

# National Rail Performance Report - Quarter 3 2010/11

February 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 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	Dec 2010
Quarter 3 2010/11 – Oct to Dec	Feb 2011
Quarter 4 2010/11 – Jan to Mar	

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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 third quarter (October to December) of 2010/11.

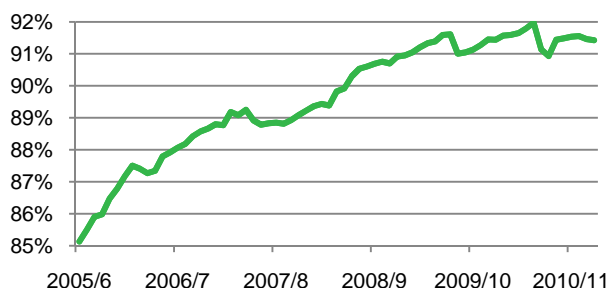
### London & South East (L&SE)

#### train service performance

London and South East train operators overall public performance measure (PPM) quarterly average is lower than the same period last year with an average of 86.37%, which is 1.90% lower than the same period

last year. The highest average PPM for the second quarter of 2010/11 was London Overground with (93%) and the lowest was Southeastern (81%).

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



The overall percentage of cancellation and significant lateness was 4.28% in quarter 3 2010/11, 0.62% higher than the same period a year ago. The lowest percentage was recorded by South West Trains (2.09%) and the highest by First Capital Connect (6.95%).

The overall percentage of 'right time' arrivals was 62% in Q3 2010/11, which was 1.54% worse than last year. The operator with the highest percentage of 'right time' arrivals was London Overground (83.06%) and the lowest was Southern (48.59%).

### Impact of snow to the London & South East train service performance in December 2010

The London & South East train service performance was lower in quarter 3 2010/2011 compared to the same period last year. The severe disruption from cold weather and snow began on 30 November 2010. The performance of individual train operators was largely dependent on the ability of Network Rail to deliver a railway on which their trains could operate. Each train operator had experienced individual problems. You can see London TravelWatch's report on the impact of the snow in December 2010 on London's transport system here: <http://www.londontravelwatch.org.uk/document/13885/get>

## 2 London & South East train service performance

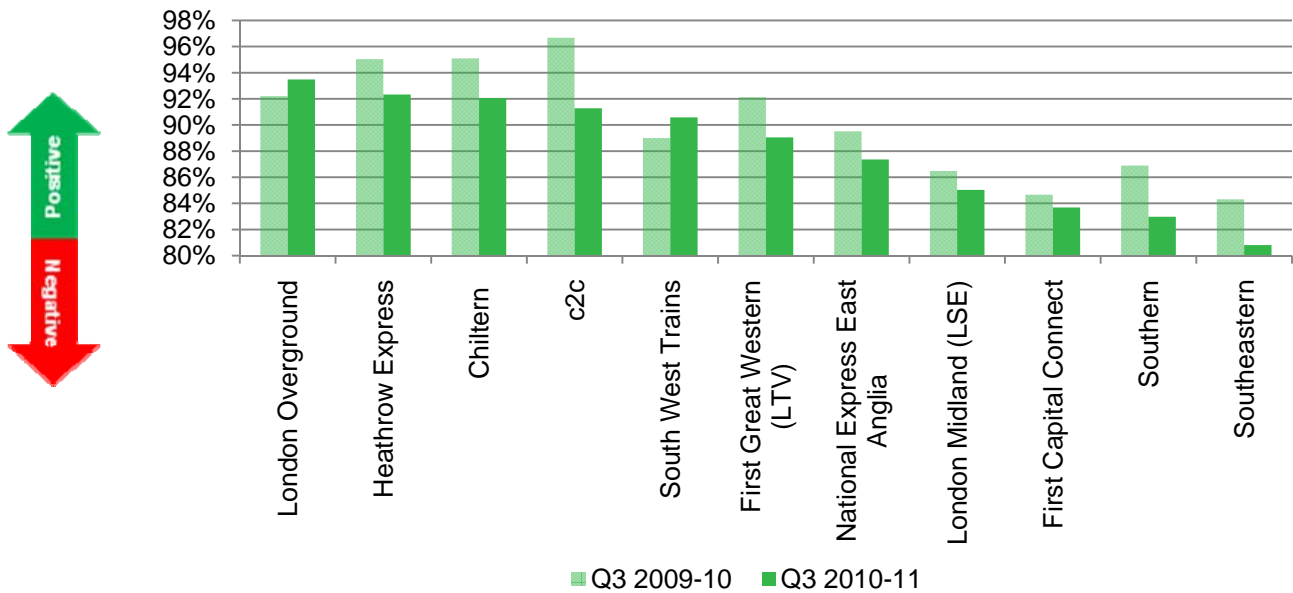
This report presents a set of measures of the performance of train operating companies in London and the South East which is particularly relevant to passengers.

### 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).

London Overground had the highest average PPM for the quarter and Southeastern had the lowest. The reason for the low PPM attained by each train operating company was mainly owing to the impact of the snow in December 2010, which caused major disruption to services, particularly in the South East and Sussex Network Rail area.

**Graph 3 – Public performance measure Q3 2010/11 & 2009/10**

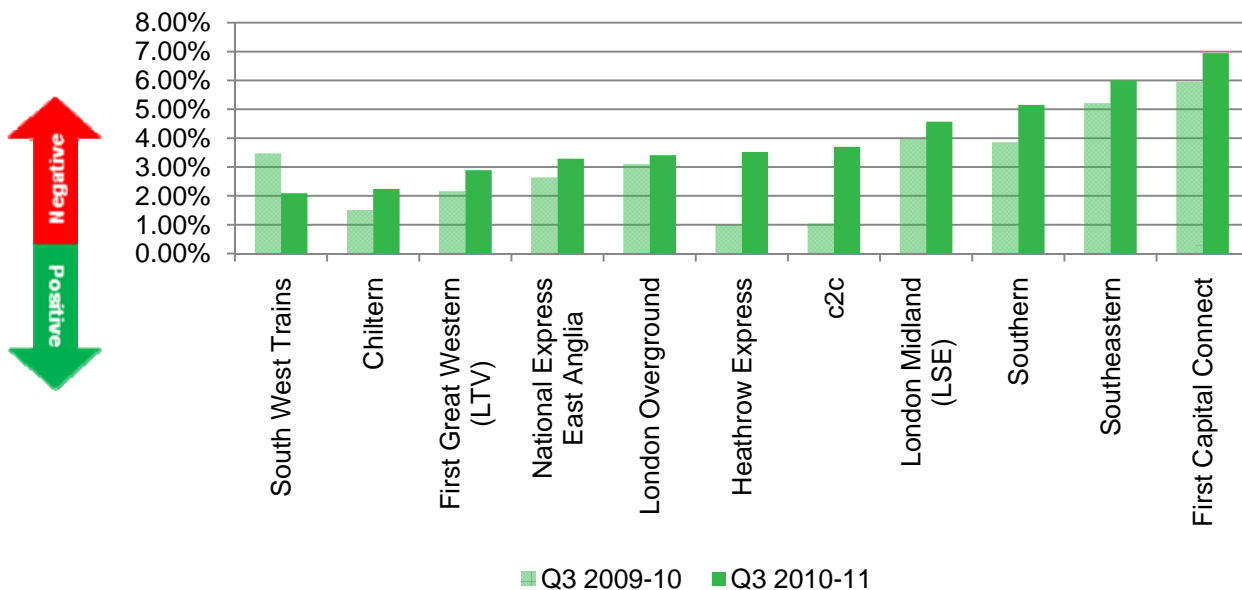


## 2.2 Cancellation and significant lateness

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.

South West Trains performed best for cancellations and significant lateness and First Capital Connect had the poorest performance. The impact of the snow which occurred in December 2010 caused major disruption to services, and the recovery for a normal train service was difficult for most train operators. This was the main reason for train operators attaining a higher level percentage of cancellations and significant lateness.

**Graph 4 – Percentage of cancellation and significant lateness Q3 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.

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 5 – Percentage of Right Time Arrivals Q3 2010/11 & 2009/10**

