

National Rail Performance Report - Q1 2009/10

November 2009

Performance of National Rail passenger services in the London and South East



London TravelWatch is the official body set up by Parliament to provide a voice for London's travelling public, including the users of all forms of public transport.

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.

Published by:

London TravelWatch
6 Middle Street
London EC1A 7JA

Phone: 020 7505 9000
Fax: 020 7505 9003

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Key to Train Operating Companies

In this report the Train Operating Companies have been categorised by the following colours:

Train Operating Companies	
c2c	c2c
Chiltern Railways	CHL
First Capital Connect	FCC
First Great Western (London & Thames Valley and including Heathrow Connect)	FGW (LTV)
London Midland (London & south east services)	LMD (LSE)
London Overground	LO
National Express East Anglia	NXEA
Southeastern	SET
Southern (Including Gatwick Express)	SOU
South West Trains	SWT
Heathrow Express	HEX
Heathrow Connect	HEC
Average for train companies in the London TravelWatch area	LTW
Average for all train companies	ALL

Executive Summary

Public Performance Measure

Overall

- The performance of the London and south east train service was better than a year ago, with a 1.6% increase in performance.
- The number of trains planned on the London and south east routes saw an increase of 8.2%.

Best

- c2c achieved the best year-on-year percentage reduction in cancellations by 1.1%.
- First Great Western (London and Thames Valley) achieved the best reduction in lateness of trains by 3.8%.

Worst

- London Midland and First Capital Connect suffered a fall in the year-on-year percentage by increasing lateness by 0.1%.
- Chiltern Railways suffered a collapse for the worse reliability (increase in cancellations) by 0.3%.

Delay Minutes

- The largest single cause in Train Operating Company delays for all London and south east train companies was problems with rolling stock, followed by external problems.
- Network Rail delays were larger than Train Operating Company delays, the worst single cause being track and structure.




London Overground

- New platforms at Stratford opened smoothly on 14th April 2009. The layout of the platforms minimises conflicts with arriving and departing delays and, as a result, means that a late departing service no longer has to impact on the next arrival.
- During the London Underground strike days, London Overground developed a plan with Transport for London that was optimised around carrying the maximum number of passengers.

Worst Performing Train Operating Company – London Midland

- London Midland had the lowest performance figures in Quarter 1 2009/10. In the commentary provided to London TravelWatch some of the circumstances surrounding this performance have been explained. In addition London Midland has explained measures taken to address train performance. During this quarter, London Midland introduced the following developments:
 - New Watford Shuttle service
 - Submitted its proposal for additional rolling stock as part of the DfT's high level output specification (HLOS)
 - Seven of London Midland's Class 321 electric trains have undergone a refurbishment programme which began in June

The National Rail Performance Report focuses on the experience of passengers in London and the south east. Performance has been rated as follows:

 Red	Poor performance and major concerns about services
 Amber	Unsatisfactory performance and concerns about services
 Green	Good or satisfactory performance

1. Public Performance Measures

This section presents a varied set of measures of the performance of train operating companies in London and the south east. There are four measures, which are:

- Trains Planned
- Trains Cancelled
- Trains Late, and
- Public Performance Measure (a term explained below).

In order to eliminate seasonal effects which are cyclical in nature, the comparisons shown in the table are with the equivalent quarter a year earlier.

Definition of the Public Performance Measure (PPM) – *The PPM measures the performance of individual trains against the planned timetable, and shows the percentages that are neither cancelled nor late.*

A train is regarded as cancelled if it does not run or fails to complete half its planned journey. A “partial cancellation” occurs if it fails to observe all advertised stops.

A train is late if it arrives at its 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). The former Anglia Intercity trains, now operated by National Express East Anglia, are deemed to be longer distance services for this purpose.

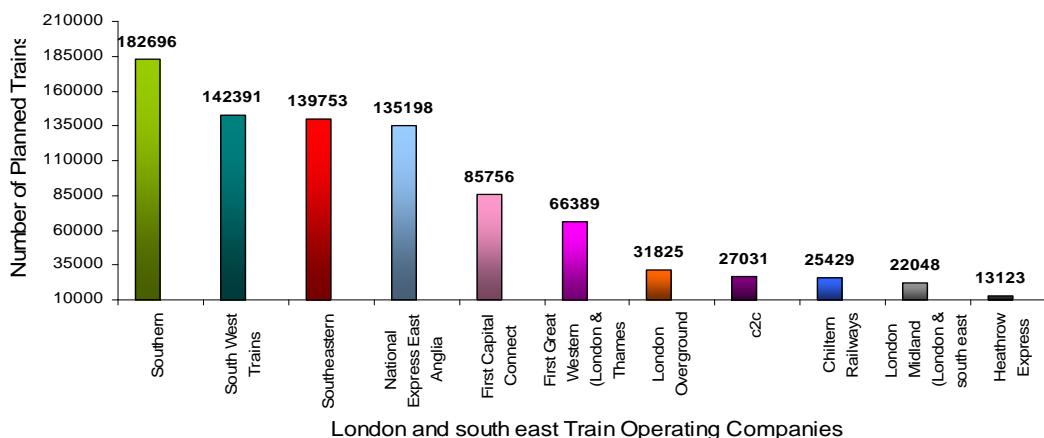
The timetable against which performance is judged is the “plan of the day”, including any alterations made to the published timetable to take account of (e.g.) engineering works or major incidents.

For the London and south east train companies, a large proportion of whose users are commuters, this information is also provided separately for weekday peak trains in the with-flow direction (towards London in the morning and away from London in the evening).

1.1. Trains Planned

The total number of trains planned was 8.2% greater than a year ago.

Graph 1 - Trains Planned



All ten train operating companies planned more trains than in the previous year. Only London Overground planned less, with 0.9% fewer train compared to the previous year. The apparent size of increase in Southern’s level of service was largely due to the absorption of the formerly separate Gatwick Express service into this franchise.

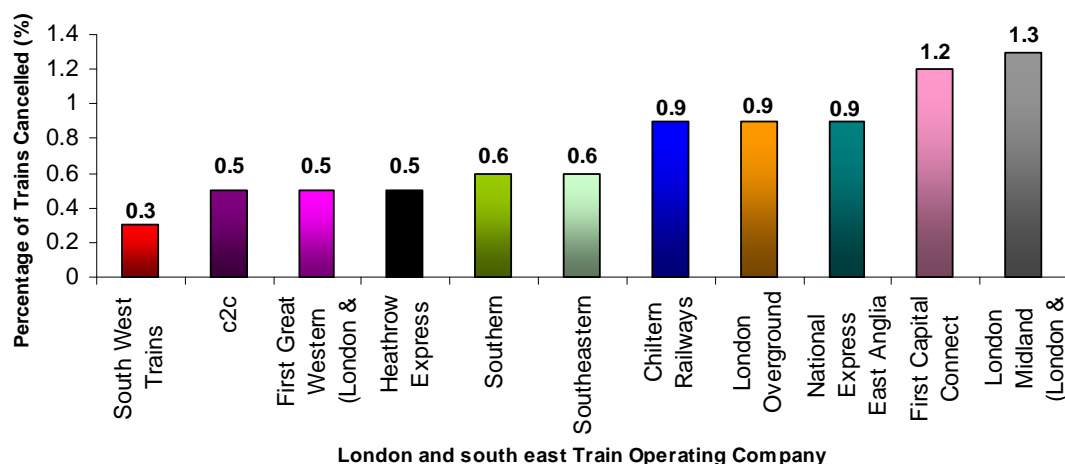
Table 1 - Trains Planned Quarter 1 2009 – 10

Rank	Train Operating Company	Trains Planned	% Change
1 st	Southern	182,696	18.2%
2 nd	First Capital Connect	85,756	13.5%
3 rd	London Midland (L&SE)	22,048	13.0%
4 th	First Great Western (L&T)	66,389	10.8%
5 th	South West Trains	142,391	6.0%
6 th	Chiltern Railways	25,429	5.4%
7 th	c2c	27,031	5.3%
8 th	Southeastern	139,753	4.5%
9 th	Heathrow Express	13,123	1.5%
10 th	National Express East Anglia	135,198	0.9%
11 th	London Overground	31,825	-0.9%
Total		858,516	8.2%

1.2. Trains Cancelled

Of the trains planned, 0.7% were cancelled, 1.6% fewer than in the previous quarter and 0.3% fewer than in the equivalent quarter in 2008/09. Nine out of the eleven train companies in this group cancelled fewer trains than a year ago.

Graph 2 - Trains Cancelled Quarter 1 2009 - 10



The cancellation rate was highest on London Midland (London and south east) at 1.3%, and lowest on South West Trains at 0.3%.

Table 2 - Trains Cancelled Quarter 1 2009 – 10

Rank	Train Operating Company	Trains Cancelled (%)	% Change
1 st	South West Trains	0.3	-0.6%
2 nd	c2c	0.5	-1.1%
3 rd	First Great Western (L&TV)	0.5	-0.2%
4 th	Heathrow Express	0.5	-0.3%
5 th	Southern	0.6	-0.2%
6 th	Southeastern	0.6	-0.2%
7 th	Chiltern Railways	0.9	0.3%
8 th	London Overground	0.9	0.1%
9 th	National Express East Anglia	0.9	-0.5%
10 th	First Capital Connect	1.2	0.1%
11 th	London Midland (L&SE)	1.3	-1.1%
Total		0.7	-0.3%

1.3. Trains Late

Taken as a group, 5.5% of London and south east trains were late, a reduction of 2.9% over the quarter and a decrease of 1.2% over the year. Nine out of the eleven train companies achieved a year-on-year reduction. The best being First Great Western (London and Thames Valley), and reducing lateness by 3.8%.

Graph 3 - Trains Late Quarter 1 2009 - 10



The best overall result was that of c2c at 2.8%, and the worst was that of London Midland (London and south east) at 12.0%.

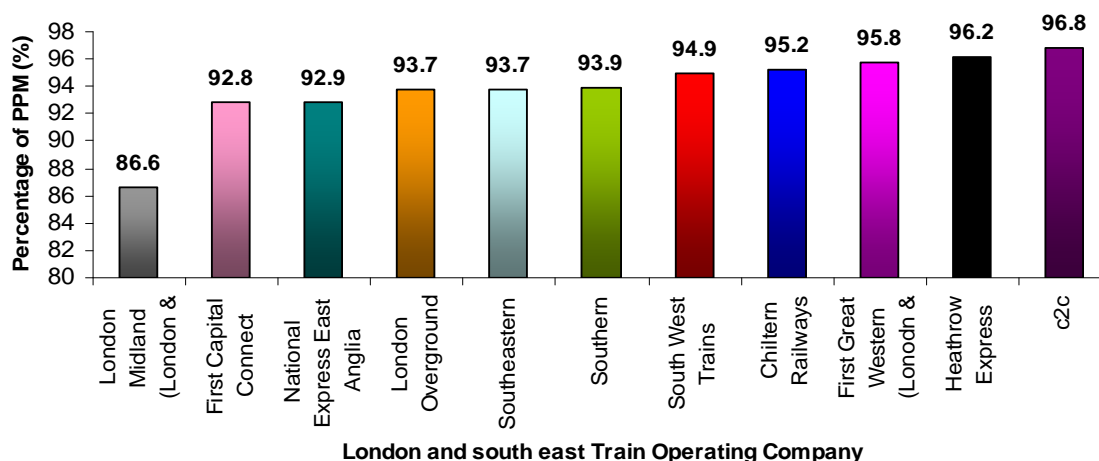
Table 3 - Trains Late Quarter 1 2009 – 10

Rank	Train Operating Company	Trains Late (%)	% Change
1 st	c2c	2.8	-1.1%
2 nd	Heathrow Express	3.4	-3.0%
3 rd	First Great Western (L&TV)	3.7	-3.8%
4 th	Chiltern Railways	3.9	-0.6%
5 th	South West Trains	4.8	-1.5%
6 th	London Overground	5.4	-0.6%
7 th	Southern	5.5	-7.7%
8 th	Southeastern	5.7	-1.2%
9 th	First Capital Connect	6.1	0.1%
10 th	National Express East Anglia	6.2	-1.4%
11 th	London Midland (L&SE)	12.0	0.1%
Total		5.5	-1.3%

1.4. Public Performance Measure

For London and south east group as a whole, the Public Performance Measure in this quarter was 93.8%, which is 1.5% better than a year ago and 4.5% better than in the immediately preceding quarter.

Graph 4 – Public Performance Measure Quarter 1 2009 - 10



The PPM for this quarter is 1.5% better than a year ago and 4.5% better than in the preceding quarter. The highest PPM percentage was for c2c and London Midland the lowest.

Table 4 – Public Performance Measure Quarter 1 2009 – 10

Rank	Train Operating Company	PPM (%)	% Change
1 st	c2c	96.8	2.1%
2 nd	Heathrow Express	96.2	3.3%
3 rd	First Great Western (L&TV)	95.8	4.0%
4 th	Chiltern Railways	95.2	0.3%
5 th	South West Trains	94.9	2.1%
6 th	Southern	93.9	1.4%
7 th	London Overground	93.7	0.4%
8 th	Southeastern	93.7	1.4%
9 th	National Express East Anglia	92.9	1.9%
10 th	First Capital Connect	92.8	-0.1%
11 th	London Midland (L&SE)	86.6	-0.6%
Total		93.8	1.6%

2. Delay Minutes

On the National Rail network, “delay minutes” are used as the cumulative measure of train delays. Each minute is attributed to its cause, and such causes are allocated to the train companies or to Network Rail.

The delay minutes form a basis for the compensation payments which pass between train companies and Network Rail. The total number of minutes incurred by each Train Company or Network Rail depends not only on its performance but also on the scale of its activity, so for the purposes of this report the totals are expressed as percentages to facilitate comparisons.

Definition of delay minutes – This is the measure used within the rail industry to attribute responsibility for delays and disruptions (but not cancellations). All advertised passenger trains are included.

Delays attributed to train operating companies (TOCs) are categorised as either “TOC-on-self” delays, i.e. caused by the same company’s trains, or “TOC-on-TOC” delays, i.e. caused by another company’s trains (including those of freight companies).

Delays attributed to Network Rail include all those not caused by TOCs (or directly by their passengers), and therefore include some caused by third parties (e.g. trespassers and vandals) or “acts of God” (such as extreme weather conditions).

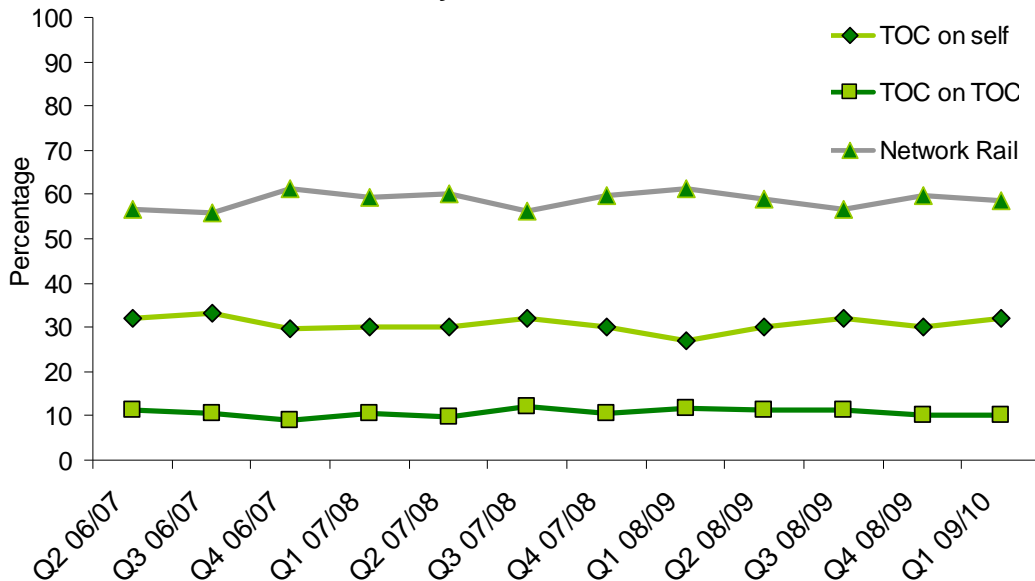
The table below shows the proportion of minutes “lost” in this quarter, by Train Company attributed according to the responsible organisation.

Table 5 – Attribution of Delay Minutes Affecting Passengers (%) – Quarter 1 2009/10

Delay Minutes	Train Operating Company										
	c2c	CHL	FCC	FGW	LMD	LO	NXEA	SET	SOU	SWT	ALL
TOC-on-Self	37.0	37.7	28.2	33.9	26.3	25.6	25.9	39.9	36.0	33.3	32.2
TOC-on-TOC	2.9	13.0	14.8	13.6	14.4	18.0	6.1	7.0	7.1	4.8	10.0
Toc Total	39.8	50.7	43.1	47.5	40.7	43.5	32.0	46.9	43.1	38.1	42.1
NR Total	60.2	49.3	56.9	52.5	59.3	56.5	68.0	53.1	56.9	61.9	58.5

- TOC-on-self delays = 32.2% (caused by the same company)
- TOC-on-TOC delays = 10.0% (caused by another train company, including freight companies)
- Network Rail delays = 58.5%

Graph 5 – Delay Minutes – all TOCs 2006/07 to 2009/10



- For all TOCs, 42.1% of delay minutes were attributed by train companies, the largest single cause being rolling stock (20.9%).
- TOC-on-self delays accounted for the largest proportion of delays on Southeastern (39.9%) and the lowest on London Midland (26.3%).
- TOC-on-TOC delays were greatest on London Overground (21.1%), while a route which carries few other companies' trains, c2c, experiences the fewest (2.9%).
- Network Rail's share on delays was least for Chiltern Railways (49.3%) and greatest for National Express East Anglia (68.0%).

3. All Trains & Peak Train Performance

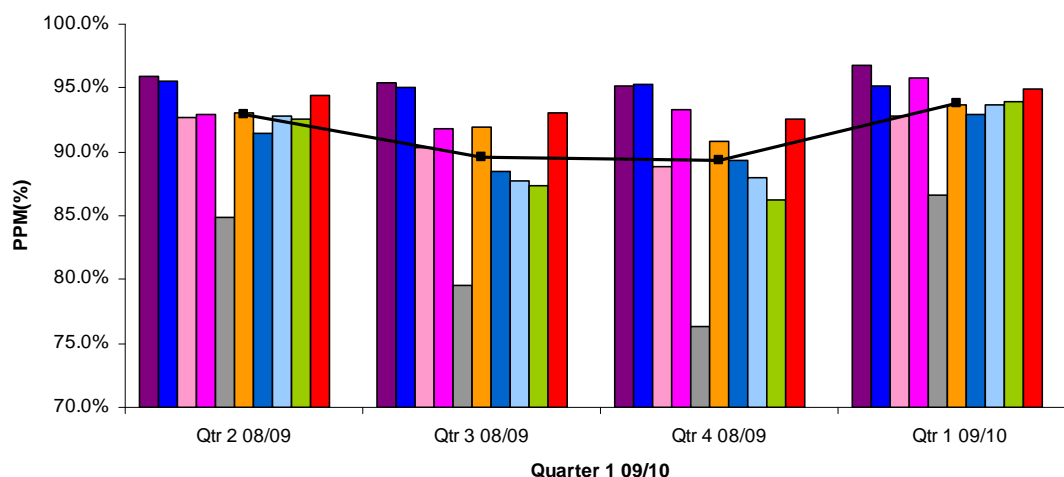
This section shows each franchised train company's public performance measure results for the past three years which are shown graphically. The average performance for all train operating companies in London and the southeast has been plotted as a line on each graph.

London TravelWatch is grateful for the assistance of all train companies which submitted commentaries for inclusion. Commentaries are shown for London Overground and for any Train Operating Company showing an adverse trend. Other commentaries are available on request from London TravelWatch Policy Officer.

3.1. All Trains Performance

Nine out of the ten train operating companies improved their 'all trains' public performance measure this quarter compared to a year ago.

Graph 6 – All Trains Performance 2008/09 to 2009/10



- c2c achieved the highest all trains PPM this quarter (96.8%).
- London Midland has had poor start in term of performance; with the lowest all trains Public Performance Measure result this quarter (86.6%).

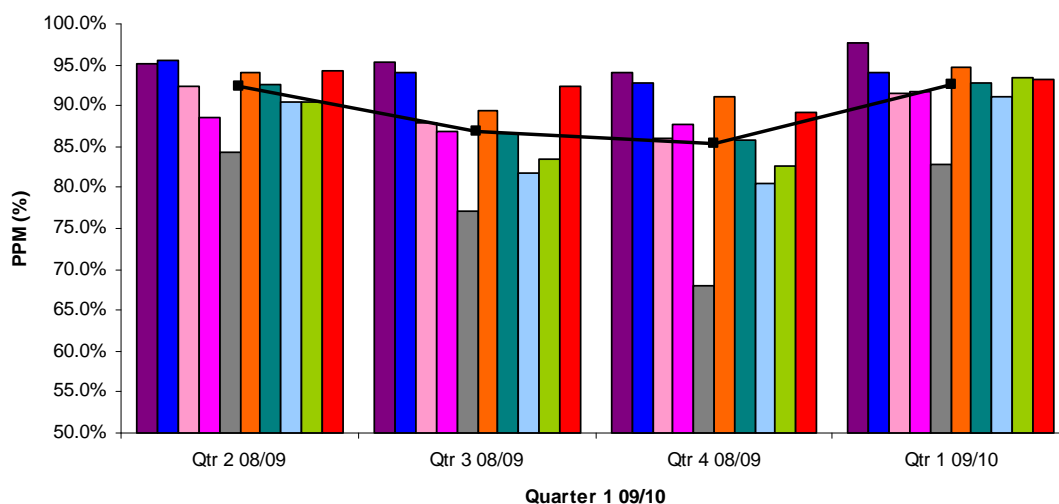
Table 6 – All Trains Performance – Quarter 1 2009/10

Rank	Train Operating Company	All Trains Qtr 1 08/09	All Trains Qtr 1 09/10
1 st	c2c	94.6%	96.8%
2 nd	First Great Western (L&TV)	91.8%	95.8%
3 rd	Chiltern Railways	94.9%	95.2%
4 th	South West Trains	92.7%	94.9%
5 th	Southern	92.8%	93.9%
6 th	London Overground	93.3%	93.7%
7 th	Southeastern	92.3%	93.7%
8 th	National Express East Anglia	91.0%	92.9%
9 th	First Capital Connect	92.8%	92.8%
10 th	London midland (L&SE)	85.7%	86.6%
Total		92.3%	93.8%

3.2. Peak Train Performance

Five out of ten train operating companies improved their 'peak trains' public performance measure this quarter compared to a year ago.

Graph 7 – Peak Trains Performance 2008/09 to 2009/10



- London Midland's PPM data for refer only to the former Silverlink County services and have been adjusted prior to Q4 2007/8 for comparison.

Table 7 – Peak Trains Performance – Quarter 1 2009/10

Rank	Train Operating Company	Peak Trains Qtr 1 08/09	Peak Trains Qtr 1 09/10
1 st	c2c	93.8%	97.6%
2 nd	London Overground	95.3%	94.6%
3 rd	Chiltern Railways	93.6%	94.1%
4 th	Southern	93.6%	93.4%
5 th	South West Trains	91.4%	93.2%
6 th	National Express East Anglia	91.0%	92.6%
7 th	First Great Western (L&TV)	86.9%	91.8%
8 th	First Capital Connect	91.6%	91.6%
9 th	Southeastern	88.4%	91.2%
10 th	London midland (L&SE)	87.1%	82.8%
Total		91.1%	92.6%

4. Train Operating Companies Commentaries

4.1. London Overground

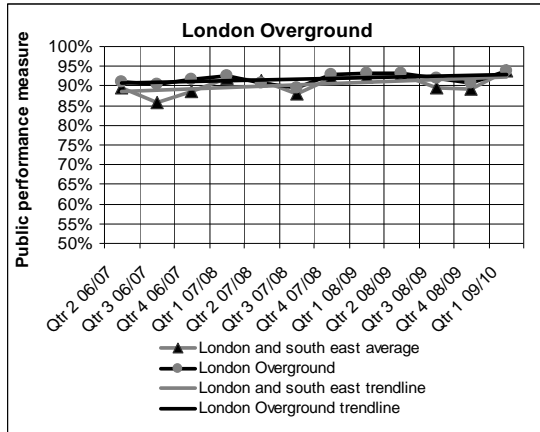
London Overground is the only operator whose entire network falls within the remit of London TravelWatch. As a result a commentary of their performance has been provided and the key events from Quarter 1 2009/10 are summarised below:

- **New Platforms** - Stratford platforms opened smoothly on 14 April. The benefits of the platforms were immediate with the number of right time starts in the peak improving from the first day of operation. The layout of the platforms minimises conflicts with arriving and departing delays and, as a result, means that a late departing service no longer has to impact on the next arrival. As well, the platforms allowed a significant improvement to the service – the time normally spent shunting at Stratford became additional turn-round time, improving service robustness and leading to right time starts, even in the peak.
- **Strike Days** – LOROL developed a plan with TfL that was optimised around carrying the maximum number of passengers. Train services were supplemented by deploying every available train into service and Fleet maintenance was rescheduled to maximise the number of trains available for service.
- **Network Rail Delays** – The majority of Network Rail delays were concentrated into just 3 days. On 27 May, a bough of a poplar tree standing on third party land at Brondesbury snapped in the winds, with the canopy of the bough falling on to the overhead lines. Network Rail has since identified two further trees at risk in the immediate area and is carrying out a line survey for the route.

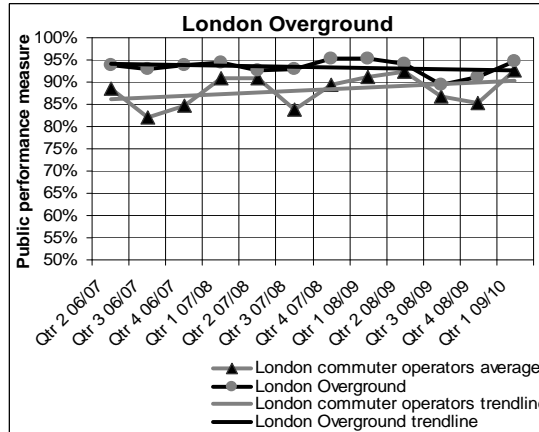
There were no major Network Rail incidents but there were a number of infrastructure failures which warranted attention. There were two significant infrastructure failures on the DC line, including a point's failure inside Primrose Hill tunnel. There were also a number of infrastructure failures in the Dalston area and Network Rail's response is being carefully tracked through the regular liaison that is taking place directly with the NR Maintenance Team.

Unusually, this operator's Public Performance Measure is generally higher in the peak than in the off-peak periods.

Graph 8 – All Trains Performance

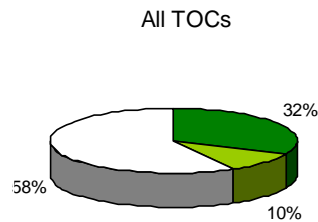
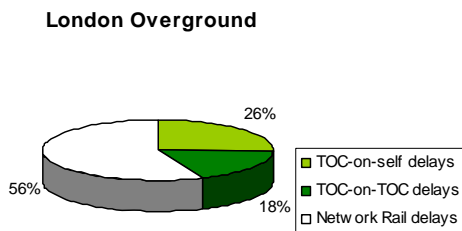


Graph 9 – Peak Trains Performance



This operator is particularly prone to suffer TOC-on-TOC delays, mainly caused by freight trains on its routes.

Graph 10 – London Overground Delay Minutes Q1 2009/10



4.2. Worst Performing Train Operating Company - London Midland

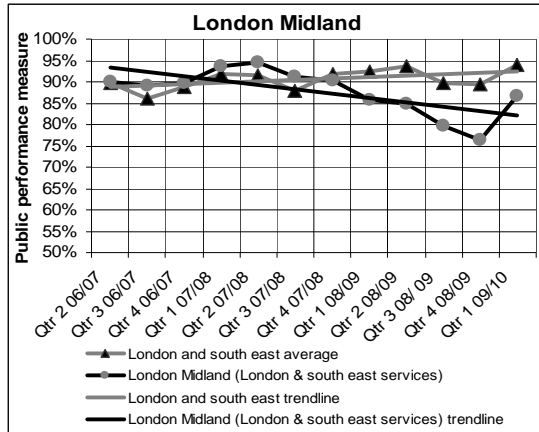
London Midland operates train services right through England by connecting London, the Midlands and North West. As the train operator with the lowest performance in Quarter 1 2009, a commentary has been provided to London TravelWatch of the major incidents during this quarter. The summary of the main issues and also their plans are shown below:

- **Major incidents Quarter 1 2009**
 - o 10 April Fatality in the Wolverton area
 - o 26 April Track circuit failure at North Wembley Junction
 - o 3 May Possession overrun at Wembley
 - o 01 June Fatality in the harrow and Wealdstone area
 - o 10 June Loss of signalling in the Watford Junction area
 - o 24 June Points failure at North Wembley Junction

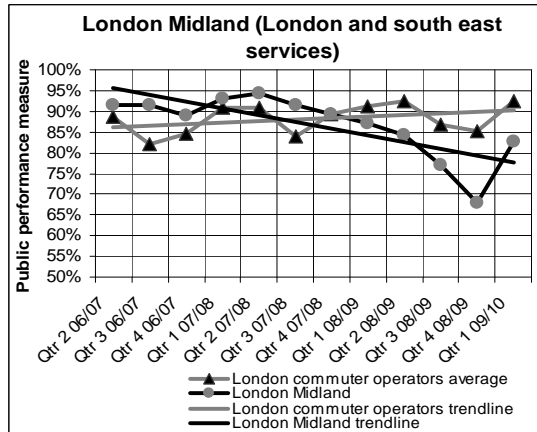
- **Significant changes and plans** – during this quarter, London Midland introduced the following new developments:
 - o New Watford Shuttle service – a dedicated peak time service to London Euston for passengers in Watford, Bushey and Harrow. The 08:03 service calls at Bushey at 08:06, Harrow at 08:11 arriving at London Euston at 08:25.
 - o London Midland submitted its proposal for additional rolling stock as part of the DfT's high level output specification (HLOS). The results of this bid to the Department were confirmed in October, resulting in a further 1,600 seats on peak commuter services into and out of London. The extra seats will come as part of extra "shuttle services", which will start in December, as part of the new timetable. These will operate from Watford, Bushey and Harrow and Wealdstone, providing more choice and more seats for some of the busiest commuter services operated by London Midland.
 - o Two of the shuttles will also serve Tring and Milton Keynes. The HLOS agreement also confirmed an increase in the London Midland fleet by 7 four-car electric trains, over and above the new fleet of Class 350/2 trains introduced at the end of July and the existing Class 350/1 fleet. The seven four-carriage London Midland Class 321 trains will enable the company to provide more 12-carriage trains at peak times.
 - o Seven of London Midland's Class 321 electric trains have undergone a refurbishment programme which began in June. These are the units the company has retained, over and above the current fleet, to provide extra seats at peak times into and out of London.

Public Performance Measure data for “peak trains” refer only to the former Silverlink County services and have been adjusted prior to Quarter 4 2007/08 to enable comparison.

Graph 11 – All Trains Performance Performance

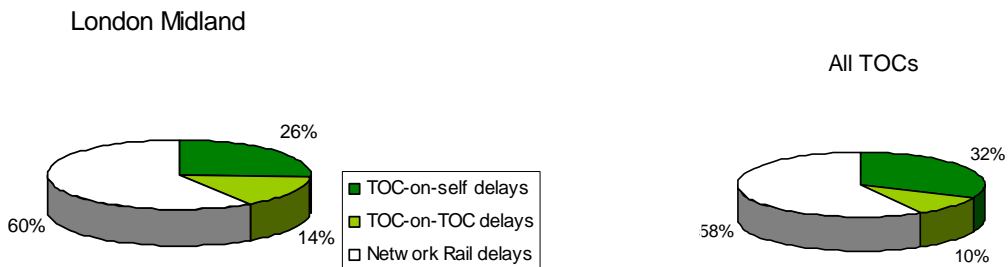


Graph 12 – Peak Trains



The delay minute graphs show percentages for the whole of the franchise.

Graph 13 – London Midland Delay Minutes Q1 2009/10



Appendix A - Data Sources and Coverage

Unless otherwise stated, all base data used in this report have been supplied by the Office of Rail Regulation or Network Rail but may have been subject to further analysis by London TravelWatch. Despite careful checking, the possibility of error exists, and any prima facie evidence of this will be gratefully received.

This report is concerned solely with performance outputs. It extends inter-city operation and others which do not leave London. More comprehensive information on the performance of the national rail network as a whole, including demand trends and financial data, is available from the Office of Rail Regulation.

All of the train companies covered in this report (except London Overground and Heathrow Express) provide some services outside the London TravelWatch area. In most cases, the data relate to the whole of each train company's operations and are not limited to services within or to/from London, although in each case such services do represent the majority of its network.

Separate data for services wholly or primarily within the London TravelWatch area, or within Greater London, are not published – and the nature of the service pattern provided is such that such a distinction would carry little meaning.

Appendix B - Glossary

Term	Definition
DC Lines	Watford to Euston line operated by London Overground
DfT	Department for Transport
HLOS	High Level Output Statement
LOROL	London Overground Rail Operations Limited
NR	Network Rail
PPM	Public Performance Measure
TOC	Train Operating Company