

National Rail Performance Report - Quarter 4 2010/11

June 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	June 2011

Published by:

London TravelWatch
6 Middle Street
London EC1A 7JA

Phone: 020 7505 9000

Fax: 020 7505 9003

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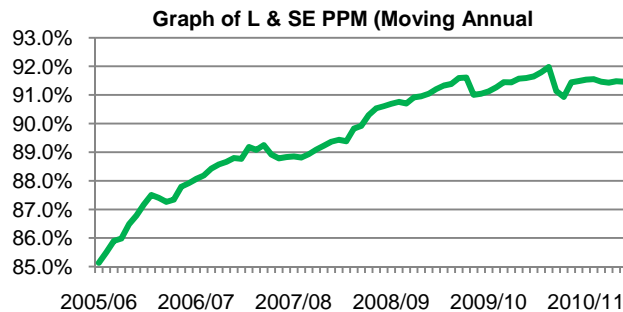
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1 Overview

This report focuses on the experience of passengers in London and the South East of the performance of the rail network in the fourth quarter (January to March) of 2010/11.

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

The London and South East operators overall public performance measure (PPM) quarterly average is higher than the same period last year with an average of 92.21%, which is 1.27% higher than the same period last year. The highest average PPM for the fourth quarter of 2010/11 was Heathrow Express with (97.19%) and the lowest was London Midland (89.04%). The franchised operator who achieved the highest PPM was c2c (96.48%).



The overall percentage of cancellation and significant lateness was 1.85% in quarter 4 2010/11, 0.14% higher than the same period a year ago. The lowest percentage was recorded by c2c (0.94%) and the highest by London Overground (2.57%).

The overall percentage of 'right time' arrivals was 74.93% in Q4 2010/11, which is 1.51% higher 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%).

Highlights in Quarter 4 2010/11

Most of the train operators were recovering from their performance fall out of the severe weather which was caused in quarter 3 2010/11. The main problems which train operators had to overcome were:

- Recovery of signalling system;
- Recovery of damaged rolling stock;
- Elongating the emergency timetables into quarter 4 due to the limited availability of rolling stock and fixing all damages which were caused from the adverse weather.

2 London & South East train service performance

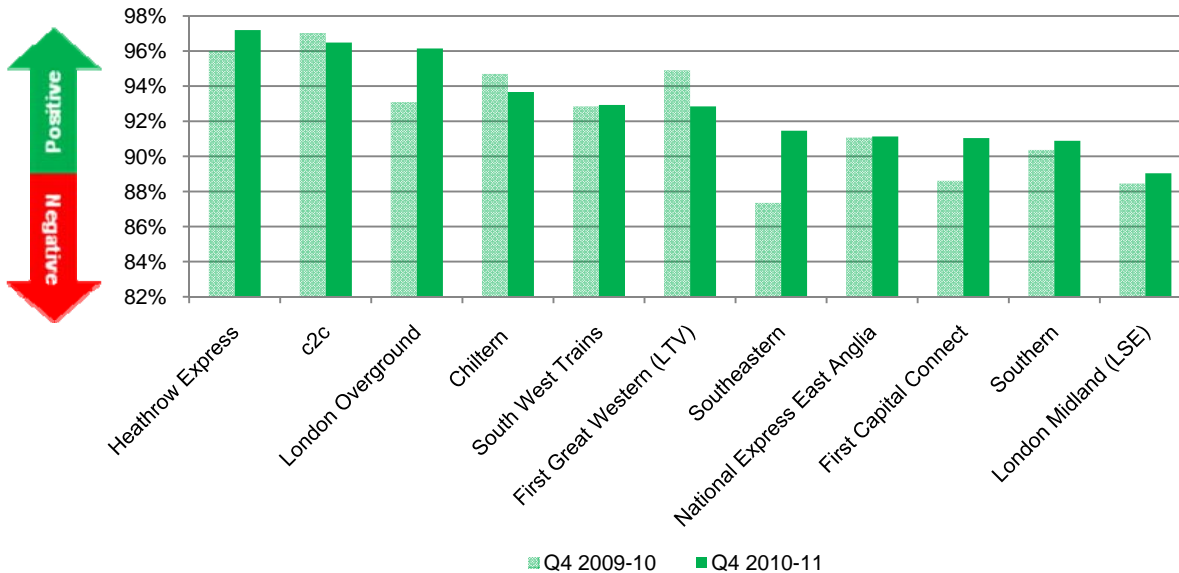
This report presents a set of measures of the performance of train operating companies in London and the South East which is particularly relevant to passengers.

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).

Heathrow Express had the highest average PPM for the quarter and London Midland (LSE) had the lowest. The franchised train operator which scored the highest PPM was c2c.

Graph 3 – Public performance measure Q4 2010/11 & 2009/10

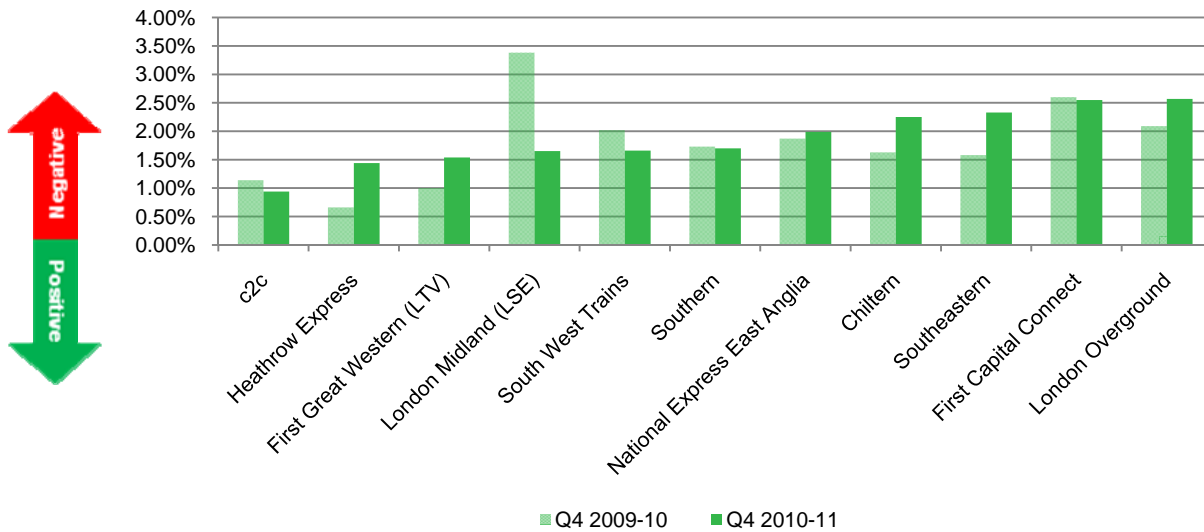


2.2 Cancellation and significant lateness

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 poorest performance.

Graph 4 – Percentage of cancellation and significant lateness Q4 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 Q4 2010/11 & 2009/10

