

National Rail Performance Report - Quarter 1 2011/12

October 2011



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 for all those living, working or visiting London and its surrounding region.

2011/12 financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 1 2011/12 – Apr to Jun	Oct 2011
Quarter 2 2011/12 – Jul to Sept	Dec 2011
Quarter 3 2011/12 – Oct to Dec	March 2012
Quarter 4 2011/12 – Jan to Mar	June 2012

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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 2011/12.

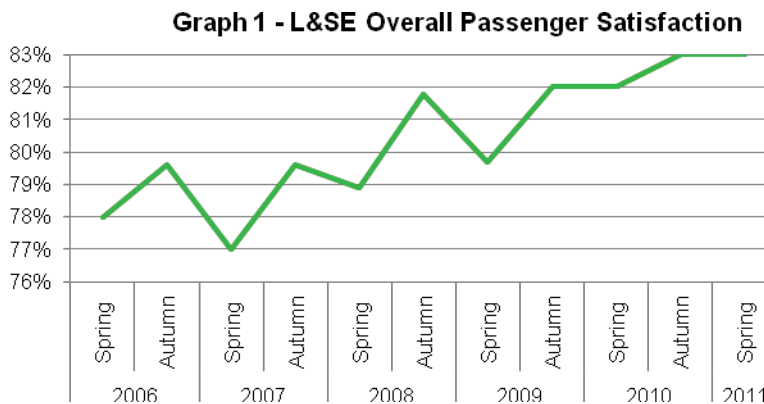
London & South East (L&SE) train service performance

The London and South East operators overall public performance measure (PPM) quarterly average is lower than the same period last year with an average of 93.54%, which is 0.09% lower than the same period last year. The highest average PPM for the first quarter of 2011/12 was c2c with (97.01%) and the lowest was London Midland (89.89%).

The overall percentage of cancellation and significant lateness was 1.96% in Q1 2011/12, 0.11% higher than the same period a year ago. The lowest percentage was recorded by c2c (1.15%) and the highest by London Midland (2.86%).

The overall percentage of 'right time' arrivals was 74.52% in Q1 2011/12, which is 0.41% lower than last year. The operator with the highest percentage of 'right time' arrivals was London Overground (89.04%) and the lowest was Southern (63.68%).

London & south east (L&SE) passenger satisfaction



Overall, passenger satisfaction has remained relatively unchanged since the last survey. The highest rate of passenger satisfaction in spring 2011 in London & south east was Heathrow Express with 95%. National Express East Anglia had the lowest score.

Highlights in Quarter 1 2011/12

There has been a decrease in train operators' overall performance this quarter, compared with the same period last year. This was directly attributed to some operators experiencing:

- Engineering possessions and blockades – some of which overran with consequent knock on effects on train services; e.g. Chiltern Railways Evergreen 3 project.
- Increased instances of persons killed or seriously injured without authority to be on the railway;
- Trespassing on linesides resulting in the need for operators and Network Rail to institute emergency measures to reduce the risk of these persons killing or seriously injuring others or themselves
- cable theft from signalling systems resulting in system failure.

In these latter three categories a significantly increased instance of this type of disruption was particularly prevalent in South West London, Surrey, Hampshire and Sussex, and was the principle reason behind the poor performances by South West Trains, Southern and First Capital Connect compared to previous and equivalent periods. Tackling these issues should be a priority for Network Rail as infrastructure provider.

Some operators did have a notable increase in their performance compared to the same period last year. This was a direct result of operators phasing out older, or completing upgrades to existing rolling stock and the completion by Network Rail of a number of upgrades such as that for the North London Line. This one of the principal reasons for the significantly improved performance of London Overground.

2 London & South East train service performance

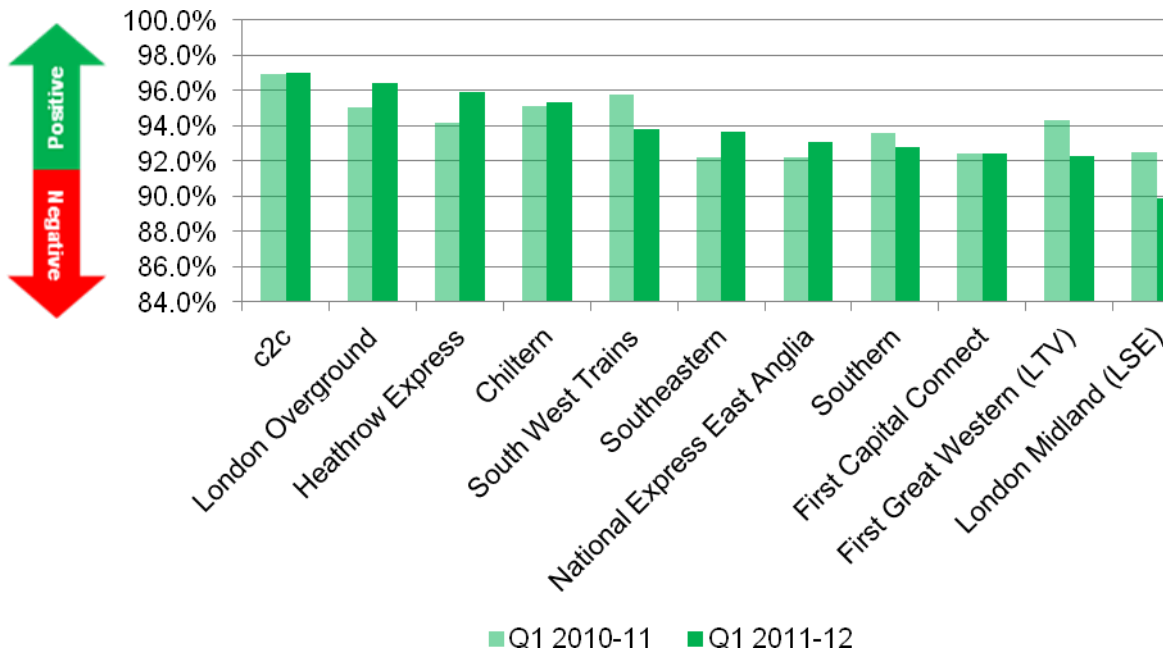
This report presents a set of measures of the performance of train operating companies in London and the South East which is particularly relevant to passengers.

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 London Midland (LSE) had the lowest.

Graph 2 – Public performance measure Q1 2011/12 & 2010/11

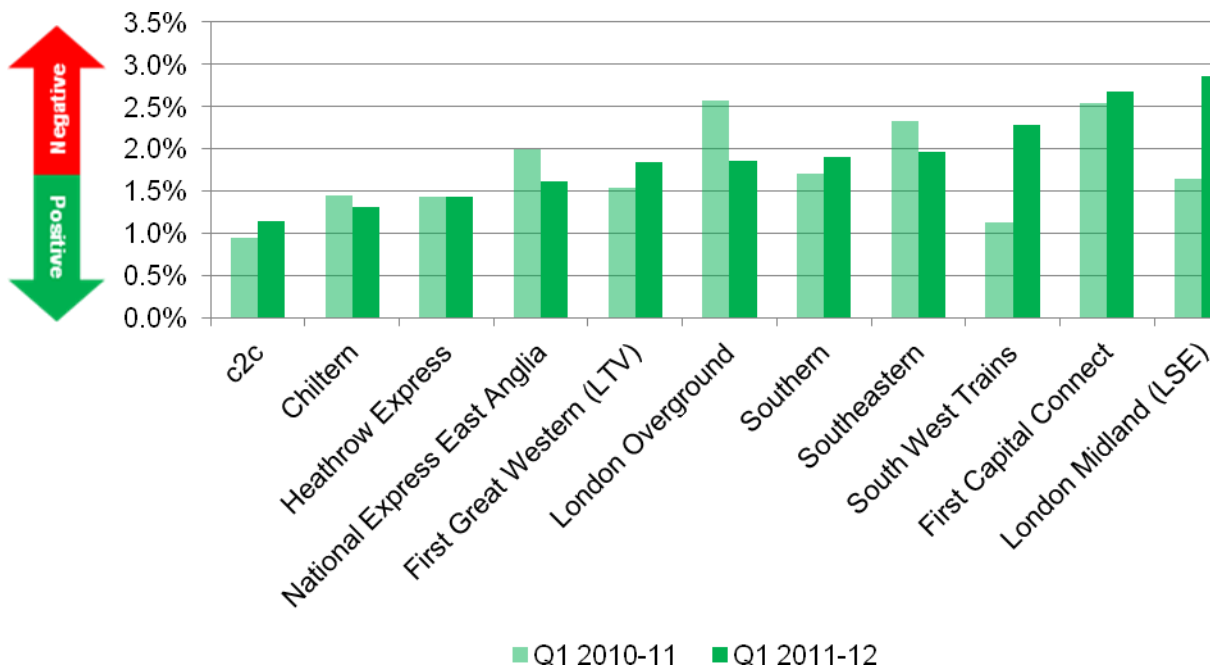


2.2 Cancellation and significant lateness

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 Midland (LSE) had the poorest performance.

Graph 3 – Percentage of cancellation and significant lateness Q1 2011/12 & 2010/11



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.

London Overground performed best in terms of the average percentage of trains arriving at the right time. Southern had the lowest percentage of right time arrivals.

Graph 4 – Percentage of Right Time Arrivals Q1 2011/12 & 2010/11



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 1% compared with the same period in 2010.

The highest satisfaction was with Heathrow Express at 95% rating their service as satisfied or good. The lowest satisfaction was with National Express East Anglia. A London Overground level of passenger satisfaction has improved substantially since the spring 2010 National Passenger Survey.

Graph 5 – London & south east percentage of passengers satisfied

