

92.4%

Public Performance Measure

89.87%

Moving Annual Average PPM Target - 90.3%

How we performed in your area	Express (other than E&G) sector	Edinburgh - Glasgow Q St	Rural sector	East suburban sector	West suburban Peak sector	West suburban Off Peak sector
PPM four weekly	85.9%	94.6%	84.2%	93.6%	91.3%	94.2%
PPM yearly	82.1%	91.1%	82.7%	89.3%	88.7%	91.7%
Trains ran/not cancelled four weekly	99.1%	99.9%	99.4%	99.6%	99.4%	99.6%
Trains ran/not cancelled yearly	98.6%	99.7%	98.5%	98.9%	99.8%	99.8%

PPM (Public Performance Measure) is the percentage of booked services which arrive within 5 minutes of their booked arrival time, having called at all booked stations on the route

Unfortunately things don't always go to plan. The following incidents caused significant delays and cancellations

01/02/2024	A speed restriction on the West Highland Line
19/03/2024	A speed restriction due to track defect between Kilmaurs and Stewarton
27/03/2024	A track defect between Plean and Stirling
11/03/2024	A track defect between Bishopton and Paisley St James
29/03/2024	A lorry struck a bridge near Carnytne

## Annual On Time Arrival at Destination

The table below shows the arrival times at terminal stations on the ScotRail network over a rolling 12 months

Location	On Time_T	Booked_T	On Time_A	PPM	Location	On Time_T	Booked_T	On Time_A	PPM
Aberdeen	61.2%	66	64.0%	81.9%	Glasgow Queen Street	52.6%	201	52.6%	89.7%
Airdrie	52.6%	30	59.7%	85.6%	Glasgow Queen Street Low Level	-	-	61.7%	90.1%
Alloa	77.9%	19	77.9%	94.6%	Gourock	48.8%	57	48.8%	94.0%
Anniesland	56.3%	35	63.5%	91.6%	Haymarket	34.1%	1	69.1%	90.8%
Arbroath	18.7%	15	29.7%	80.6%	Helensburgh Central	30.6%	34	30.6%	84.6%
Ardgay	33.1%	1	33.1%	73.7%	Invergordon	33.5%	1	46.6%	78.4%
Ardrossan South Beach	39.3%	1	64.1%	92.7%	Inverness	63.1%	42	63.0%	80.3%
Ardrossan Town	26.4%	2	62.8%	91.9%	Inverurie	79.6%	11	62.9%	83.5%
Ardrossan Harbour	41.4%	15	41.4%	89.0%	Irvine	0.0%	1	74.1%	94.9%
Aviemore	-	-	55.0%	78.5%	Kilmarnock	76.4%	25	76.1%	92.6%
Ayr	52.5%	68	56.3%	93.1%	Kilwinning	40.0%	2	57.4%	93.6%
Balloch	44.0%	37	44.0%	85.8%	Kirkcaldy	90.7%	3	58.1%	88.0%
Barrhead	73.9%	25	66.4%	94.1%	Kyle of Lochalsh	38.1%	4	38.1%	74.5%
Bathgate	67.4%	8	59.1%	87.9%	Lanark	63.2%	37	63.2%	90.7%
Cardenden	-	-	59.0%	87.0%	Largs	43.2%	18	43.1%	88.1%
Carlisle	61.6%	18	61.6%	90.7%	Larkhall	42.1%	35	42.1%	87.3%
Carnoustie	-	-	30.0%	82.7%	Lenzie	0.0%	1	66.5%	94.4%
Carstairs	48.7%	4	43.4%	89.1%	Mallaig	55.1%	4	55.1%	74.1%
Cowdenbeath	56.4%	9	57.3%	88.3%	Markinch	0.0%	1	38.2%	67.8%
Crianlarich	22.4%	2	28.1%	55.0%	Milingavie	48.6%	63	48.6%	88.7%
Cumbernauld	47.7%	19	48.7%	93.8%	Motherwell	56.6%	42	65.4%	90.4%
Dalmally	66.4%	1	66.4%	79.8%	Montrose	71.9%	17	36.7%	82.7%
Dalmuir	54.5%	73	54.4%	88.2%	Mount Florida	-	-	76.6%	97.1%
Dingwall	73.4%	1	54.0%	81.3%	Neilston	57.8%	40	57.6%	95.6%
Dumbarton Central	-	-	53.4%	86.6%	Newton	65.0%	39	63.8%	93.2%
Dumfries	70.2%	10	63.8%	90.9%	North Berwick	60.5%	19	60.5%	92.3%
Dunbar	85.2%	5	85.2%	95.4%	Oban	30.7%	7	30.7%	51.9%
Dunblane	62.1%	44	71.7%	92.1%	Partick	-	-	58.1%	90.7%
Dundee	38.3%	17	45.6%	81.3%	Paisley Canal	54.3%	35	54.3%	95.3%
Dyce	84.1%	2	70.2%	86.4%	Paisley Gilmour Street	-	-	70.3%	95.3%
Edinburgh	59.2%	371	59.2%	87.7%	Perth	72.6%	15	70.3%	87.2%
East Kilbride	55.6%	38	55.6%	94.8%	Rutherglen	-	-	66.3%	91.6%
Elgin	72.8%	6	56.1%	83.5%	Shotts	-	-	63.1%	91.4%
Falkirk Grahamston	61.1%	8	64.6%	85.5%	Springburn	46.5%	37	68.1%	95.5%
Falkirk High	-	-	78.7%	95.1%	Stirling	52.6%	11	76.7%	92.7%
Fort William	74.3%	1	54.3%	77.6%	Stonehaven	74.3%	3	50.2%	82.0%
Garscadden	69.4%	5	68.8%	91.4%	Stranraer	60.2%	8	60.2%	91.9%
Girvan	41.0%	11	36.0%	92.9%	Tain	48.7%	2	48.9%	77.0%
Glasgow Central	56.2%	482	56.2%	92.1%	Tweedbank	50.0%	33	50.0%	88.9%
Glasgow Central Low Level	-	-	60.6%	91.5%	Wemyss Bay	79.3%	19	79.3%	95.5%
Glenrothes	42.7%	41	43.9%	82.1%	Whifflet	32.7%	16	55.4%	88.7%
					Wick	48.4%	4	48.4%	68.0%

On Time\_T - The percentage of ScotRail services that terminate at this location On Time\*

Booked\_T - The number of ScotRail services planned to terminate at this location on a typical weekday

On Time\_A - The percentage of ScotRail services that arrive at this location On Time\* (all trains that stop at this station)

PPM - The percentage of ScotRail services that arrive or terminate at this location within 5 minutes of their booked arrival time

\*On time is the percentage of booked services which arrive within 59 seconds of their booked arrival time, having called at all booked stations on the route