 388m and 990m vs 1,739m in 2019-20; On Time 79.8% in 2020-21 on a much smaller timetable). Caledonian Sleeper, Grand Central and Hull Trains suspended services for parts of 2020-21.
- Revenue by operator: ORR Table 7226 fare income comes from operator management accounts after LENNON allocation between operators; the ORR notes warn of differences in categorisation between franchises and over time, a 2024-25 series break in cost categories (not income), and that Schedule 4/8 payments are excluded. Fare income per journey is a yield measure driven by ticket mix (season vs pay-as-you-go, advance vs anytime), journey length and passenger mix as much as by price, so it is a "what passengers paid per journey" measure, not a fares index. The per-km measure is less affected by journey-length mix. Elizabeth line 2019-20 is TfL Rail (pre-central-section), so its change is not like-for-like. Caledonian Sleeper journeys are published to 0.1m (0.3m), so its per-journey figures are very rough. Hull Trains 2024-25 fare income is [x] (not available) in Table 7233. Lumo started 25 Oct 2021.
- Open access operators (Grand Central, Hull Trains, Lumo) and Heathrow Express have no franchise subsidy and set their own unregulated fares; they are included for performance but should be flagged in any fares ranking.
- Delay Repay: ORR publishes claim volumes only (Table 4410). Compensation thresholds (Delay Repay 15 vs 30 vs other schemes for TfL operators and ScotRail) differ between operators and changed over the period; ORR's complaints/compensation quality report (linked from [raw/html/orr_compensation.html](#)) lists each operator's scheme but this was not compiled operator by operator. Claims approved per 1,000 journeys therefore mixes scheme generosity, automation (e.g. LNER/Avanti automatic claims; c2c automatic compensation for smartcards) and actual delay. Elizabeth line/London Overground claims were suppressed Sep-Nov 2024 by a TfL cyber incident (ORR note 5).

- Complaints rates: not published for 2020-21. Complaint handling and categories changed over time; GTR data covers all four brands.
- Satisfaction: NRPS (ended Spring 2020, on-train, ~19,850 responses in the final wave, fieldwork stopped mid-March 2020) and the Rail User Survey (online panel of 2,000 people/week, journeys in last 7 days) are different instruments; do not compute changes between them. The latest operator-level RUS edition found is June 2025 (waves to 25 May 2025); the Transport Focus site search and WordPress API returned no later operator-level edition as of 2026-10-13.
- Table 3167 "Right Time" is not the same as Table 3133 "On Time" (c2c 2025-26: 53.5% vs 76.3%). Use 3167 only for within-table route-group comparisons.
- GTR = Thameslink + Southern + Great Northern + Gatwick Express throughout ORR data; West Midlands Trains = West Midlands Railway + London Northwestern Railway. Transport Focus reports these brands separately; ORR 3167 route groups approximate them.
- Trains planned 2019-20 vs 2025-26 reflects timetable changes (e.g. GTR -17.6%, Chiltern -20.4%, Southeastern -9.7%; Elizabeth line +138% because the central section opened May 2022). Fewer planned trains with the same cancellations score means fewer trains run.
- The combined ranking score is an arithmetic sort key (real revenue-per-journey change minus On Time change plus cancellations change) for ordering only; it is not a published statistic and should not be quoted as one.
- CPI used for re-inflating ORR's real figures is ONS D7BT (CPI all items); ORR's own deflation method ("averaging the inflation for the four quarters of each financial year") may differ marginally from a 12-month mean, so nominal figures carry a small (sub-1%) reconstruction tolerance. The 2019-20 nominal fare income reconstructed for all franchised operators is £10,243m vs ORR Table 1210's £10,208m LENNON-based passenger revenue for 2019-20 (0.3% apart), which validates the approach.

7. Items not obtained / not verifiable

- Compensation £ paid by operator: not published by ORR (Table 4410 is claims only).
- TfL fares changes for 2021 (%), 2023, 2024, 2025: GLA/TfL pages returned 403/404 and Wayback rate-limited (429); only the URLs are logged.
- Regulated fare cap percentages for 2021-2024 as quoted in the brief: not confirmed by a downloaded source (ORR's index gives measured regulated changes instead, see section 3).
- Exact transfer dates for LNER (2018), Northern (2020), Southeastern (2021), TPE (2023), ScotRail (2022), Caledonian Sleeper (2023), TFW (2021): not in downloaded pages; operators.csv flags them.
- Transport Focus Rail User Survey operator results later than June 2025: not found.
- Headline sample fares (e.g. specific season tickets): not attempted (brief said no live retail scraping; ORR/DfT publish no operator-level fare table).
- Operator-level subsidy for 2025-26: ORR finance data end at 2024-25 (next release Nov 2026).
- Government support by operator: ORR Table 7273 was discontinued after 2018-19; Table 7226 "Net franchise subsidy" per franchise is used instead (at 2024-25 prices).