London TravelWatch

National Rail Performance Report - Quarter 2 2015-16 (July-Sept 2015)

December 2015

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 in or visiting London and its surrounding region.

Financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 2 2013-14 – July to Sept	Dec 2013
Quarter 3 2013-14 – Oct to Dec	Feb 2014
Quarter 4 2013-14 – Jan to March	July 2014
Quarter 1 2014-15 – April to June	Sept 2014
Quarter 2 2014-15 – July to Sept	Dec 2014
Quarter 3 2014-15 – Oct to Dec	March 2015
Quarter 4 2014-15 – Jan to March	June 2015
Quarter 1 2015-16 – April to June	Oct 2015
Quarter 2 2015-16 – July to Sept	Dec 2015

Contents

1 Overview

London TravelWatch brings together, in a single place, a wide range of data from different sources, and shows how things have been changing over time, for passengers, on the rail network in London and the South East (L&SE) during the second quarter (July to Sept) of 2015-16).

For definitions of the measures used, see Section 2 and 3.

London & South East train service performance

L&SE train operators' overall *public performance measure* (PPM) result this quarter was lower than Q1 2015-16, and Q2 2014-15. PPM was 1.3 percentage points worse than Q2 2014-15 and 0.9 percentage points worse than Q1 2015-16. The decline, in part, be attributed to the increase in Network Rail related delays, such as infrastructure failures, which has increased this quarter compared to Q2 2014-15. TOC related issues, such as rolling stock and staffing shortages has also increased.

The overall rate of cancellations and significant lateness was 3.3% in Q2 2015-16, which was 0.2 percentage points higher than the previous quarter and 0.4 percentage points higher than in Q2 2014-15.

The overall rate of *right time arrivals* was 65.7% in Q2 2015-16, which was 1.8 percentage points lower than Q2 2014-15, and 1.9 percentage points lower than Q1 2015-16.

Typically, between 50 and 60 percent of delays are attributed to Network Rail. These include infrastructure delays, such as points and track circuit failures and operational delays such possession over-runs.

Changes to train operating companies

In September 2014, Govia Thameslink Railway became fully operational (previously First Capital Connect), and in December 2014, a small number of Southeastern services transferred to Govia Thameslink Railway, therefore the 2015-16 Q2 statistics for these two franchises are not wholly comparable with data from previous quarters.

The new franchise known as TfL Rail began operating services into and out of London Liverpool Street, May 31 2015. This operator is the precursor to Crossrail, and the services were transferred from Abellio Greater Anglia. A number of Greater Anglia services were transferred to London Overground. The historical data for Greater Anglia, London Overground and TfL Rail have been remapped to reflect the franchises as they exist today.

Southern Railway became part of Govia Thameslink Railway, on 26 July 2015, and is treated as a single TOC in this report.

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 are particularly relevant to passengers. With two exceptions, the data refers to the whole of each company's services, not simply to those to, from or within London, although in every case these account for a large majority of trains run. In the case of Great Western Railway, they refer only to its London and Thames Valley (LTV) operations. In the case of London Midland, they refer only to its London and South East (L&SE) services.

2.1 Public performance measure

The public performance measure (PPM) tracks the performance of individual trains against their planned timetable.

Trains, which complete their whole route calling at all timetabled stations, are measured for punctuality at their final destination. Each train is recorded by the automated monitoring system, which logs performance – usually using the signalling equipment. Late trains are banded according to the length of delay in reaching their final destination. In the case of London and South East services, a train is defined as being "on time" if it arrives within five minutes of the planned arrival time. The PPM is the percentage of planned trains which are run and which complete their journeys "on time".

The timetable against which the trains are judged is known as the "plan of the day". This generally reflects the published timetable as amended for planned engineering works or as a result of major incidents.

For L&SE operators, a large proportion of users are commuters, and this information is provided separately for weekday peak trains in the with-flow direction (towards London in the morning and away from London in the evening). Only trains running to/from or across central London are included in this statistic. Because train frequencies are generally greater in the peak, the repercussive impact of delays and disruptions is greater, so peak performance is generally less reliable than that for the entire day.

It is worth noting that PPM is a measure across the whole operating day. It does not reflect the proportion of passengers experiencing good or poor performance.

Most (seven out of eleven) operators' PPM scores decreased in this quarter, when compared with the same period year ago (Q2 2014-15). Overall, L&SE had a PPM of 89.2% during the quarter, which was 1.3 percentage points worse than Q2 2014-15 and 0.9 percentage points worse than Q1 2015-16. The decline, in part, be attributed to the increase in Network Rail related delays, such as infrastructure failures, which has increased this quarter compared to Q2 2014-15. TOC related issues, such as rolling stock and staffing shortages has also increased.

Operating on routes with minimal interaction with other TOC's, c2c had the highest average PPM in the second quarter of 2015-16 (with 97.6%), a 1.5 percentage point increase

compared with the same quarter last year. TfL Rail had the second highest PPM and the highest percentage point increase in Q2 2015-16, with a score of 96.1%, a 5.9 percentage point increase compared to Q2 2014-15 and 5.2 percentage point increase compared to Q1 2015-16. This improvement can largely be attributed to a number of initiatives implemented by TfL Rail since the commencement of the contract to improve right time reliability and manage Network Rail responses. We would encourage other operators to take similar steps.

Govia Thameslink Railway (GTR), with a PPM of 84.1%, had the lowest score and recorded the largest decrease, a 4.5 percentage point reduction compared to the same quarter in Q2 2014-15. GTRs poor performance can be attributed numerous major incidents, such as, trespassing near East Croydon, infrastructure failure and rolling stock issue, as well as, on-going works at London Bridge.

Southeastern had the second largest decrease in Q2 2015-16, with a PPM of 88.8%, 2.5 percentage points lower than Q2 2014-15 and 1.6 percentage points lower than Q1 2015-16.

Of all the franchised peak services, which operate on weekdays between 0700 and 0959 and 1600 and 1859, c2c had the highest proportion of trains on time for Q2 2015-16, with a score of 97.6%. London Midland recorded a score of 79.5%, the lowest peak PPM in Q2 2015-16. The overall peak PPM score for Q2 2015-16 is 85.8%, 1.7 percentage point lower than in Q2 2014-15.

Graph 2 – Public performance measure Q2 2014-15, Q1 2015-16 & Q2 2015-16
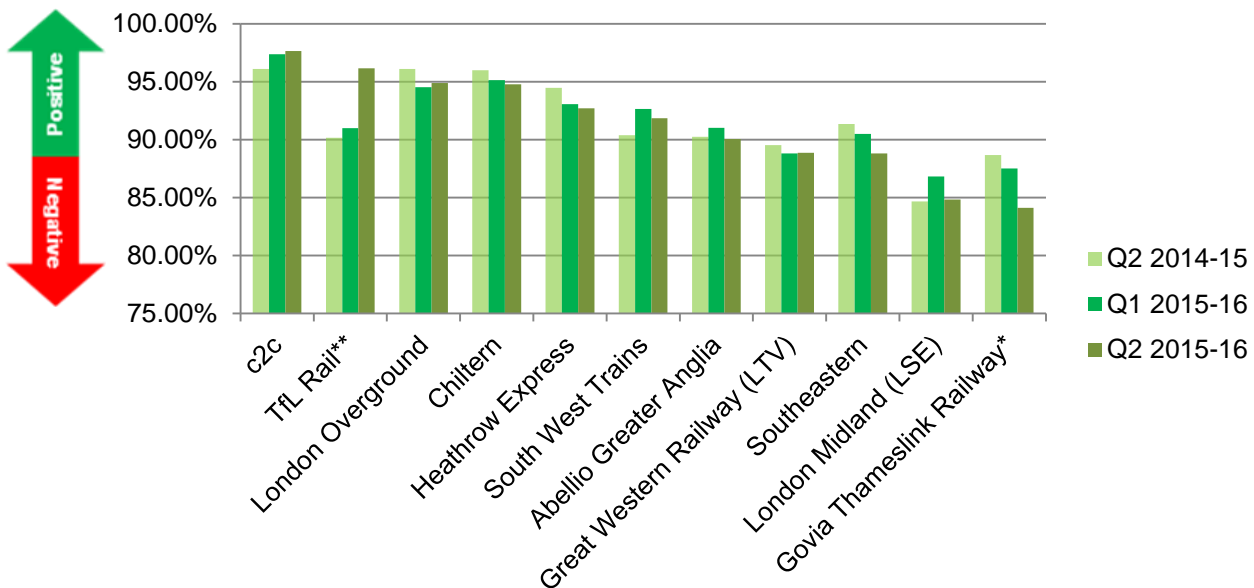
[1]* Govia Thameslink Railway(GTR) from 14 September 2014 (previously First Capital Connect).
* 26 July 2015, Southern Railway became part of GTR.
** 1st June 2015, TfL Rail services previously managed by Abellio Greater Anglia

2.2   Performance trends

In the charts in this section, each train company's quarterly all-trains PPM results for the past three years are shown graphically, together with the results for with-flow peak period trains. In each case, the individual company's performance is shown alongside the combined result for the entire L&SE network. Trend lines are plotted to eliminate the impact of cyclical fluctuations.
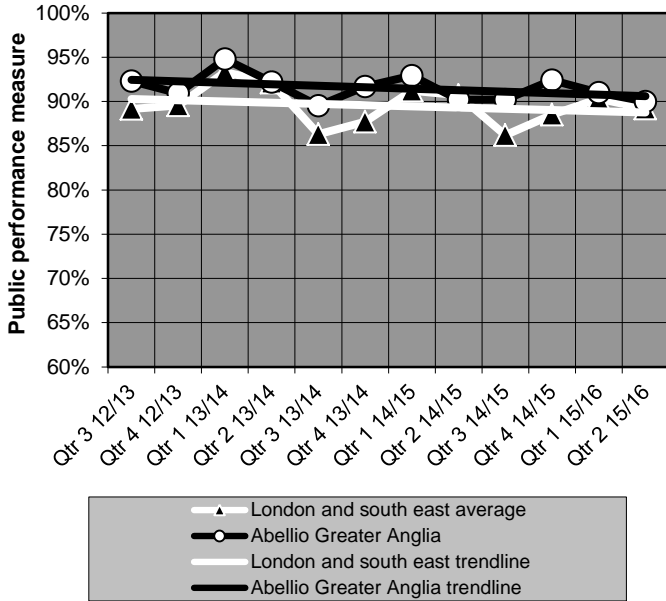
The performance of individual train companies is partially dependent on the varying ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably; but a second factor has also been the inability of some operators adequately to manage the service elements (such as rolling stock and train crews) for which they are wholly responsible.

The performance of c2c, Chiltern, Abellio Greater Anglia TfL Rail and London Overground has been on a stable or upward trend over the three-year period. London Overground however, has seen a deterioration of performance attributed to the knock on effects of the works at London Bridge and the poor performance of other TOCs, such as GTR.

The performance of GTR, Great Western Railway, London Midland, and Southeastern was below the average of the London & SE group as a whole.
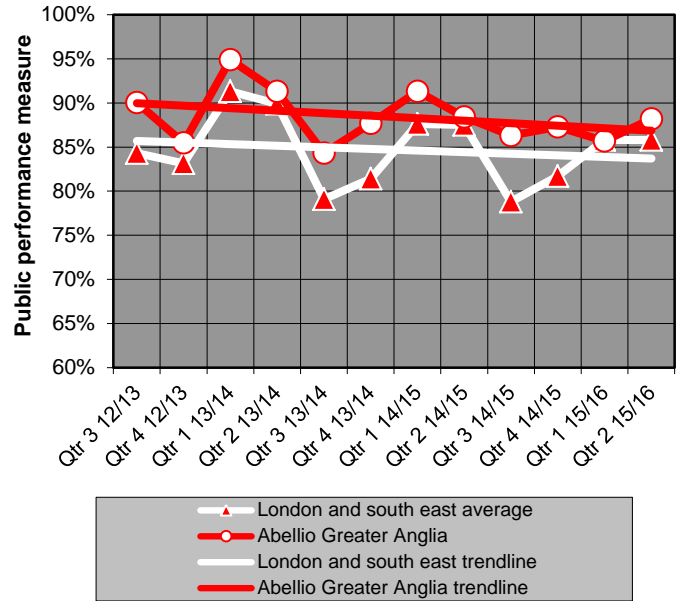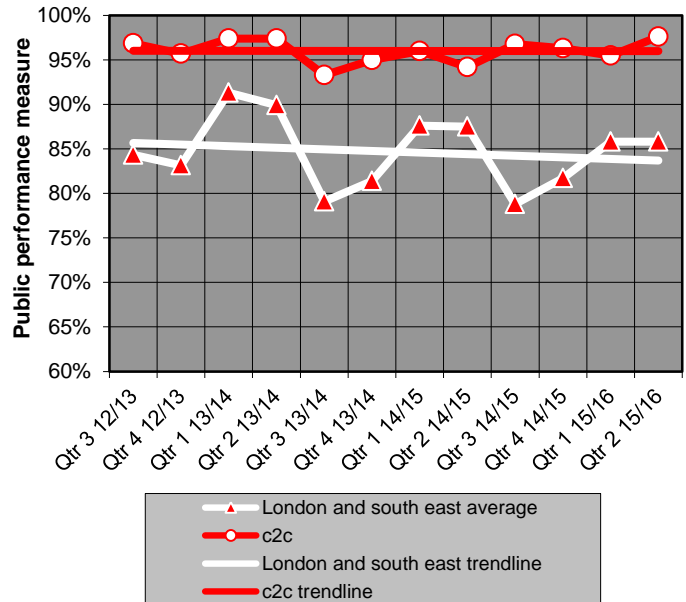
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All trains performance

Abellio Greater Anglia
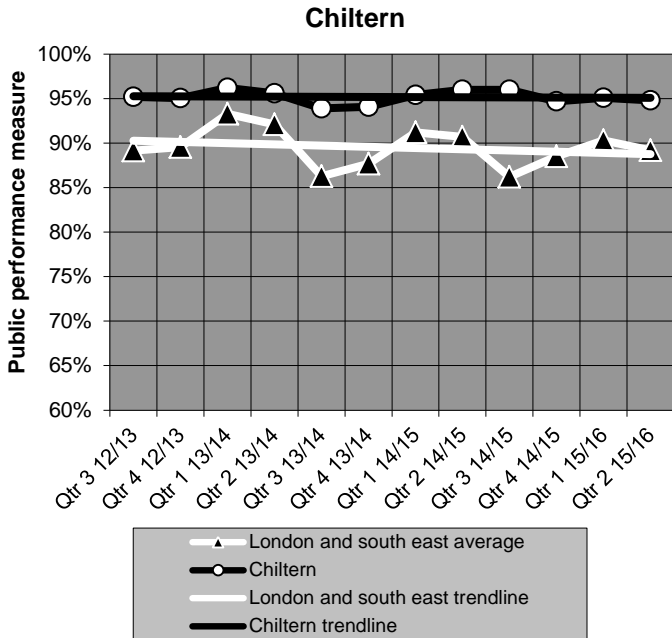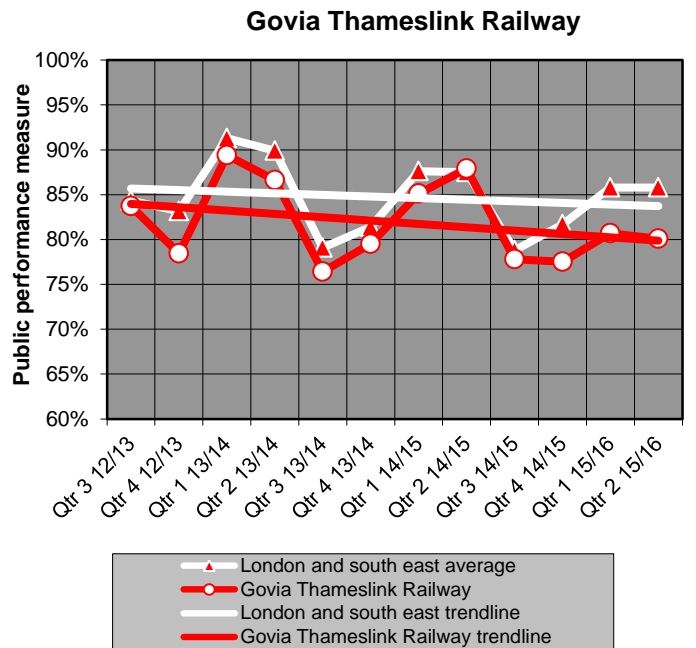

Peak trains performance

Abellio Greater Anglia

c2c

c2c

LondonTravelWatch
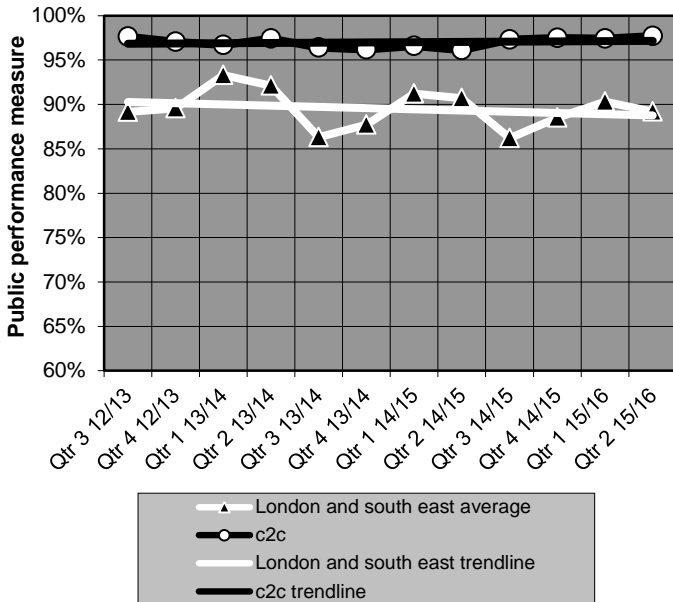
All trains performance

Peak trains performance

Chiltern

Chiltern

Govia Thameslink Railway
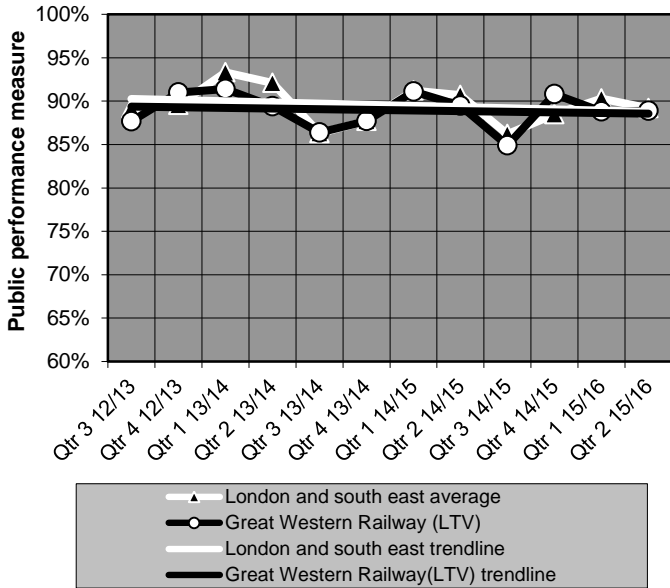

Govia Thameslink Railway
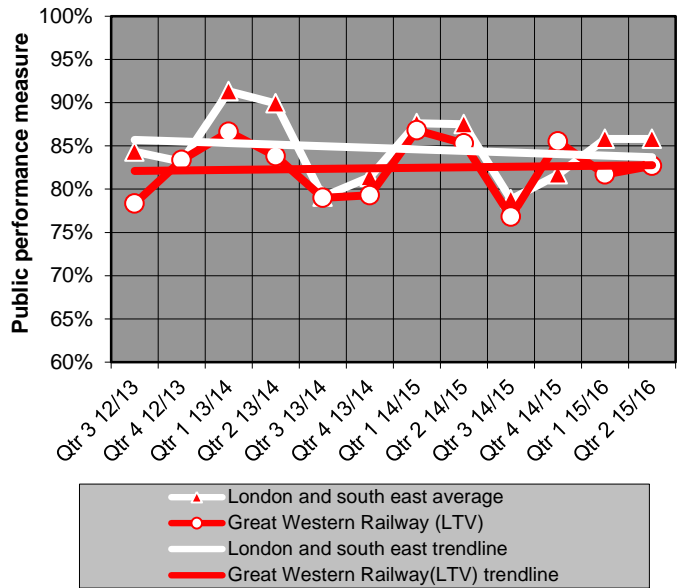
LondonTravelWatch
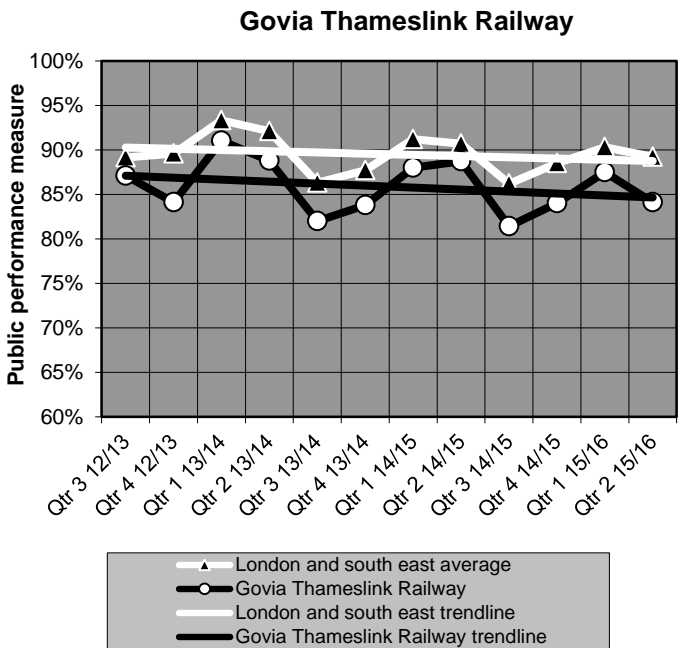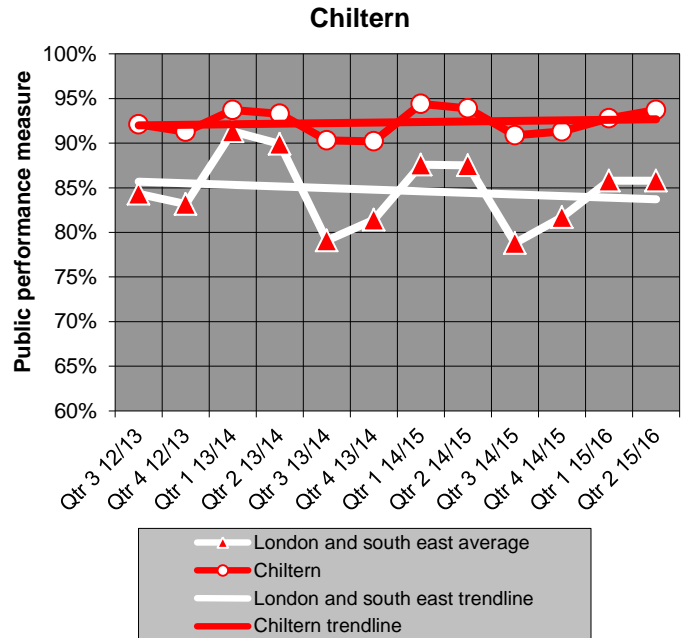
All trains performance

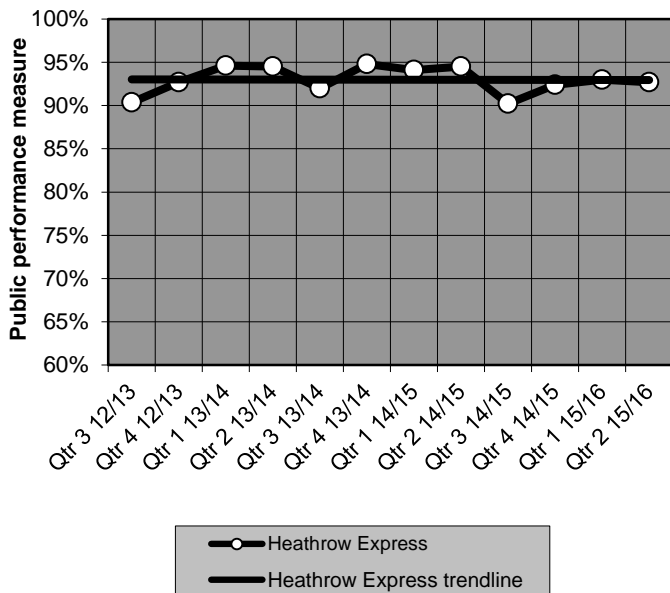### Great Western Railway (LTV)

Peak trains performance

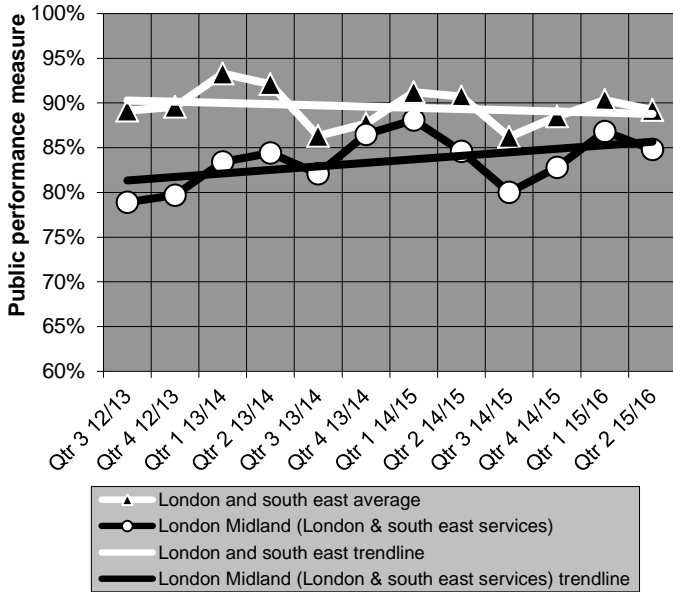### Great Western Railway (LTV)

Heathrow Express

Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately
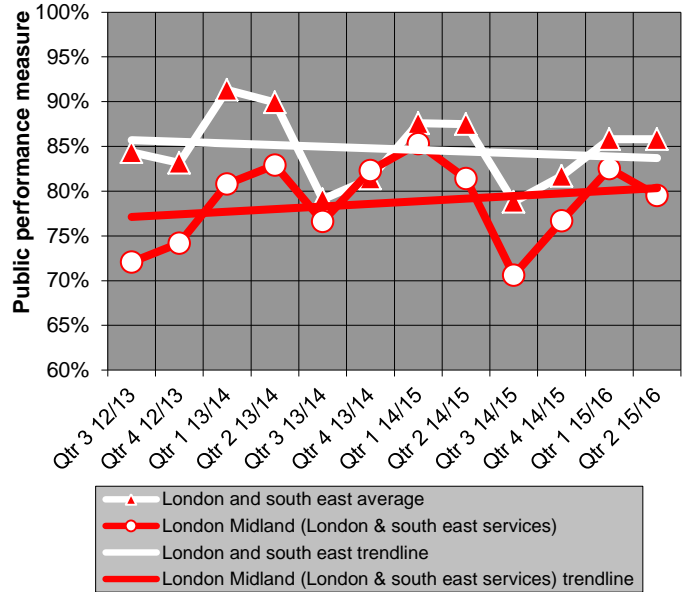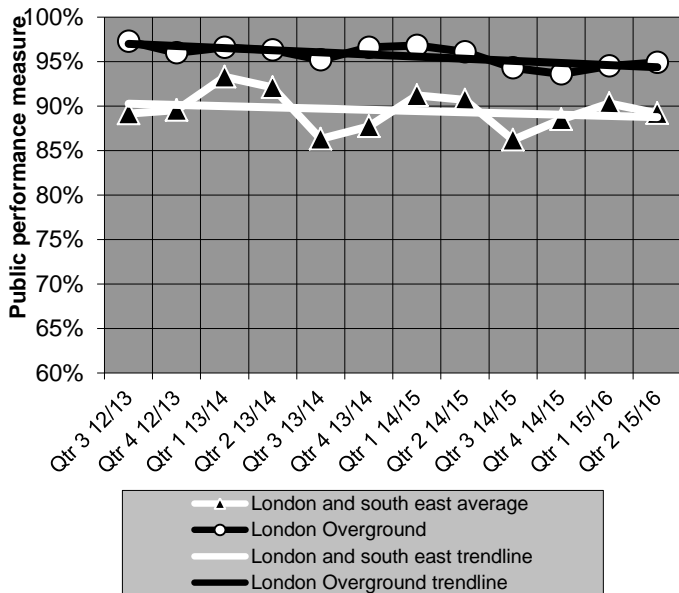
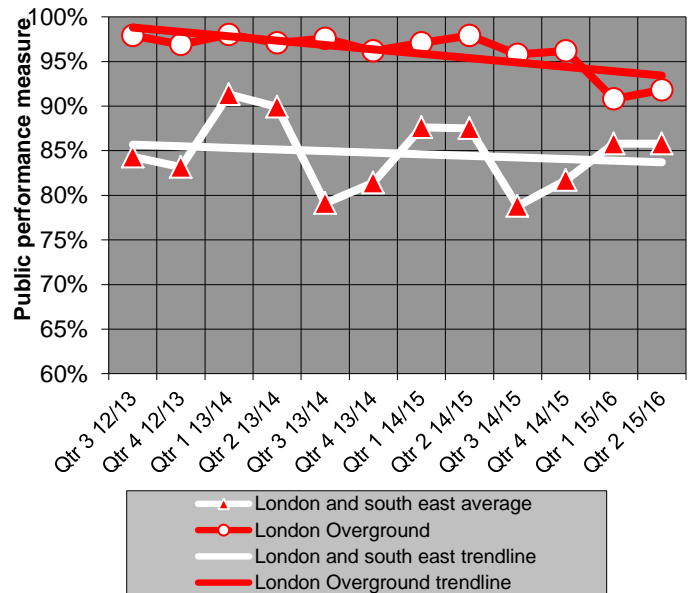## All trains performance

London Midland (L&SE)

- ▲ London and south east average
- ○ London Midland (London & south east services)
- London and south east trendline
- London Midland (London & south east services) trendline

London Overground

- ▲ London and south east average
- ○ London Overground
- London and south east trendline
- London Overground trendline

Peak trains performance

London Midland (L&SE)

- ▲ London and south east average
- ○ London Midland (London & south east services)
- London and south east trendline
- London Midland (London & south east services) trendline

London Overground

- ▲ London and south east average
- ○ London Overground
- London and south east trendline
- London Overground trendline

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All trains performance

Southeastern

South West Trains

Peak trains performance

Southeastern

South West Trains

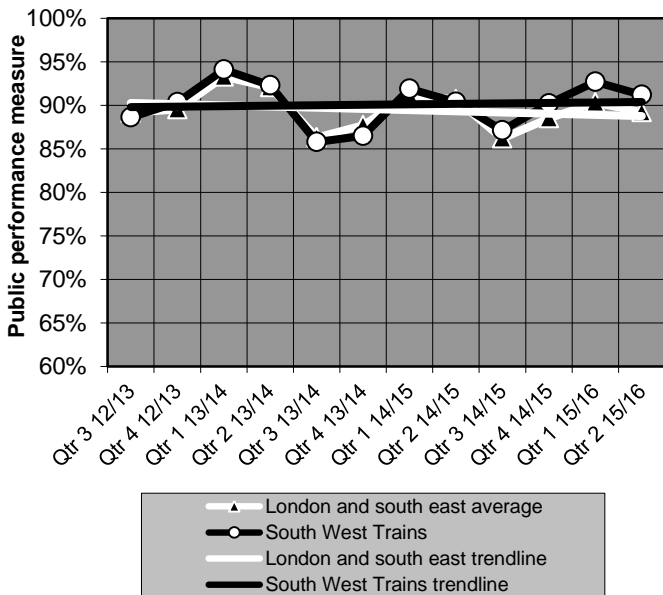**London TravelWatch**

All trains performance

TfL Rail

Legend:
- London and south east average
- TfL Rail
- London and south east trendline
- TfL Rail trendline

Peak trains performance

TfL Rail

Legend:
- London and south east average
- TfL Rail
- London and south east trendline
- TfL Rail trendline

2.3   Cancellations and significant lateness

Cancellations and significant lateness is a measure of the percentage of trains, which arrive 'significantly' late or do not run, expressed as a percentag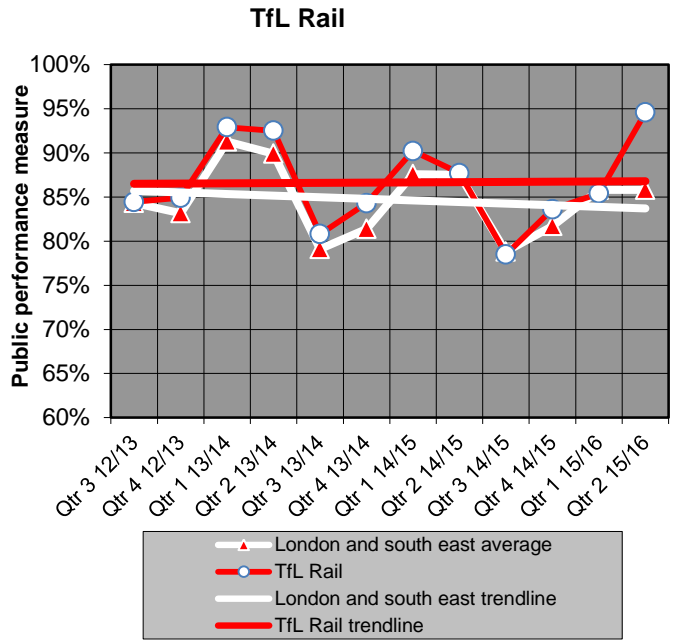e of the total number of trains planned. A train is defined as significantly late if it arrives 30 or more minutes late at its planned destination or fails to complete its entire planned route, including calling at all timetabled stations. This measure reflects the level of serious disruption to passenger journeys.

The overall rate of cancellations and significant lateness was 3.3% in Q2 2015-16, which was 0.2 percentage points higher than the previous quarter and 0.4 percentage points higher than in Q2 2014-15.

c2c recorded the lowest percentage, with 1.0%, a 0.7 percentage point reduction compared to Q2 2014-15. GTR had the highest percentage and the largest increase, with 4.9%, a 0.8 percentage point higher than Q1 2015-16 and 1.84 percentage point increase compared to Q2 2014-16.

TfL Rail had the largest reduction for the quarter with 1.6%% of its trains cancelled or significantly late, a 2.7 percentage point decrease, compared to Q2 2014-15.

Graph 2 – Cancellations and significant lateness Q2 2014-15, Q1 2015-16 & Q2 2015-16
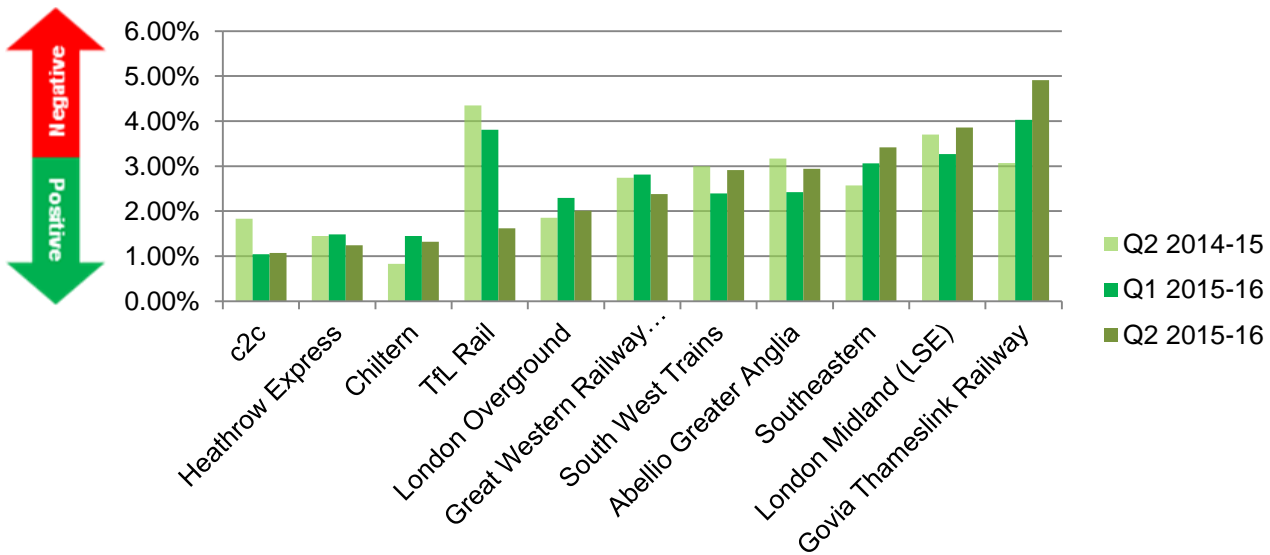
2.4   Right time arrivals

Right time arrival (RTA), is a measure of the percentage of trains that arrive at their final destination either on time or early. Right time is defined as less than one minute late (and should not be confused with "on time", as defined for PPM purposes).

The overall rate of *right time arrivals* was 65.7% in Q2 2015-16, 1.8 percentage points lower than Q2 2014-15, and 1.9 percentage points lower than Q1 2015-16. Chiltern Railway had the highest RTA, with 84.5% of its trains arriving on time, 1.7 percentage points lower than Q2 2014-15. TfL Rail had the largest percentage point increase, with 84.3% of trains arriving on time, an 11.7 percentage point increase compared to Q2 2014-15 and 9.4 points compared to Q1 2015-16.

GTR had the lowest RTA and the largest decrease relative to the previous year, with 55.0% of their trains arriving on time, a 10.2 percentage point decrease compared to Q1 2015-16 and 13.34 percentage point decrease compared to Q2 2014-15.

Graph 3 – Right time arrivals Q2 2014-15, Q1 2015-16 & Q2 2015-16
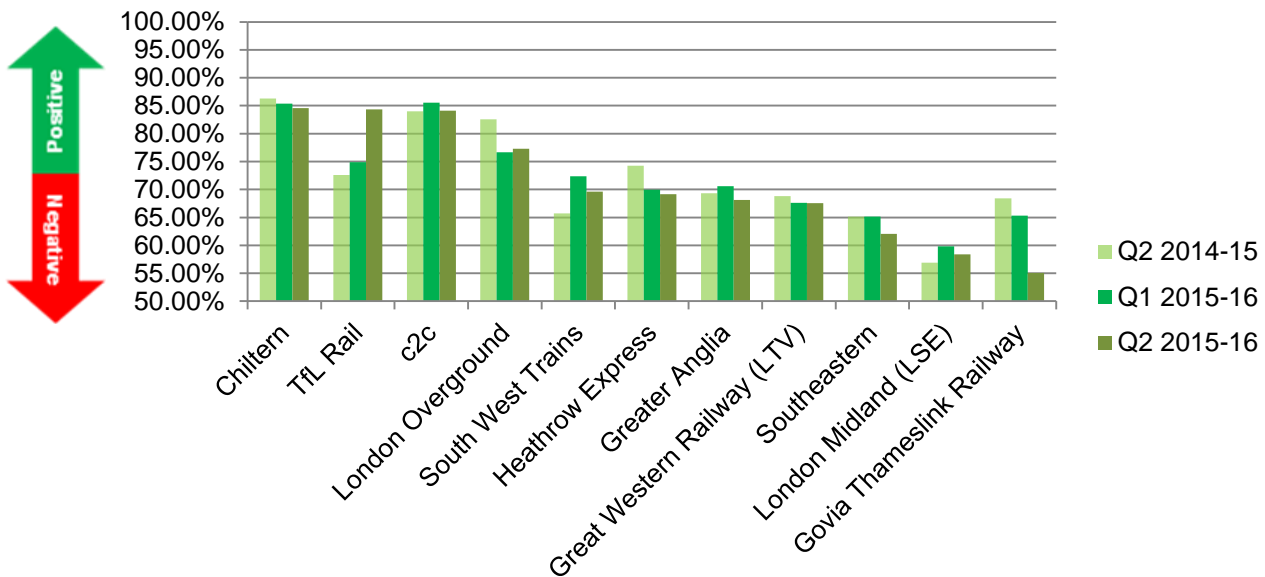
3 Passenger complaints

The Office of Rail & Road issues data relating to the number of complaints received by franchised operators. The complaints data are expressed as a proportion of each 100,000 journeys made, as this is how train-operating companies (TOCs) are required to report them. This "normalisation" of the data compensates for the difference between companies in the number of passengers carried.

In the charts in this section, each train company's quarterly complaints data for the past three years are shown graphically. The rate of complaints an operator receives can be a useful performance indicator as it reflects direct feedback from passengers. Levels of complaint are not necessarily related to level of service and are more a matter of whether users feel it is worth making a complaint and how easy it is to do so.

 A complaint is defined as 'any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy'. TOCs record and report complaints made by letter, fax, e-mail, pre-printed form or telephone. This data is provisional and subject to adjustment by the operators.

It should be noted that these are national statistics, applying to the whole of each company's system. No distinction is made between local and longer-distance services, and it is not possible to isolate from them those, which refer to journeys made to, from or within London TravelWatch's geographical area.

It will be seen that these results range widely. The reasons for the differences between operators are complex. For example, L&SE operators have a high proportion of regular commuters, travelling on season tickets, who therefore make infrequent transactions, and are accustomed to the vagaries of their travel experiences. The longer distance train operators typically offer a wider range of fares and ticket types (and classes of travel), and additional facilities such as reservations and catering, which can give rise to more potential sources of difficulty. Their services are often less frequent, and passengers are more likely to be accompanied by luggage.

Not all operators control all or most (or even any) of the stations they serve. The social profile of an operators' client base may materially affect its users' propensity to complain. In addition, there is no fully effective industry-wide protocol relating to the definition and recording of complaints, particularly those which raise multiple issues. Inter-operator comparisons are generally less revealing than trends over time in individual companies' data.

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3.1 Complaints by operator

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q1 2015-16 (Apr to Jun 2015). The table shows the number of complaints passengers made about their journeys each quarter, over a three-year period, to each train operating company. The shaded column shows the overall average complaints rate per operator per 100,000 journeys. For some operators (e.g. London Midland) this disguises sharp quarter-on-quarter fluctuations. The totals cover the whole of each company's services, including those, which are outside L&SE. Heathrow Express is an unfranchised (or "open access") operator, for which complaints data are not published, and is therefore omitted.

London Overground is conspicuous for its comparatively low rate of complaints. A number of factors probably contribute to this, including high service frequencies, short journeys, a simple ticketing system, fully staffed stations, and a generally high level of reliability. It is noteworthy that Chiltern has a high complaints rate despite its consistently good passenger satisfaction scores. This probably reflects the longer distance character of most of its services and the inclusion of "delay-repay" applications in its complaint totals, a practice that is not universal among other TOCs.

Quarterly passenger complaints per 100,000 journeys

| TOC	Q2 .12-13	Q3 .12-13	Q4 .12-13	Q1 13-14	Q2 13-14	Q3 13-14	Q4 13-14	Q1 14-15	Q2 14-15	Q3 14-15	Q4 14-15	Q1 15-16	Average
Chiltern Railways	36	37	39	31	76	84	127	63	78.5	60.5	94.8	102.2	**69.1**
London Midland	77	149	96	57	35	40	40	28.6	27.6	32.6	30.0	27.3	**53.3**
First Great Western	59	81	89	44	48	56	68	41.8	38.3	37.9	36.9	28.7	**52.4**
Abellio Greater Anglia	26	30	36	24	26	42	29	30.2	35.0	33.8	28.4	34.5	**31.2**
Govia Thameslink Railway	18	18	30	21	16	20	33	14.8	10.5	16.8	20.5	13.8	**19.9**
c2c	8	10	21	11	14	13	16	12.6	24.8	25.0	17.7	15.5	**15.7**
South West Trains	9	17	18	9	11	15	17	13.2	15.2	21.7	18.2	12.0	**14.7**
Southeastern	12	13	15	9	9	14	20	8.1	9.2	13.8	23.4	14.7	**13.4**
Southern	5	3	6	5	6	9	9	9.5	8.9	10.6	9.3	7.3	**7.4**
London Overground	3	2	3	3	2	3	3	2.8	2.8	3.1	2.8	3.3	**2.8**

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Abellio Greater Anglia

On average, there were 31.2 complaints to Abellio Greater Anglia per 100,000 journeys over the previous 12 quarters. Complaints about service performance, and ticketing were the most common. Abellio Greater Anglia took over the franchise from National Express East Anglia in February 2012.

Abellio Greater Anglia
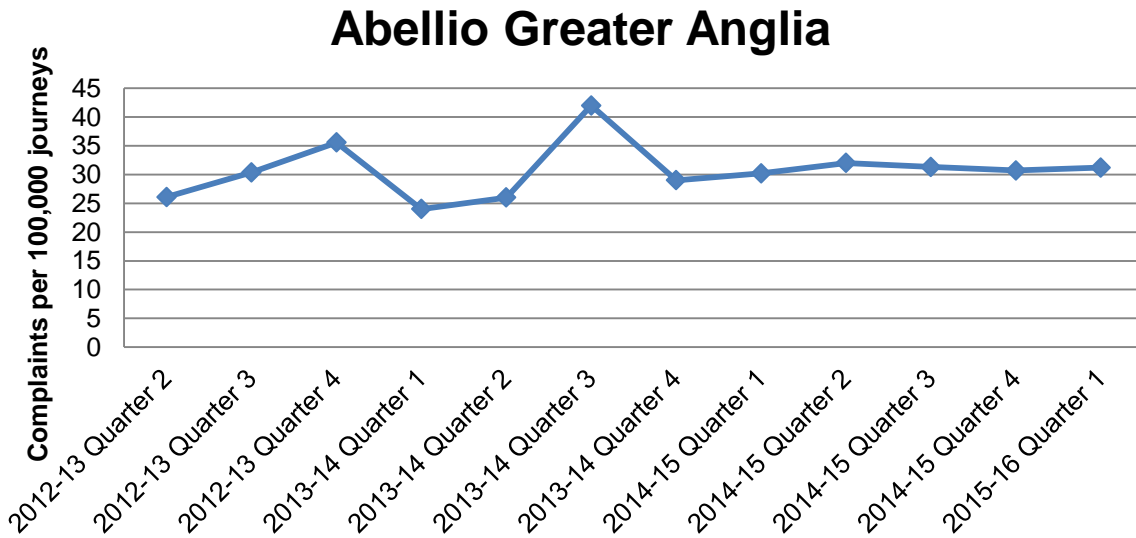
c2c

On average, there were 15.7 complaints to c2c per 100,000 journeys over the previous 12 quarters. Issues about service performance and ticketing were the most frequent categories.
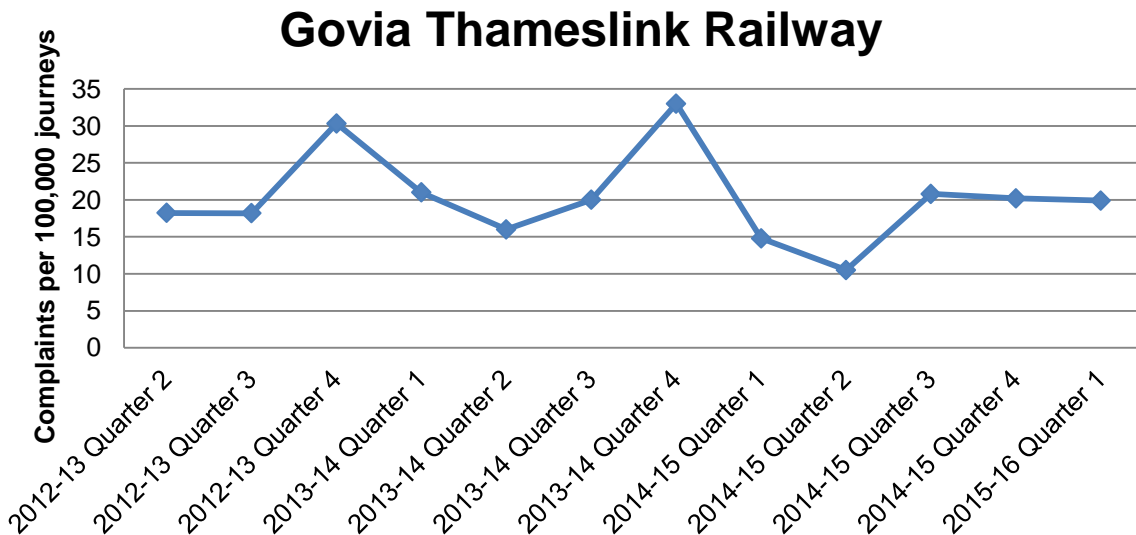
c2c
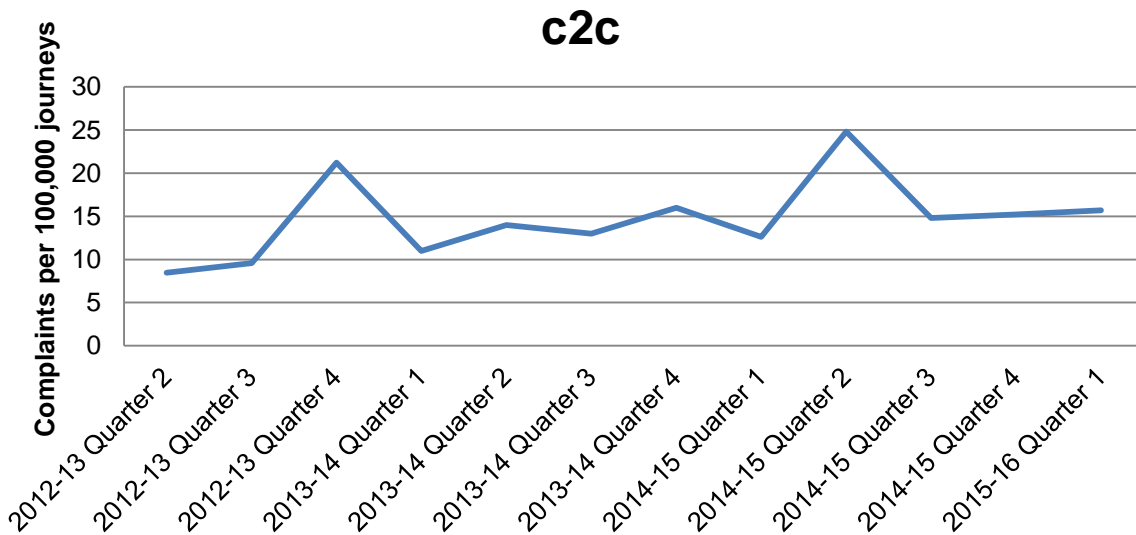
Chiltern

On average, there were 69.1 complaints to Chiltern per 100,000 journeys over the previous 12 quarters. Complaints about service performance and ticketing were the most frequent categories.

Chiltern
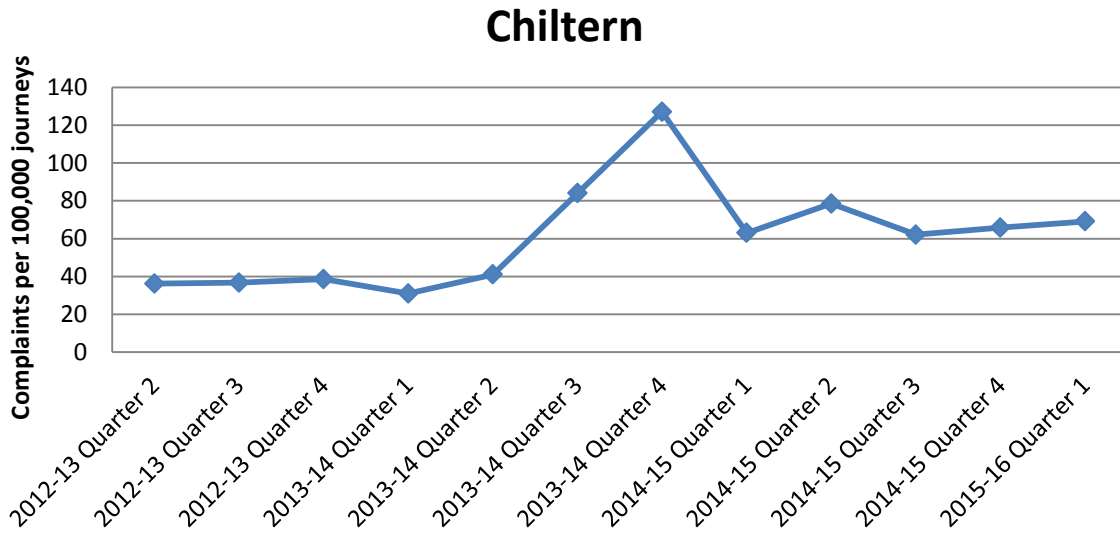
Govia Thameslink Railway

On average, there were 19.9 complaints to Govia Thameslink Railway per 100,000 journeys over the previous 12 quarters. Complaints about service performance, ticketing. During Q2 2014-15, the First Capital Connect franchise was replaced by Govia Thameslink Railway. This came into effect on 14 September 2014.

Govia Thameslink Railway

First Great Western

On average, there were 54.2 complaints to First Great Western per 100,000 journeys over the previous 12 quarters. Complaints about service performance, sufficient sitting/standing room on train and attitude and helpfulness of staff were the most common.
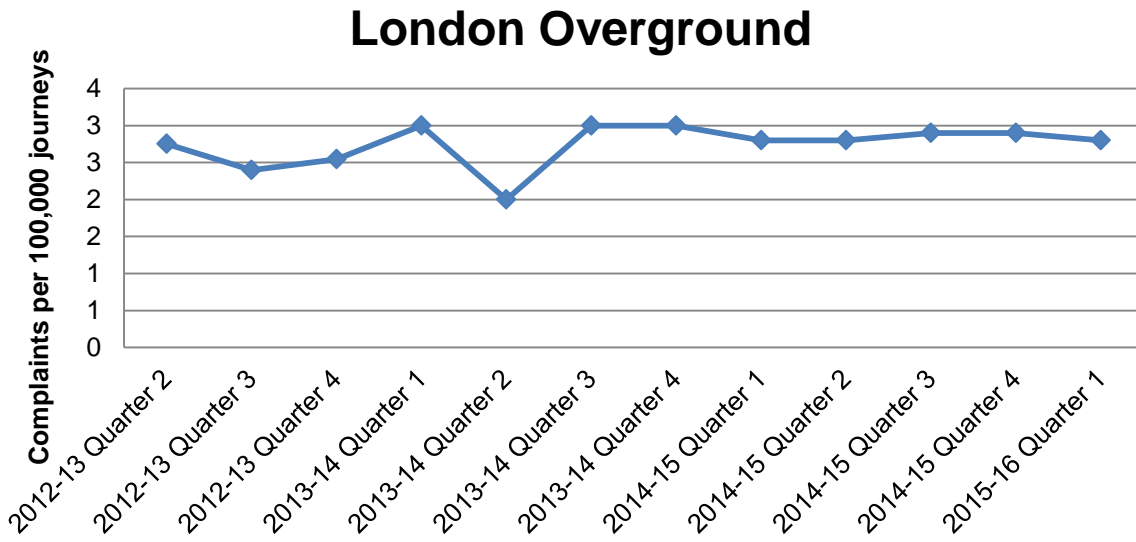

First Great Western
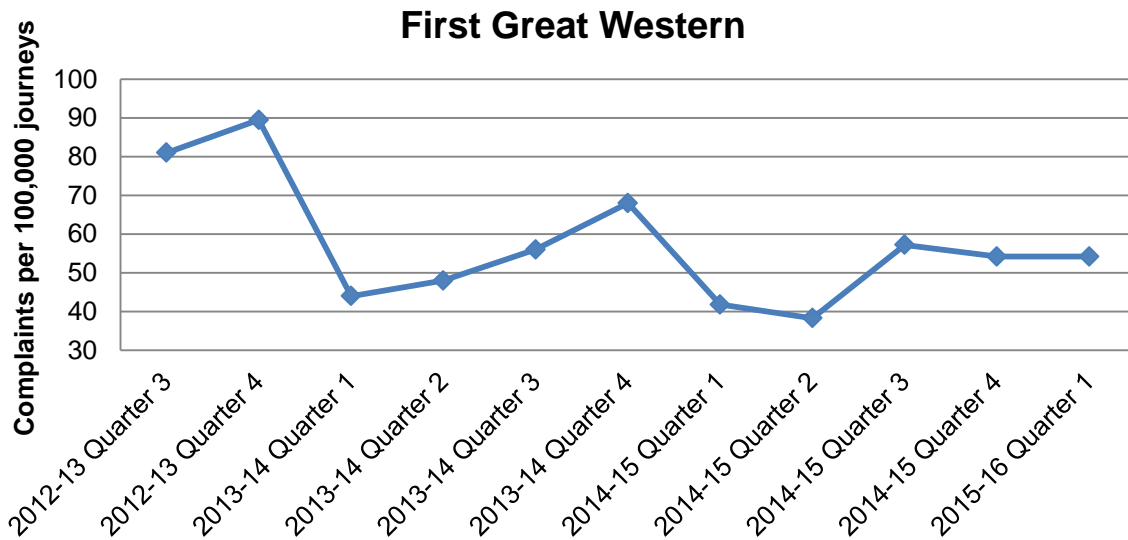
London Midland

On average, there were 53.3 complaints to London Midland per 100,000 journeys over the previous periods. Complaints about service performance and sufficient room for all passengers to sit/stand were the most common.


London Midland
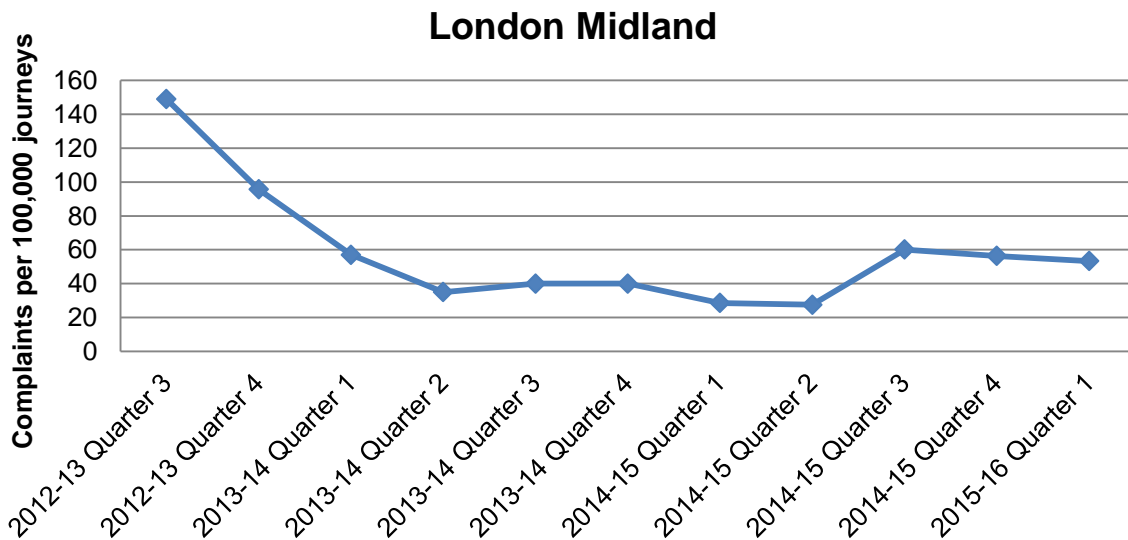
London Overground

On average, there were 2.8 complaints to London Overground per 100,000 journeys over the previous periods. Train performance, ticketing and staff attitudes and helpfulness at stations are the most common categories of complaint.
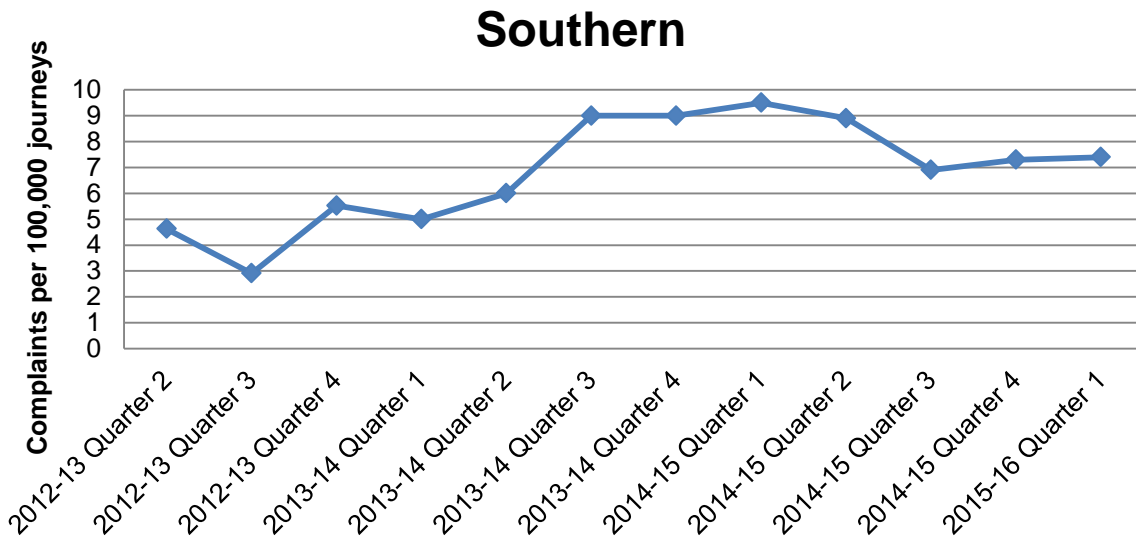
London Overground

Southeastern

On average, there were 13.4 complaints to Southeastern per 100,000 journeys over the previous periods. Complaints about service performance and ticketing and refund policy, ticket-buying facilities were the most common.

Southeastern

London TravelWatch
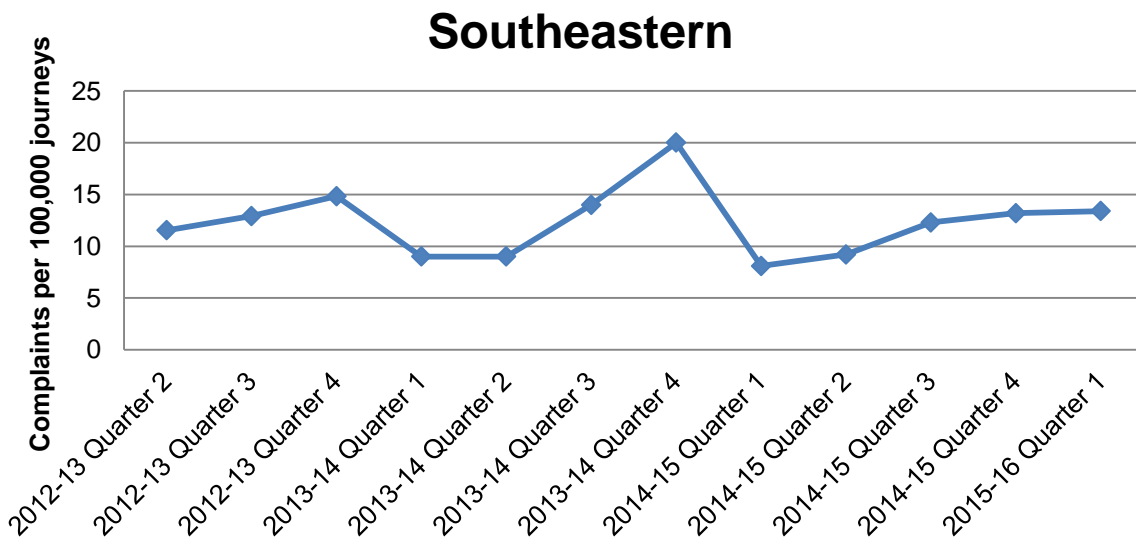
Southern

On average, there were 7.4 complaints to Southern per 100,000 journeys over the previous periods. Complaints about service performance, provision of information about train times/platforms, ticketing and refund policy and attitudes and helpfulness of staff at station were the most common.
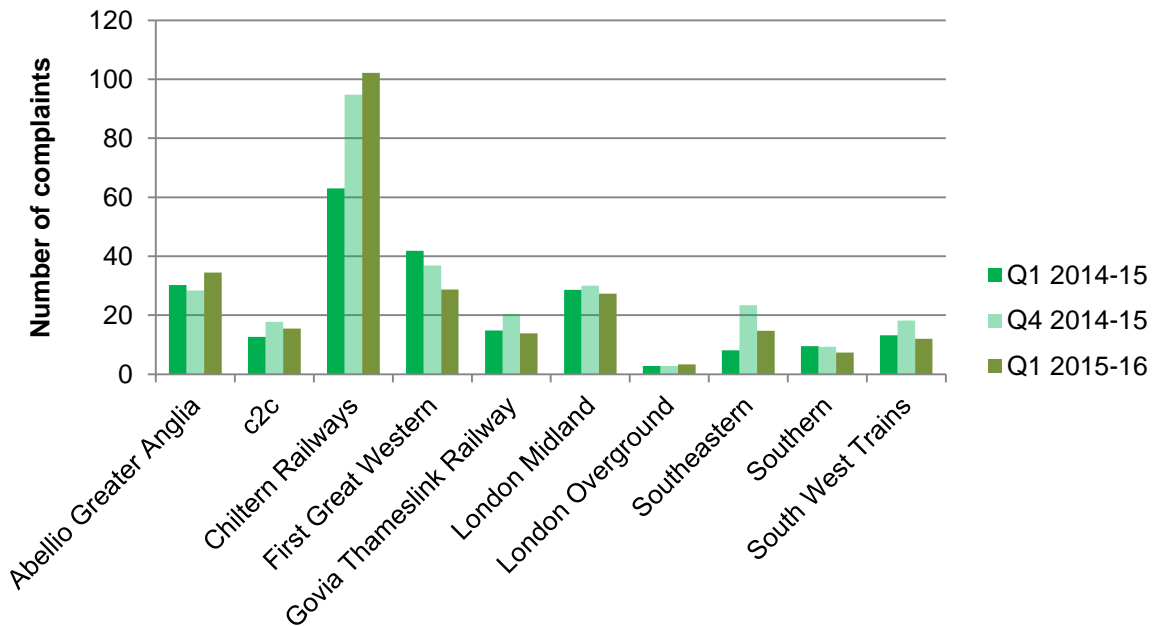
Southern

South West Trains

On average, there were 14.4 complaints to South West Trains per 100,000 journeys over the previous 12 quarters. Complaints about service performance, ticket buying facilities, sufficient room for passengers to sit/stand were the most common.

South West Trains

In the London & SE area, Chiltern Railways received the highest number of complaints per 100,000 passenger journeys in Q1 2015-16 with 102.2 complaints. London Overground had the lowest complaints rate in Q1 2015-16 with 3.3 complaints per 100, 000 passenger journeys. London Overground has had the lowest rate of complaints of all the train operating companies in L&SE for every quarter since Q1 2011-12.

Between Q1 2014-15 and Q1 2015-16, five TOCs experienced an increase in the number of complaints per 100,000 passenger journeys. Chiltern Rail saw the largest percentage increase in passenger complaints.

Q1 2014-15, Q4 2014-15 & Q1 2015-16 Complaints Comparison

Appendix – Glossary & references

Glossary

Term	Definition
TOC	Train Operating Companies
L&SE	London & South East
PPM	Public Performance Measure
CaSL	Cancellation & Significant Lateness
RTA	Right Time Arrival
GTR	Govia Thameslink Railway
ORR	Office of Rail & Road
LOROL	London Overground
LTV	London Thames Valley

References

- o Network Rail
- o Office of Rail and Road