

Sector Service Group	Cancellations		Punctuality at All Stations			Punctuality at Destination			Capacity	
	All Cancellations %	GWR Cancellations %	On Time %	Time to 3 %	Time to 15 %	Time 30 to 59 %	Time 60 to 119 %	Time > 119 %	Shortformed Services	Short Formations %
HSS	7.02%	3.60%	37.26%	55.93%	88.46%	3.48%	0.44%	0.02%	184	1.57%
EF01 - London - Bristol	5.29%	2.98%	39.71%	62.07%	92.70%	2.36%	0.00%	0.00%	45	1.26%
EF02 - London - South Wales	7.36%	3.45%	41.56%	60.26%	88.90%	4.50%	0.30%	0.00%	41	1.36%
EF03 - London - Cotswolds	8.62%	4.86%	37.08%	56.13%	91.11%	1.31%	0.26%	0.00%	65	1.99%
EF04 - London - West of England	6.45%	2.61%	32.31%	47.69%	81.67%	7.44%	1.54%	0.09%	33	1.59%
LTV	3.77%	2.43%	68.43%	84.73%	98.30%	0.18%	0.01%	0.00%	48	0.10%
EF05 - Outer Thames Valley	6.32%	2.60%	59.06%	78.78%	96.95%	0.65%	0.00%	0.00%	40	0.42%
EF07 - Reading & Oxford Suburban	3.53%	2.55%	63.99%	84.39%	99.07%	0.10%	0.00%	0.00%	6	0.05%
EF08 - Thames Valley Branches	1.37%	0.78%	92.42%	97.10%	99.83%	0.00%	0.00%	0.00%	0	0.00%
EF09 - North Downs	9.23%	8.50%	62.21%	80.01%	97.26%	0.23%	0.06%	0.00%	2	0.05%
WEST	5.81%	2.69%	59.25%	76.43%	96.42%	0.62%	0.09%	0.00%	127	0.23%
EF10 - Bristol Suburban	6.18%	4.21%	55.97%	73.84%	96.93%	0.55%	0.07%	0.00%	29	0.15%
EF11 - Devon	3.53%	1.22%	62.52%	80.78%	98.17%	0.29%	0.03%	0.00%	52	0.46%
EF12 - Plymouth & Cornwall	6.43%	1.31%	65.21%	80.08%	96.03%	0.49%	0.07%	0.00%	23	0.10%
EF13 - South Wales - South Coast	7.50%	4.53%	53.81%	70.55%	93.46%	1.47%	0.24%	0.00%	23	0.22%
Total	5.09%	2.72%	57.57%	74.78%	95.37%	0.88%	0.11%	0.00%	359	0.37%

Definitions

Cancellations

Cancellations on this page are as per the Department for Transport (DfT) and National Rail Contract (NRC) metrics

All Cancellations % = Percentage of GWR services cancelled

GWR Cancellations % = Percentage of GWR services cancelled due to GWR related causes

Further breakdown of cancellations is included on page 2, with services removed from the plan (pre-cancellations/ P-coded cancellations)

Punctuality at All Stations

On Time % = Percentage of trains arrived at each station early or within 60 seconds of timetable

Time to 3 % = Percentage of trains arrived at each station early or within 3 minutes of timetable

Time to 15 % = Percentage of trains arrived at each station early or within 15 minutes of timetable

Punctuality at Destination

Time 30 to 59 % = Percentage of trains arrived at destination station between 30 and 59 minutes late

Time 60 to 119 % = Percentage of trains arrived at destination station between 60 and 119 minutes late

Time > 119 % = Percentage of trains arrived at destination station greater than 119 minutes late

Capacity

Short Formations % = Percentage of seats less than declared plan. Services cancelled are excluded