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**Transport Services committee 14.10.09 Agenda item 9
Revised draft
for internal London TravelWatch use only 07.09.09**



**PERFORMANCE MONITORING REPORT
National Rail Passenger Services in the London Area**

**January – March 2009
Quarter 4 2008 - 09**

Research & Development Team




















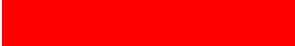
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KEY TO TRAIN OPERATING COMPANIES

C2C	c2c
CHL	Chiltern
FCC	First Capital Connect
FGW (LTV)	First Great Western (London & Thames Valley and including Heathrow Connect)
HEX	Heathrow Express
HEC	Heathrow Connect
LMD (LSE)	London Midland (London & south east services)
LO	London Overground
NXEA	National Express East Anglia
SET	Southeastern
SOU	Southern (Including Gatwick Express)
SWT	South West Trains
LTW	Average for train companies in the London TravelWatch area
ALL	Average for all train companies

In this report the Train Operating Companies have been categorised by the following colours:

TRAIN OPERATING COMPANIES	
	
	
	
	
	
	
	
	
 Including Gatwick Express	
	

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OVERVIEW OF QUARTER

Passenger Crowding on Trains

This information is being provided by each individual TOC.

Public Performance Measure

The performance of London and south east train service was **worse** than a year ago, with a **2.5% decrease** in performance. This was primarily because of the severe weather in the first week of February 2009.

The number of trains planned on London and south east routes saw **an increase of 3.7%**.

First Great Western (London & Thames Valley) achieved the **best year-on-year** percentage, in particular:

- Improvement in timekeeping, **reducing lateness by 5.4%**
- Improvement in the **overall public performance by 4.5%**

London Midland suffered a sharp collapse in the year-on-year percentage, in particular:

- **Worse reliability** (i.e. increase in cancellations) by **3.6%**
- **Increased lateness by 10.5%**
- **Significant decline in the overall public performance by 14.1%**

On a quarter-on-quarter basis, the performance of train services in London and south east **declined by 0.3%** during this period which is under review.

Delay Minutes

The largest single cause in **Train Operating Company delays** for all London and south east train companies was **problems with rolling stock**, followed by **external problems**.

Network Rail delays were **larger** than Train Operating Company delays, the worst single cause being **track and structure**.

National Passenger Survey

For overall satisfaction, **Heathrow Express** was rated the highest with **90%**, and **London Overground** was the lowest with **64%**.

PUBLIC PERFORMANCE MEASURE

This section presents a varied picture, with the cancellation and lateness rates for train companies in London and the south east fluctuating markedly. In order to eliminate seasonal effects which are cyclical in nature, the comparisons shown in the table are with the equivalent quarter a year earlier.

Definition of public performance measure

The PPM measures the performance of individual trains against the planned timetable, and shows the percentages that are neither cancelled nor late.

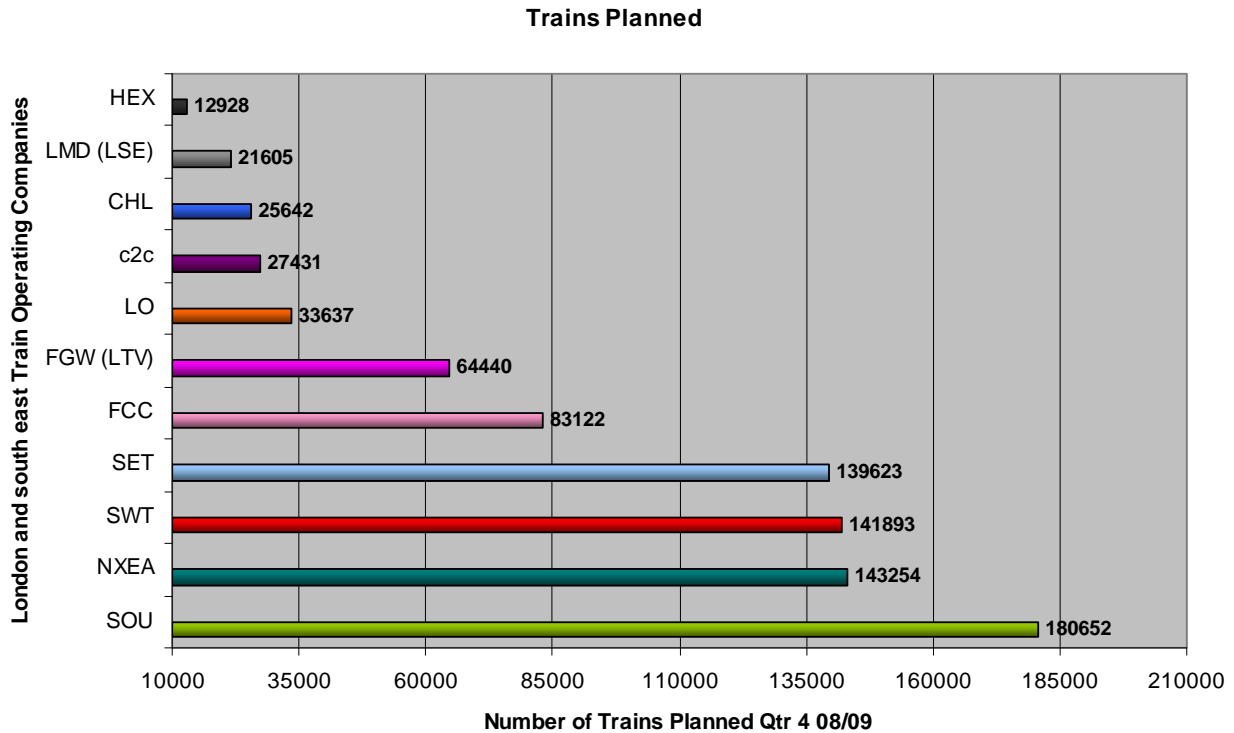
A train is regarded as cancelled if it does not run or fails to complete half its planned journey. A “partial cancellation” occurs if it fails to observe all advertised stops.

A train is late if it arrives at its advertised destination five or more minutes late (in the case of London and south east train companies) or ten or more minutes late (in the case of longer distance train companies). The former Anglia Intercity trains, now operated by National Express East Anglia, are deemed to be longer distance services for this purpose.

The timetable against which performance is judged is the “plan of the day”, including any alterations made to the published timetable to take account of (e.g.) engineering works or major incidents.

For the London and south east train companies, a large proportion of whose users are commuters, this information is also provided separately for weekday peak trains in the with-flow direction (towards London in the morning and away from London in the evening).

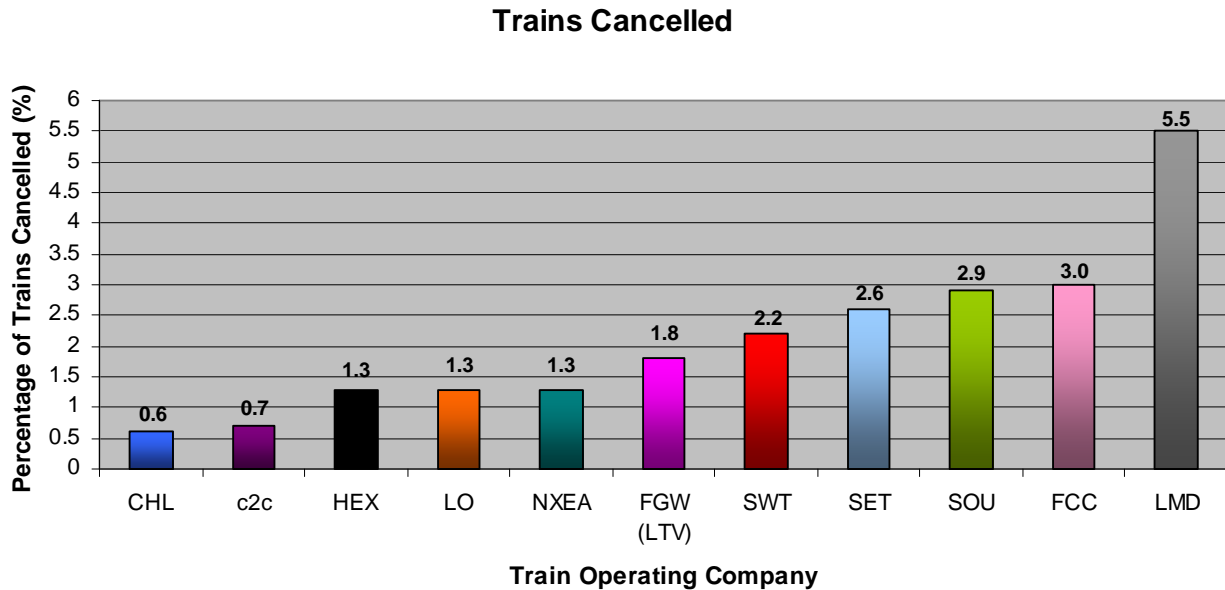
Trains Planned



- The total number of trains planned was **3.7% greater** than a year earlier.
- **All ten train companies planned more trains** than in the previous year, but the apparent increase in Southern's level of service was partly due to the absorption of the formerly separate Gatwick Express service into this franchise.

Train Operating Company	Trains Planned Q4 08/09	Percentage Change (%)
Southern	180652	5.3%
National Express East Anglia	143254	2.2%
South West Trains	141893	3.5%
Southeastern	139623	0.4%
First Capital Connect	83122	7.9%
First Great Western (London & Thames Valley)	64440	3.5%
London Overground	33637	1.7%
c2c	27431	4.8%
Chiltern Railways	25642	5.4%
London Midland (London & south east services)	21605	6.9%
Heathrow Express	12928	0.9%
Sub - total	861299	3.7%

Reliability of Trains (trains cancelled)



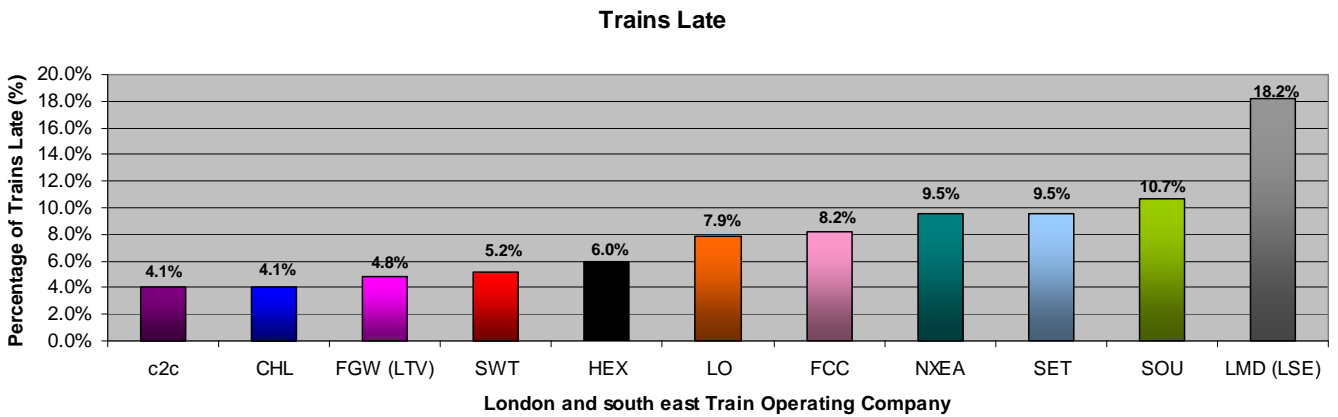
- Of the trains planned, **2.3% were cancelled**, 1.4% more than in the previous quarter and 1.3% more than in the equivalent quarter in 2007/08. This increase was primarily due to the **severe snowfall in the first week of February 2009**. Despite this, **two of the ten** train companies in this group cancelled fewer trains than a year ago.
- The cancellation rate was **highest on London Midland (London & South East) at 5.5%**, and **lowest on Chiltern at 0.6%**.

Train Operating Company	Trains Cancelled Q4 08/09 (%)	Percentage Change (%)
Chiltern Railways	0.6	0.1
c2c	0.7	-1.1
Heathrow Express	1.3	0.2
London Overground	1.3	0.4
National Express East Anglia	1.3	-0.3
First Great Western (London & Thames Valley)	1.8	0.9
South West Trains	2.2	1.7
Southeastern	2.6	1.9
Southern	2.9	2.1
First Capital Connect	3.0	1.8
London Midland (London & south east services)	5.5	3.6
Sub - total	2.3	1.3

“Best in class”

“Worst in Class”

Lateness of Trains



- Taken as a group, **8.4% of London and south east trains were late**, an increase of **3.0% over the quarter** and an increase of **1.2% over the year**. **Four out of the ten train companies achieved a year-on-year reduction**, the best being **First Great Western (London & Thames Valley)**, reducing lateness by **5.4%**.
"Worst in class"
- The best overall result was that of **c2c and Chiltern**, both at **4.1%**, and the worst was that of **London Midland (London & South East)** at **18.2%**.

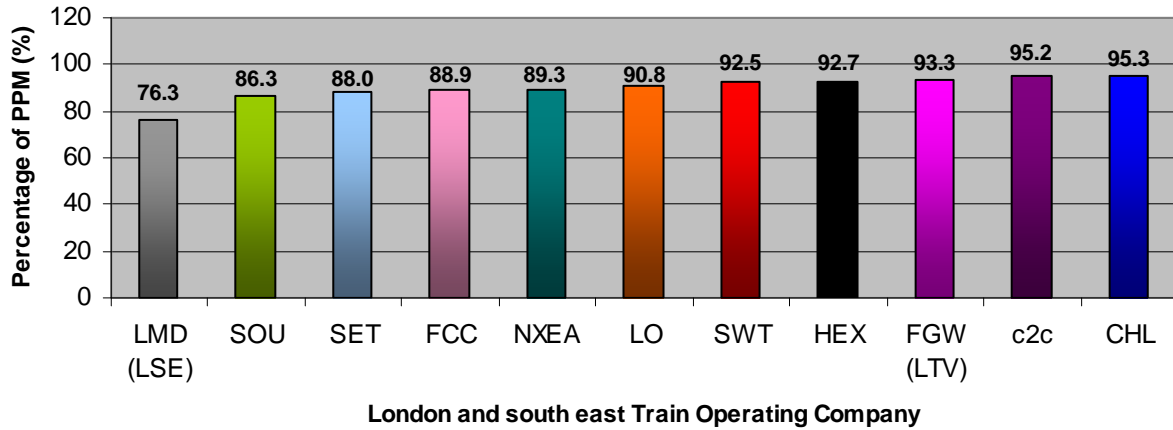
Train Operating Companies	Trains Late Q4 08/09 (%)	Percentage Change (%)
c2c	4.1%	-0.7%
Chiltern Railways	4.1%	0.1%
First Great Western (London & Thame Valley)	4.8%	-5.4%
South West Trains	5.2%	-0.9%
Heathrow Express	6.0%	-4.2%
London Overground	7.9%	7.8%
First Capital Connect	8.2%	1.8%
National Express East Anglia	9.5%	1.2%
Southeastern	9.5%	2.5%
Southern	10.7%	-2.5%
London Midland (London & south east services)	18.2%	10.5%
Sub - total	8.4%	1.2%

"Best in class"

"Worst in Class"

Public Performance Measure

PPM of Trains



- For the London and south east group as a whole, the Public Performance Measure in **this quarter was 89.3%**, which is **3.9 worse** than a year ago and **0.3% worse** than in the immediately preceding quarter.

Train Operating Companies	Public Performance Measure Q4 08/09 (%)	Percentage Change (%)
London Midland (London & south east services)	76.3	-14.1
Southern	86.3	-5.1
Southeastern	88.0	-4.5
First Capital Connect	88.9	-3.6
National Express East Anglia	89.3	-1
London Overground	90.8	-2.1
South West Trains	92.5	-0.8
Heathrow Express	92.7	4.0
First Great Western (London & Thames Valley)	93.3	4.5
c2c	95.2	1.7
Chiltern Railways	95.3	-0.3
Sub - total	89.3	-3.9

“Best in class”

“Worst in Class”

PASSENGER CROWDING

Waiting to receive data from each individual TOC.

**Will consider the data to see if it is useful to monitor
in this report.**

JG comments

On the assumption that this data will only take a page or so, so it will be a short item. JG suggests this be placed first in the report after the overview. It will be easy to read before getting logged down in all the stuff about performance.

DELAY MINUTES

On the National Rail network, “delay minutes” are used as the cumulative measure of train delays. Each minute is recognised to its cause, and such causes are attributed to the train companies or to Network Rail.

The delay minutes form a basis for the compensation payments which pass between train companies and Network Rail. The total number of minutes incurred by each Train Company or Network Rail depends not only on its performance but also on the scale of its activity, so for the purposes of this report the totals are expressed as percentages to facilitate comparisons.

Definition of delay minutes

This is the measure used within the rail industry to attribute responsibility for delays and disruptions (but not cancellations). All advertised passenger trains are included.

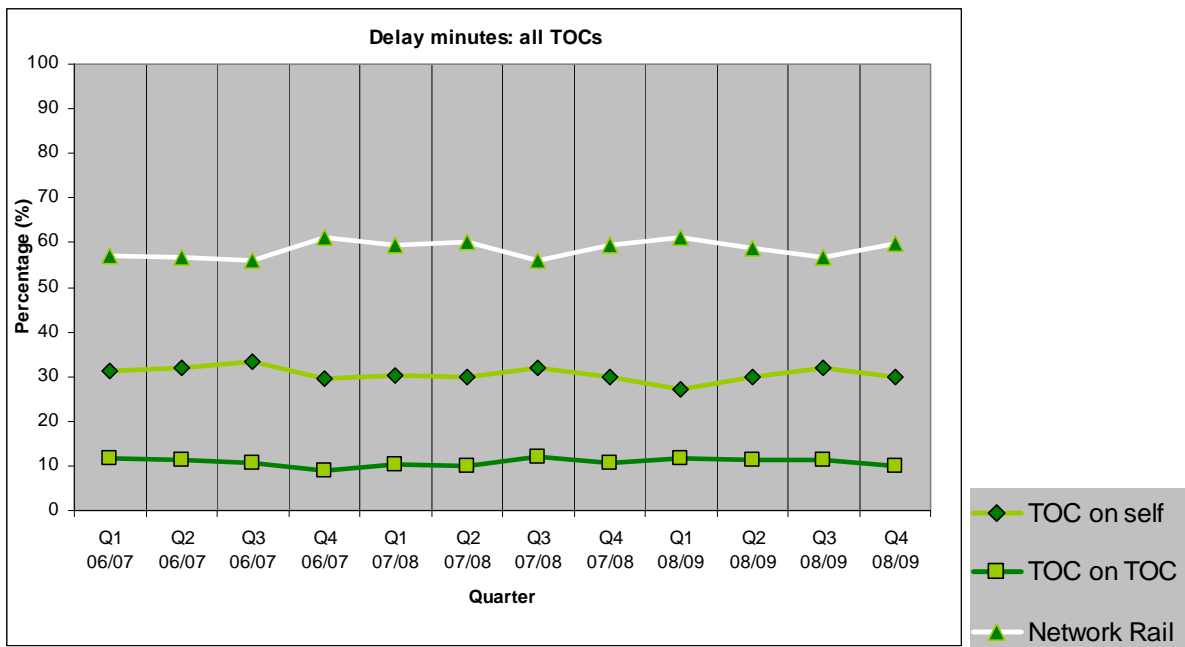
Delays attributed to train operating companies (TOCs) are categorised as either “TOC-on-self” delays, i.e. caused by the same company’s trains, or “TOC-on-TOC” delays, i.e. caused by another company’s trains (including those of freight companies).

Delays attributed to Network Rail include all those not caused by TOCs (or directly by their passengers), and therefore include some caused by third parties (e.g. trespassers and vandals) or “acts of God” (such as extreme weather conditions).

Delay minutes: all Train Operating Companies

ATTRIBUTION OF DELAY MINUTES AFFECTING PASSENGERS (%) : QUARTER 4 2008-09											
TRAIN COMPANY	C2C	CHL	FCC	FGW	LMD	LOV	NXEA	SET	SOU	SWT	ALL
Total TOC-on-self	39.6	32.6	27.2	32.8	32.5	29.8	30.0	35.3	30.2	34.1	31.8
Total TOC-on-TOC	4.3	14.4	14.1	13.1	15.1	21.1	6.4	6.4	5.3	6.4	9.4
TOTAL TOC DELAYS	43.9	46.9	41.4	45.9	47.6	50.9	36.5	41.7	35.5	40.5	41.2
TOTAL NETWORK RAIL DELAYS	56.1	53.1	54.9	54.1	52.4	49.0	63.5	58.3	64.5	59.5	58.5

The table above shows the proportion of minutes “lost” in this quarter, by Train Company attributed according to the responsible organisation.



- TOC-on-self delays = 31.8% (caused by the same company).
 - TOC-on-TOC delays = 9.4% (caused by another train company, including freight companies).
 - Network Rail delays = 58.5%
-
- For all TOCs, 40.2% of delay minutes were attributed to the train companies, the largest single cause being rolling stock (20.0%).
 - TOC-on-self delays accounted for the largest proportion of delays on c2c (39.6%) and the lowest on First Capital Connect (27.2%).
 - TOC-on-TOC delays were greatest on London Overground (21.1%), while a route which carries few other companies’ trains, c2c, experiences the fewest (4.3%).
 - Network Rail’s share of delays was least for London Overground (49.0%) and greatest for Southern (64.5%).

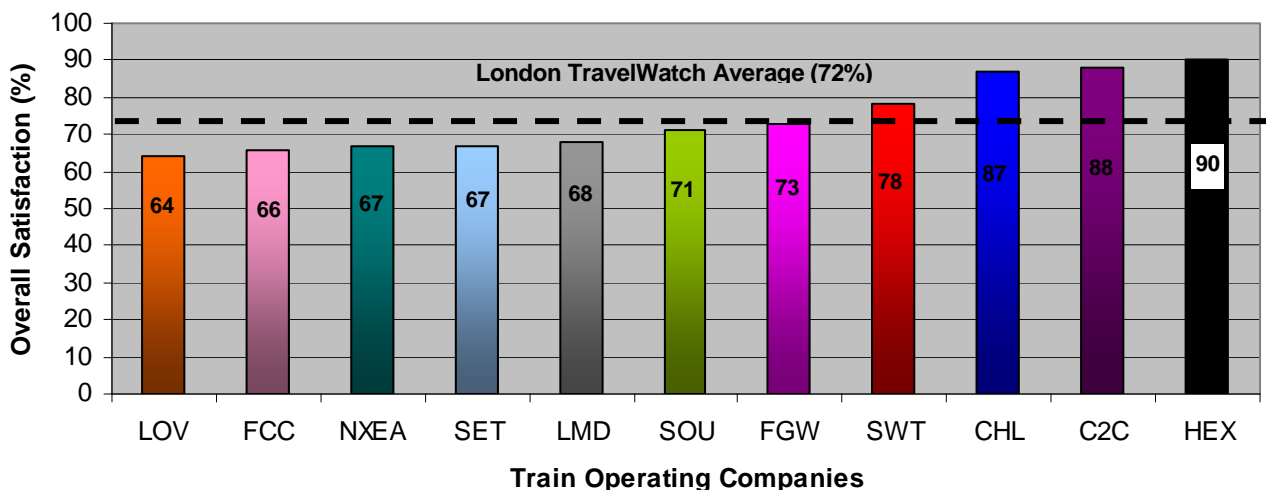
NATIONAL PASSENGER SURVEY

Definition of national passenger survey

The national passenger survey is conducted twice a year at a sample of stations across the network, covering various times of the day and days of the week. The stations are selected to reflect the overall pattern and profile of demand, and the number of passengers surveyed is weighted to reflect the size of different train companies' operations.

Self-completion questionnaires are used, and passengers are asked to rate their overall satisfaction and satisfaction with 30 specific aspects of service. The results are given here as the "net satisfaction rate", i.e. the excess of the percentage of respondents expressing satisfaction over the percentage expressing dissatisfaction. This produces a possible range of scores from 100 (all respondents satisfied) to -100 (all respondents dissatisfied).

National Passenger Survey: Spring 09



NATIONAL RAIL: NATIONAL PASSENGER SURVEY: Spring 2009 STATIONS

NATIONAL PASSENGER SURVEY : SPRING 2009 NET USER SATISFACTION (%)												
	LOV	SOU	HEX	SET	SWT	C2C	LMD	FCC	NXEA	CHL	FGW	LTW
Information re times/platforms	49	68	68	59	74	79	60	57	58	66	68	65
Staff availability at station	43	37	51	33	38	49	35	35	35	51	41	37
Seat comfort	29	60	86	41	70	71	54	47	36	66	57	53
Station ticket sales facilities	45	51	82	48	54	66	61	55	53	72	65	54
Station waiting environment	43	48	78	38	51	60	43	42	50	79	57	48
Facilities for car parking	-30	-1	14	-18	7	-1	6	-2	-8	50	26	-15
Upkeep/repair of the station	45	43	77	35	41	60	37	43	48	76	51	43
Cleanliness of the station	48	54	77	48	51	70	50	54	57	80	60	54
Facilities/services at the station	-14	17	44	10	18	11	19	9	23	53	38	17
Attitudes/helpfulness of staff (station)	51	52	75	55	59	68	55	54	55	73	60	57
Personal security at stations	44	52	74	44	56	52	54	52	48	71	61	52

"Best in class"

"Worst in Class"

- **Heathrow Express and Chiltern achieved the highest individual rating** for the largest number of the individual station service elements covered (3 out of 8).
- **London Overground and Southeastern was the lowest rated train companies** for 4 of the individual train service elements. They both rated lowest on cleanliness.

NATIONAL RAIL: NATIONAL PASSENGER SURVEY: Spring 2009 TRAINS

NATIONAL PASSENGER SURVEY : SPRING 2009 NET USER SATISFACTION (%)												
	LOV	SOU	HEX	SET	SWT	C2C	LMD	FCC	NXEA	CHL	FGW	LTW
Punctuality/cancellations	40	58	89	63	84	86	48	53	57	88	67	65
Frequency	28	48	82	55	70	78	49	59	51	75	60	57
Value for money	26	-8	-17	-20	-8	3	9	-16	-23	15	10	-8
Upkeep/repair of trains	30	64	79	52	81	85	37	48	34	73	63	59
Length of journey time	72	70	93	69	80	87	72	75	69	86	75	74
Train connections	60	53	72	62	73	73	61	66	62	69	60	63
Seat comfort	29	60	86	41	70	71	54	47	36	66	57	53
Connections with public transport	60	66	79	65	66	51	51	55	69	60	59	63
Handling of requests by staff	52	66	88	62	72	79	69	76	69	74	77	70
Information during travel	30	63	83	40	71	66	38	28	43	81	50	52
Attitudes/helpfulness of staff (train)	11	41	72	17	58	7	41	7	28	41	59	37
Space for luggage	10	23	82	2	35	22	20	14	20	30	27	21
Toilet facilities	-70	1	57	-32	-1	23	11	-23	-27	24	15	-10
Room for all passengers to sit/stand	13	48	89	24	56	40	41	34	32	60	48	40
Ease of getting on/off the train	30	68	92	63	73	77	69	65	68	86	68	67
Personal security on the train	41	63	91	51	74	59	65	58	58	79	73	63
How well TOC dealt with delays	-11	2	-3	-15	17	34	-17	7	-3	22	14	1
Cleanliness inside of train	40	63	87	50	68	85	62	52	42	74	62	57
Cleanliness outside of train	43	65	90	53	74	82	63	50	38	76	62	59
Staff availability on train	-34	-2	62	-28	30	-35	1	-46	-26	-9	21	-6

"Best in class"

"Worst in Class"

- **Heathrow Express achieved the highest individual rating** for the largest number of the individual train service elements covered (**16 out of 21**). The highest being Length of journey time (93), Ease of getting on/off the train (92), and Personal security on the train (91).
- **London Overground was the lowest rated train company** for 13 of the individual train service elements. The lowest being Toilet facilities (-70), Room for passengers to sit/stand (13) and Frequency of Trains (28).

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Year-on-year change in net user satisfaction (%)

NATIONAL PASSENGER SURVEY: SPRING 2009 YEAR-ON-YEAR CHANGE IN NET USER SATISFACTION (%)												
	LOV	SOU	HEX	SET	SWT	C2C	LMD	FCC	NXEA	CHL	FGW	LTW
Overall satisfaction	14	-4	1	-5	1	5	-6	-3	2	2	12	0
Punctuality/cancellations	10	-5	4	-3	8	3	-17	-16	0	1	24	0
Frequency	3	-4	1	1	7	6	-11	1	-9	3	10	1
Value for money	13	-9	8	-4	4	-6	1	-6	-5	-6	11	1
Information re times/platforms	7	-1	-1	-8	0	2	7	4	-14	-9	11	1
Upkeep/repair of trains	38	-2	-3	1	-1	4	-11	9	2	-5	13	6
Length of journey time	6	-4	0	-2	7	0	-7	-4	-3	5	8	-1
Staff availability at station	2	5	3	0	-3	-3	-5	5	6	3	7	5
Train connections	11	-6	-6	2	11	5	-1	9	1	-5	10	2
Seat comfort	25	3	0	-2	5	1	6	11	1	-6	12	6
Station ticket sales facilities	1	-8	1	0	4	0	1	6	2	-4	8	8
Station waiting environment	10	3	5	-3	-1	6	4	1	-1	8	6	1
Facilities for car parking	2	8	36	-7	-9	-4	-7	6	-5	4	9	-14
Upkeep/repair of the station	8	5	7	-7	-2	6	-2	7	0	8	8	-2
Cleanliness of the station	5	7	5	-7	-2	10	-2	5	3	7	6	2
Facilities/services at the station	0	3	13	-1	-7	-1	-1	3	1	5	7	2
Attitudes/helpfulness of staff (station)	5	-5	10	2	0	6	-7	-1	6	0	6	7
Connections with public transport	0	10	6	5	2	-7	6	-4	0	7	7	-6
Personal security at stations	4	-1	7	3	0	4	3	1	-1	1	5	3
Handling of requests by staff	-15	-2	1	-17	-6	8	-2	5	5	-5	5	2
Information during travel	20	-3	7	-8	4	4	-1	1	3	19	15	2
Attitudes/helpfulness of staff (train)	6	1	-1	-6	-1	7	2	11	2	7	17	6
Space for luggage	0	7	-5	-5	1	0	0	4	-2	-8	2	2
Toilet facilities	10	-2	7	-2	-10	9	12	4	0	-7	19	8
Room for all passengers to sit/stand	3	8	5	1	10	2	0	6	-1	-2	7	9
Ease of getting on/off the train	-3	0	0	0	1	-1	2	-2	5	-4	4	3
Personal security on the train	15	-2	4	2	1	0	-2	-2	5	-2	7	7
How well TOC dealt with delays	24	-5	-30	-12	-3	23	-19	8	0	-5	16	5
Cleanliness inside of train	31	3	-1	1	-6	6	8	8	5	-4	15	2
Cleanliness outside of train	18	2	4	4	0	5	5	7	5	2	9	4
Staff availability on train	9	1	4	-3	-2	8	6	5	-4	3	18	8

“Best in class”

“Worst in Class”

- **London Overground** achieved the greatest net increase in overall satisfaction (**14%**) while **London Midland** suffered the greatest decrease (**-6%**).
- **London Overground** achieved the greatest net increase for the largest number of the 30 individual service elements (**12**), followed by **First Great Western** (**8**).
- **London Midland** suffered the greatest net decrease for the largest number of individual service elements (**7**).
- **Nine train companies** achieved the highest net increase in satisfaction with at least one service element, while **ten** suffered the largest net decrease with at least one.

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THIS SECTION IS TO BE TRANSFERRED TO BRYAN FOR CONSUMER AFFAIRS COMMITTEE

PASSENGER COMPLAINTS

The Office of Rail Regulation issues data relating to the number of complaints received by the various train operators. These are subject to sharp short-term oscillations which make quarterly totals potentially misleading.

PASSENGER COMPLAINTS RECEIVED: 2008 - 09					
	Complaints per 100,000 passengers		Method of receipt (%)		
	Number	<i>Change</i>	Written	Pre-printed	Telephone
c2c	18	-3	68.2	17.3	14.5
Chiltern	60	10	36.3	40.2	23.5
First Capital Connect	38	-16	75.7	6.3	17.9
First Great Western	97	-54	62.4	23.0	14.6
London Midland	102	44	85.6	9.4	5.0
London Overground	19	9	75.9	17.4	6.7
National Express East Anglia	41	2	78.1	7.3	14.6
Southeastern	16	-1	44.9	33.2	21.9
Southern	11	-1	54.4	21.1	24.5
South West Trains	7	-1	32.4	53.9	13.8

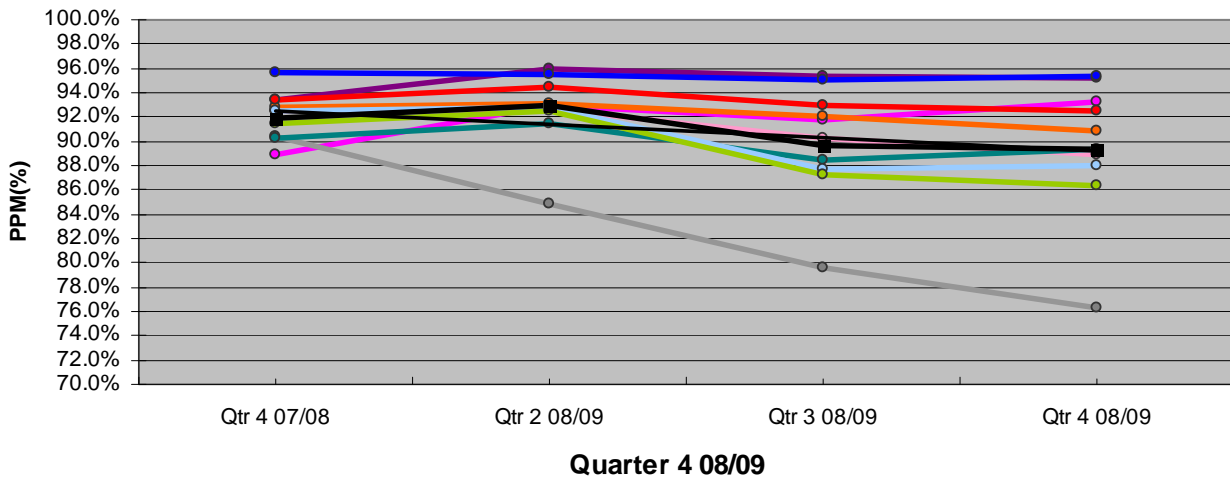
ALL TRAINS & PEAK PERFORMANCE TREND

This section shows each franchised train company's public performance measure results for the past three years which are shown graphically, together with the results for with-flow peak period train.

London TravelWatch is grateful for the assistance of all train companies which submitted commentaries for inclusion. Commentaries are shown for London Overground and for any Train Operating Company showing an adverse trend. Other commentaries are available on request from London TravelWatch Policy Officer.

ALL TRAINS PERFORMANCE

All Trains Performance



Train Operating Companies	All Trains Performance Qtr 4 07/08	All Trains Performance Qtr 4 08/09
c2c	93.4%	95.2%
Chiltern Railways	95.6%	95.3%
First Capital Connect	92.4%	88.9%
First Great Western (London & Thames Valley)	88.8%	93.3%
London Midland (London & south east services)	90.4%	76.3%
London Overground	92.9%	90.8%
National Express East Anglia	90.2%	89.3%
Southeastern	92.5%	88.0%
Heathrow Express	92.7%	93.7%
Southern	91.4%	86.3%
South West Trains	93.4%	92.5%
London and South East Average	91.8%	89.3%

“Best in class”

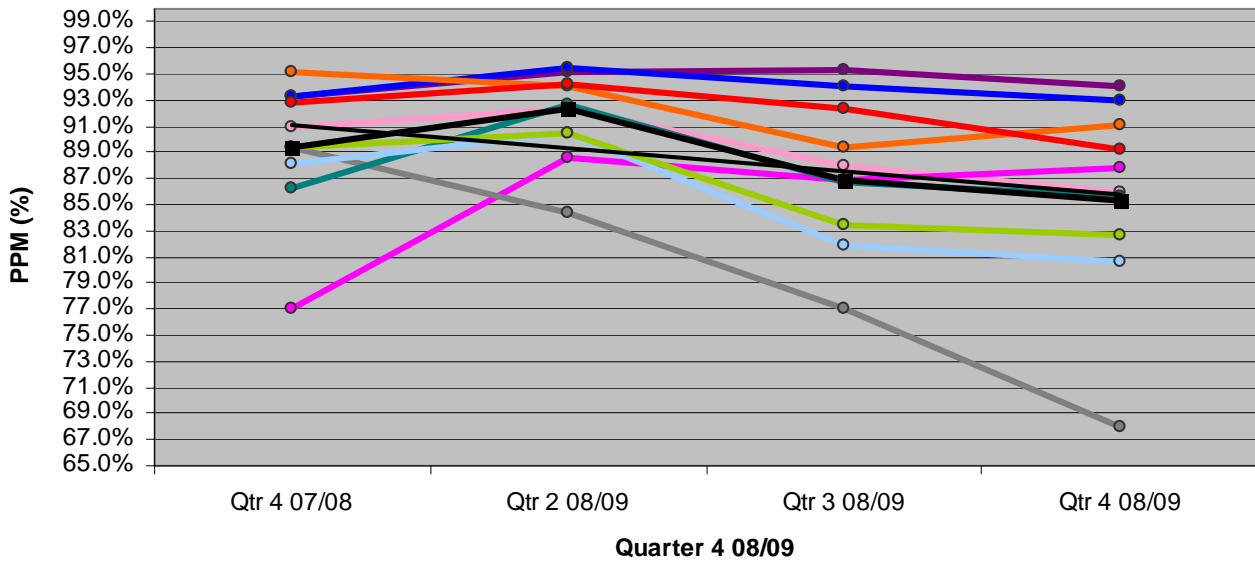
“Worst in Class”

- **Chiltern** has achieved the highest all trains Public Performance Measure result this quarter (**95.2%**), a position it has held for a number of years.
- In performance terms the **London Midland** franchise has had a **disastrous start**, and the **long-term trend is steeply negative**.
- London Overground is particularly prone to suffer TOC-on-TOC delays, mainly caused by freight trains on its routes.

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PEAK TRAINS PERFORMANCE

Peak Trains Performance



Train Operating Companies	Peak Trains Performance Qtr 4 07/08	Peak Trains Performance Qtr 4 08/09
c2c	93.2%	94.0%
Chiltern Railways	93.3%	92.9%
First Capital Connect	91.0%	86.0%
First Great Western (London & Thames Valley)	77.0%	87.8%
London Midland (London & south east services)	89.3%	68.0%
London Overground	95.2%	91.1%
National Express East Anglia	86.3%	85.7%
Southeastern	88.1%	80.6%
Southern	89.4%	82.7%
South West Trains	92.9%	89.2%
London and South East Average	89.3%	85.3%

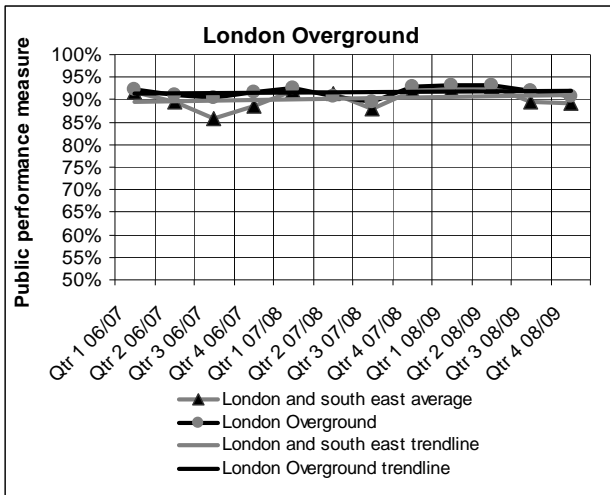
“Best in class”

“Worst in Class”

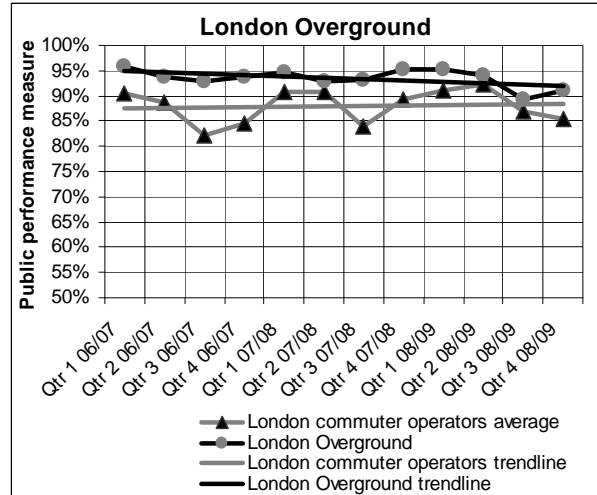
- **First Capital Connect** peak train performance showed a major decline from the preceding quarter and relative to the previous year, resulting to **86.0%** this quarter.
- **London Midland’s** Public Performance Measure data for “peak trains” refer only to the former Silverlink County services and have been adjusted prior to Quarter 4 2007/08 to enable comparison.
- **London Overground’s** Public Performance Measure is generally higher in the peak than in the off-peak periods.



All Trains Performance



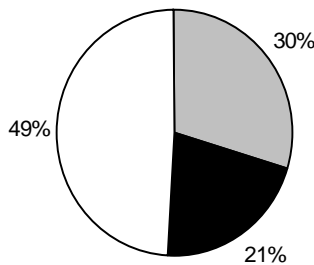
Peak Trains Performance



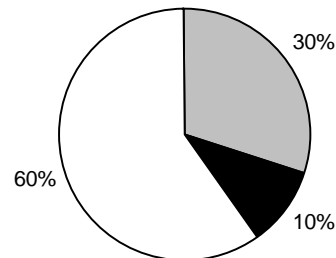
- Unusually, this operator's Public Performance Measure is generally higher in the peak than in the off-peak periods.
- This operator is particularly prone to suffer TOC-on-TOC delays, mainly caused by freight trains on its routes.

Delay Minutes Q4 08/09

London Overground



All TOCs



Confidential

Performance commentary submitted by London Overground

Overall Public Performance Measure

- Period 11 showed difficulties of operating a busy passenger service on a congested, mixed traffic route. As London Overground delivered one of its best ever periods for TOC on self delay, the Public Performance Measure annual average fell regardless to 92.65%. It was a possession over-run on **Monday 26 January which had the single biggest impact on performance in the period, caused by problems with a crane used for laying temporary track panels**. The possession went on to **over-run by two hours, causing severe disruption until late morning**.
- **Snow was the predominant feature of Period 12 performance**; despite London Overground being one of the few London Train Operating Companies which delivered a semblance of a train service, **the reduction in train services on that day had a serious impact on our Public Performance Measure**.
- Period 13 finished on 91.98% with the Moving Annual Average on 92.24%. Although considerably better than the year end target of **91.7%**, **it was disappointing not to be able to maintain the record results seen in October**.
- **It was other Train Operating Companies which caused the greatest impact to London Overground's Public Performance Measure**. Although London Underground services continue to cause a steady trickle of failures each day, it was **freight in particular** which led to the downturn in Public Performance Measure. The London Overground '**3 + 3**' **timetable for May** is a direct result of the impact of line congestion in the morning and evening peak. As well as the timetable, **London Overground has asked Network Rail to open a number of work streams around traffic management on the route**.

West London Line

- During period 11 **the West London line is suffering in part because of the new, higher intensity Southern service**. Meetings have happened with Victoria signal box to discuss the problem and further meetings are being arranged to examine how the situation can be improved. **It is the operations of Willesden High Level that make service recovery so difficult to effect, especially when there is freight congestion**.
- In period 13 there were **two failures of freight trains on the West London line, as well as problems with Olympic traffic affecting the end of the evening peak**. London Overground has also recently completed its own study into the robustness of freight paths and this has quantified the risks of various paths between our services.

Network Rail

- Network Rail's single biggest incident **was plastic sheeting in the overhead wires (caused by strong winds) during the evening peak**. Although trains could keep running on third rail until the sheeting could be removed, trains needed cautioning. A seriously ill passenger on 9 March at Willesden Junction resulted in the train service being badly affected in the evening peak.

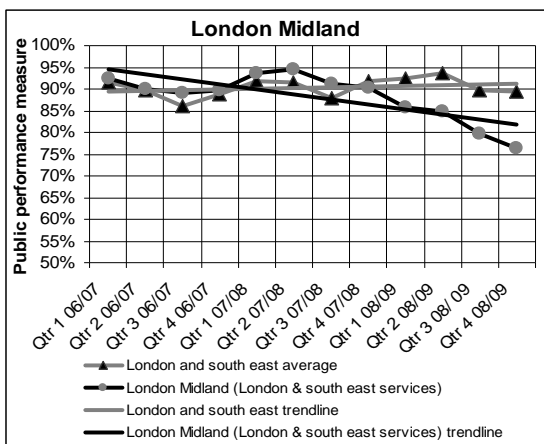
Delays

- In period 11 Delays caused by passenger over-time (Definition of Passenger over-time: *Passenger over-time' is station overtime (delays at stations) caused by passengers loading and unloading (excessive dwell time)*) have been better than expected, but train staff indicates that the problem remains very bad and **that capacity in the peaks (especially to and from Stratford) is the main problem. This should also be addressed by the May '3 + 3' timetable**.

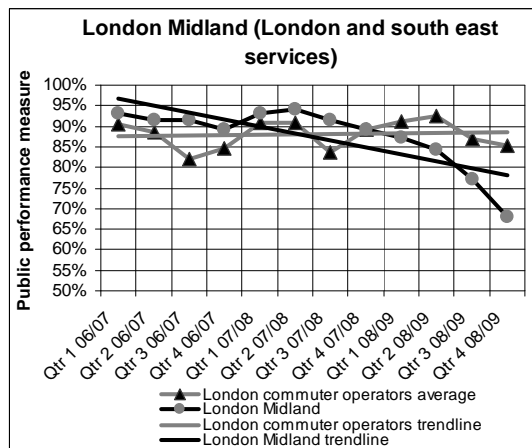


WORST PERFORMING TOC

All Trains Performance

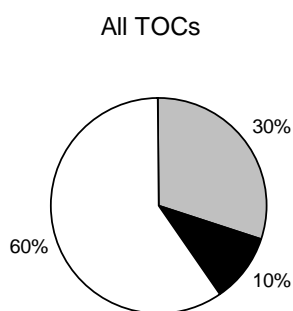
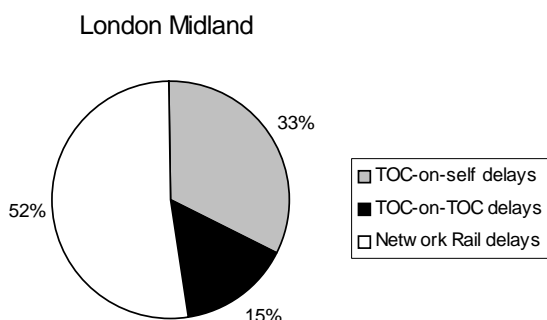


Peak Trains Performance



- In performance terms the London Midland franchise has had a disastrous start, and the long-term trend is steeply negative.
- Public Performance Measure data for “peak trains” refer only to the former Silverlink County services and have been adjusted prior to Quarter 4 2007/08 to enable comparison. The delay minute graphs show percentages for the whole of the franchise.
- No performance commentary has been received from this company

Delay Minutes Q4 08/09



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APPENDIX

DEFINITIONS

Definition of passengers in excess of capacity

A census is conducted annually, normally in the autumn, of loading levels on all London and south east train companies' trains running into London between 0700 and 0959 and out of London between 1600 and 1859. Passenger numbers are measured at the point of maximum loading, which is normally on the approaches to the London terminus.

As a general rule, sliding door trains have a capacity of around 135% of the number of seats. But as train companies are expected to provide sufficient capacity to prevent any passengers from having to stand involuntarily for more than 20 minutes, the planned capacity is in practice deemed to be equal to the seating capacity on trains which are due to run non-stop for 20 minutes or more at the census point.

A Passenger In Excess of Capacity is expressed as the percentage of all with-flow peak period passengers who are standing in excess of the planned capacity of the trains on which they are travelling. Unoccupied seats and standing places on other trains are disregarded, so there is no netting-off of heavily loaded trains against others. But the statistic relates to the entire peak and to all trains. Individual trains and routes may be much more or much less heavily loaded.

Train companies are required to produce plans showing all reasonable steps they intend to take to reduce Passenger In Excess of Capacity when it exceeds 4.5% in either peak or 3.0% in both peaks taken together.

DATA SOURCES AND COVERAGE

Unless otherwise stated, all base data used in this report have been supplied by the Office of Rail Regulation or Network Rail but may have been subject to further analysis by London TravelWatch. Despite careful checking, the possibility of error exists, and any prima facie evidence of this will be gratefully received.

This report is concerned solely with performance outputs. It extends inter-city operation and others which do not leave London. More comprehensive information on the performance of the national rail network as a whole, including demand trends and financial data, is available from the Office of Rail Regulation.

All of the train companies covered in this report (except London Overground and Heathrow Express) provide some services outside the London TravelWatch area. In most cases, the data relate to the whole of each train company's operations and are not limited to services within or to/from London, although in each case such services do represent the majority of its network.

Separate data for services wholly or primarily within the London TravelWatch area, or within Greater London, are not published – and the nature of the service pattern provided is such that such a distinction would carry little meaning.