Follow up to evidence session on 29 April

Correspondence from ScotRail, 3 June 2025

The following table provides the percentage share of all cancellations for ScotRail services, broken down by:

- Network Rail.

- ScotRail.

- TOC-on-TOC, that's a situation where another train operating company (TOC) delays ScotRail services.

Each year runs 1 April to 31 March.

	% cancellations by organisation		
	Network Rail	ScotRail	TOC-on-TOC
2025/26 year-to-date	47.24%	52.14%	0.61%
2024/25	47.13%	50.58%	2.29%
2023/24	56.03%	42.45%	1.52%
2022/23	49.63%	48.64%	1.73%
2021/22	45.60%	53.20%	1.20%

To provide further context, the following table provides those cancellations as a percentage of the overall services that operated:

	Cancellations as % of booked services
2025/26 year-to-date	2.06%
2024/25	2.55%
2023/24	2.85%

2022/23	3.46%
2021/22	3.35%

As background to understanding wider punctuality and reliability, the following table provides the percentage share of public performance measure (PPM) failures – that's the reasons, such as an infrastructure failure or a train fault which delayed a service, which results in a service failing to reach its destination within five minutes having called at all scheduled stations - broken down by:

- Network Rail.

- ScotRail.

- TOC-on-TOC, that's a situation where another train operating company (TOC) delays ScotRail services.

	% PPM failures by organisation		
	Network Rail	**ScotRail**	**TOC-on-TOC**
2025/26 year-to-date	48.69%	46.55%	4.76%
2024/25	47.48%	47.02%	5.50%
2023/24	55.45%	39.81%	4.74%
2022/23	53.51%	41.18%	5.32%
2021/22	52.47%	43.86%	3.67%

As background, in both 2022 and 2024, ScotRail operated a temporary timetable due to a pay dispute with drivers which resulted in fewer drivers being available to work overtime or rest days, as is their contractual right. This partly accounts for the higher proportion of cancellations directly attributable to ScotRail in those years.

The use of overtime and rest day working has been a common feature across the UK rail industry, however, to reduce this, we are recruiting and train 160 drivers each year, that's more than any other train operator in Britain. In addition to this, in April this year, a two-year pay deal was agreed with ASLEF, the train drivers' union, which provides greater certainty to providing a reliable service.

Please let me know if you require any further information.

Thanks,

Paul

Paul McKay, Head of Communications, ScotRail