

# National Rail Performance Report - Quarter 1 2010/11

October 2010



**London TravelWatch** is the official body set up by Parliament to provide a voice for London's travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media
- Consult with the transport industry, its regulators and funders on matters affecting users
- Investigate complaints users have been unable to resolve with service providers, and
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience all those living, working or visiting London and its surrounding region.

2009/10 financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 1 2010/11 – Apr to Jun	Oct 2010
Quarter 2 2010/11 – Jul to Sept	
Quarter 3 2010/11 – Oct to Dec	
Quarter 4 2010/11 – Jan to Mar	

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## Contents

<b>1</b>	<b>Overview.....</b>	<b>1</b>
<b>2</b>	<b>London &amp; south east train service performance .....</b>	<b>2</b>
2.1	Public performance measure .....	2
2.2	Cancellation and significant lateness.....	3
2.3	Right Time Arrivals .....	4
<b>3</b>	<b>London &amp; south east passenger satisfaction .....</b>	<b>5</b>

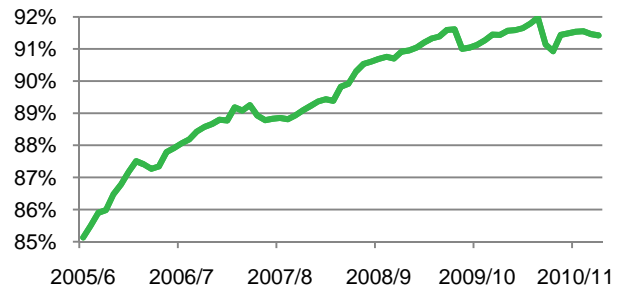
# 1 Overview

This report focuses on the experience of passengers in London and the south east of the performance of the rail network in the first quarter (April to June) of 2010-11.

## London & south east (L&SE) train service performance

London and south east train operators overall public performance measure (PPM) quarterly average is slightly lower than the same period last year ending with the quarter with an average of 93.63%, which is 0.2% lower than the same period last year. The highest average PPM for the first quarter of 2010/11 was c2c with (97%) and the lowest was National Express East Anglia (92%).

Graph 1 – L&SE PPM (moving annual average)

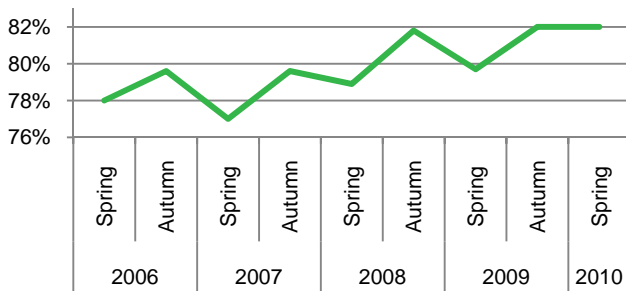


The overall percentage of cancellation and significant lateness was 1.85% in the quarter 1 2010/11, which was 0.14% higher than the same period a year ago. The lowest percentage was recorded by c2c (0.95%) and the highest by London Overground (2.57%).

The overall percentage right time arrivals were 75% in Q1 2010/11, which was 1.51% better than last year. The operator with the highest percentage of right time arrivals was London Overground (86.98%) and the lowest was Southern (65.97%).

## London & south east (L&SE) passenger satisfaction

Graph 2 – L&SE overall passenger satisfaction



The highest rate of passenger satisfaction in spring 2010 in London and south east was Heathrow Express with 93%. London Overground had the lowest score, but this is likely to reflect the closures of the route for engineering works to upgrade the North London Line.

## 2 London & south east train service performance

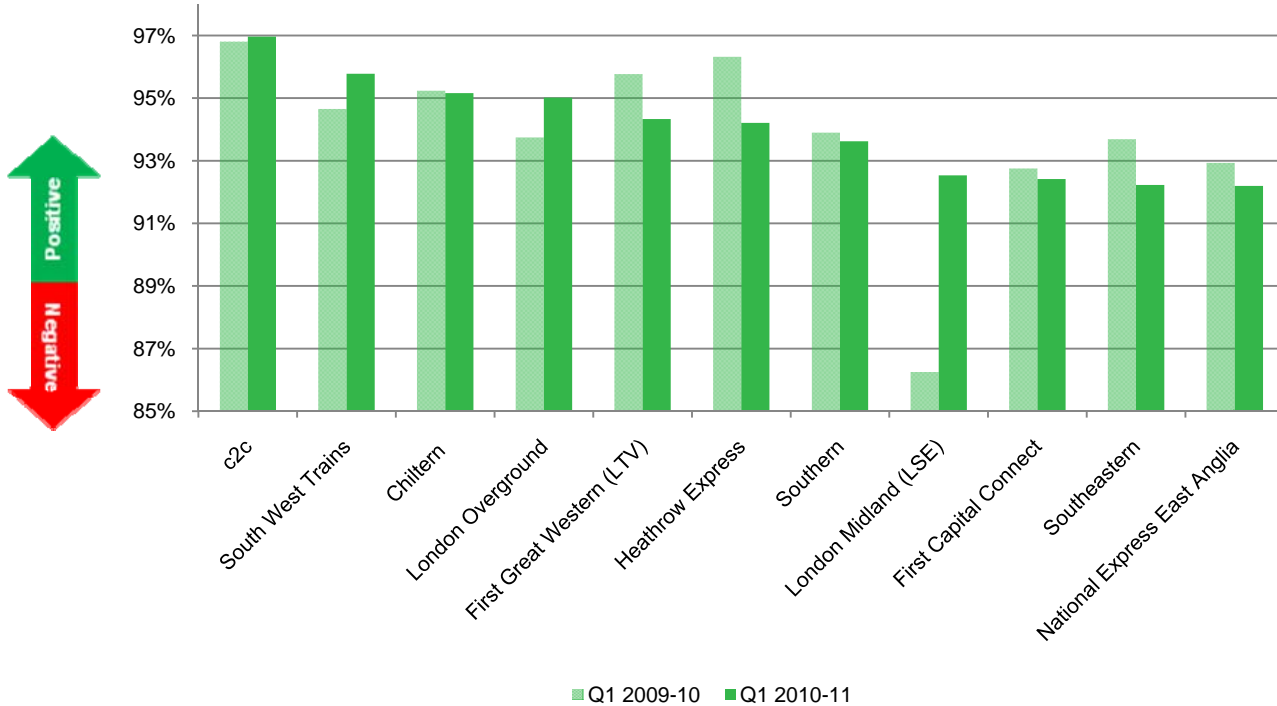
This report presents a set of measures of the performance of train operating companies in London and the south east which has particular relevance to the passenger.

### 2.1 Public performance measure

Public performance measure (PPM) is a measure of the performance of individual trains against the planned timetable. It is shown as the percentage of trains that are neither cancelled nor arrive at the 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).

c2c had the highest average PPM for the quarter and National Express East Anglia had the lowest. London Midland was substantially improved over the same period last year reflecting the efforts that it has put into improving its performance.

**Graph 3 – Public performance measure Q1 2010-11 & 2009-10**

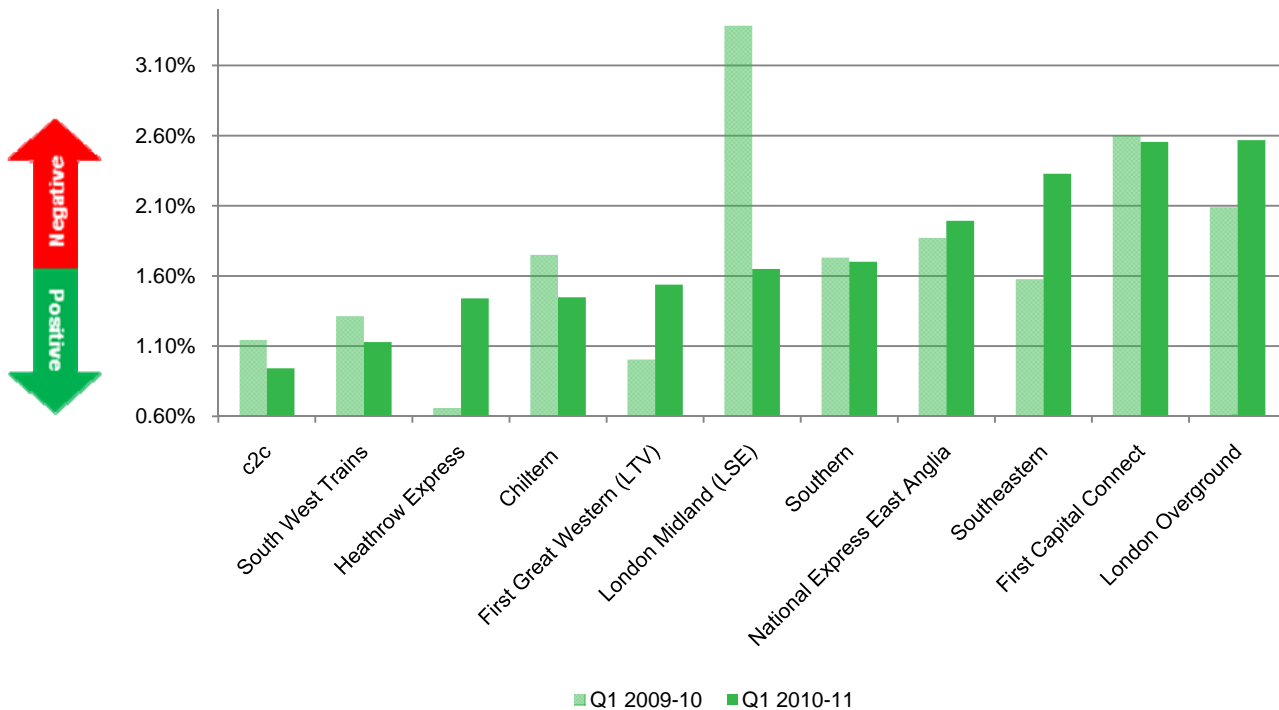


## 2.2 Cancellation and significant lateness

Cancellation and significant lateness is a measure of the percentage of trains which arrive significantly late compared to the total number of trains planned. A train is defined as significantly late if it arrives 30 or more minutes late at its planned destination or fails to complete its entire planned route, including calling at all timetabled stations. This measure reflects the level of serious disruption to passenger journeys.

c2c performed best for cancellations and significant lateness and London Overground had the highest average percentage. London Midland’s performance for cancellations and significant lateness has improved substantially, almost halving the percentage of trains that were cancelled or were significantly late.

**Graph 4 – Percentage of cancellation and significant lateness Q1 2010-11 & 2009-10**

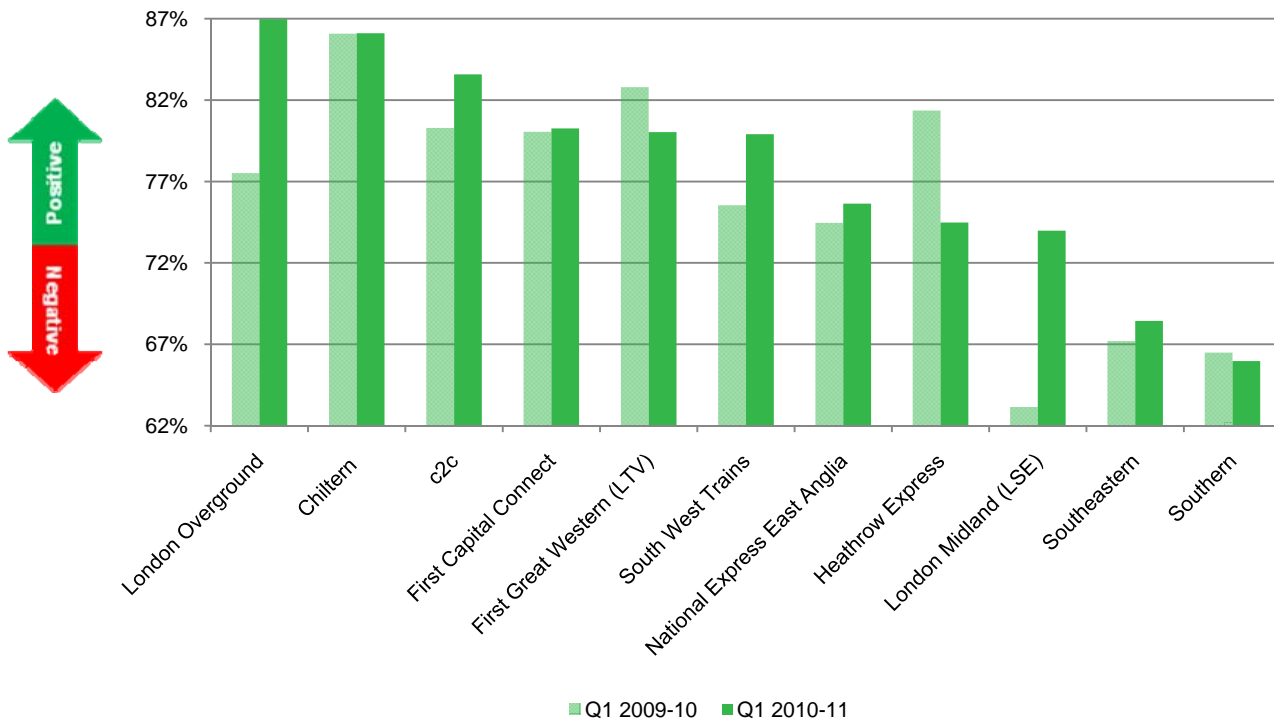


### 2.3 Right Time Arrivals

Right time arrival is a measure of the percentage of trains that arrive at their destination either on time or early. On time is defined as less than one minute late.

Despite having the highest percentage of cancellation and significant lateness London Overground performed best in terms of the average percentage of trains arriving at the right time. London Overground has substantially improved its performance in this area. London Midland was substantially improved over last year. Southern had the lowest percentage of right time arrivals.

**Graph 5 – Percentage of Right Time Arrivals Q1 2010-11 & 2009-10**



### 3 London & south east passenger satisfaction

The national passenger watchdog, Passenger Focus conducts a survey of National Rail passengers in the autumn and spring of each year. The National Passenger Survey (NPS) provides a network-wide picture of passengers' satisfaction with rail travel and London TravelWatch has focused on a snapshot of the London and south east operators overall levels of satisfaction. The percentage of passenger satisfied for all London and South East operators was unchanged from the last survey, and it had increased by 2% compared with the same period in 2009.

The highest satisfaction was with Heathrow Express at 93% rating its service as satisfied or good. The lowest satisfaction was with London Overground, but this is likely to reflect the significant engineering works on the route. London Midland's levels of passenger satisfaction have improved substantially since the spring 2008 National Passenger Survey.

**Graph 6 – London & south east percentage of passengers satisfied**

