

# National Rail Performance Monitoring Report - Quarter 2 2009/10

January 2010

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.

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 provider 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 and working in or visiting London and its surrounding region.

2009/10 financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 1 2009/10 – Apr to Jun	Nov 2009
Quarter 2 2009/10 – Jul to Sept	Jan 2010
Quarter 3 2009/10 – Oct to Dec	Mar 2010
Quarter 4 2009/10 – Jan to Mar	Jun 2010

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## Key to train companies

In this report the train companies have been represented by the following colours:

Train Operating Companies	
<a href="#"><u>c2c</u></a>	<b>c2c</b>
<a href="#"><u>Chiltern Railways</u></a>	<b>CHL</b>
<a href="#"><u>First Capital Connect</u></a>	<b>FCC</b>
<a href="#"><u>First Great Western</u></a> (London & Thames Valley and including Heathrow Connect)	<b>FGW (LTV)</b>
<a href="#"><u>London Midland</u></a> (London & south east services)	<b>LMD (LSE)</b>
<a href="#"><u>London Overground</u></a>	<b>LO</b>
<a href="#"><u>National Express East Anglia</u></a>	<b>NXEA</b>
<a href="#"><u>Southeastern</u></a>	<b>SET</b>
<a href="#"><u>Southern</u></a> (Including Gatwick Express)	<b>SOU</b>
<a href="#"><u>South West Trains</u></a>	<b>SWT</b>
<a href="#"><u>Heathrow Express</u></a>	<b>HEX</b>

## Executive summary

### Public performance measure

#### Overall

- The performance of the London and south east train service was better than the same time a year ago, a 1.9% change in performance.

#### Best

- South West Trains achieved the lowest percentage of cancellations at 0.4%.
- c2c, Chiltern Railways and Heathrow Express all achieved the lowest percentage of lateness of trains at 3.5%.

#### Worst

- London Midland had the worst Passenger Performance Measure, Trains Late and Trains Cancelled statistics of all of the London and south east train operators.

### Delay minutes

- The largest single cause of delays caused by train companies was rolling stock failures, followed by train crew problems.
- Delays caused by Network Rail were larger than those caused by train companies delays, the worst single cause being problems with track and infrastructure.




### London Overground

- Infrastructure defects remain a pressing concern for London Overground.
- The class 313 fleet has seen a rise in door problems with trains 313/119 and 313/134 both having repeat failures.
- The availability of the North London Line was unpredictable during quarter 2 2009/10. The good overall period result hides the number of occasions the North London Line was blocked to a through service at some point.

### Worst performing train company – London Midland

- In the second quarter of 2009/10 London Midland operated reduced services because of a shortage of train crew staff (drivers and conductors) as a result of issues relating to voluntary working arrangements.
- The final Desiro Class 350/2 train were delivered to London Midland at the end of July, completing the company's fleet of 37 new air-conditioned, four carriage Class 350/2s.

This 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                       |



Where appropriate, for each performance graph, arrows have been included to show the direction of positive and negative performance trends.

## 1 Public performance measure

This section presents a varied set of measures of the performance of train operating companies in London and the south east. The three measures are:

- 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). Intercity trains National Express East Anglia services to Norwich are deemed to be longer distance services for this purpose.

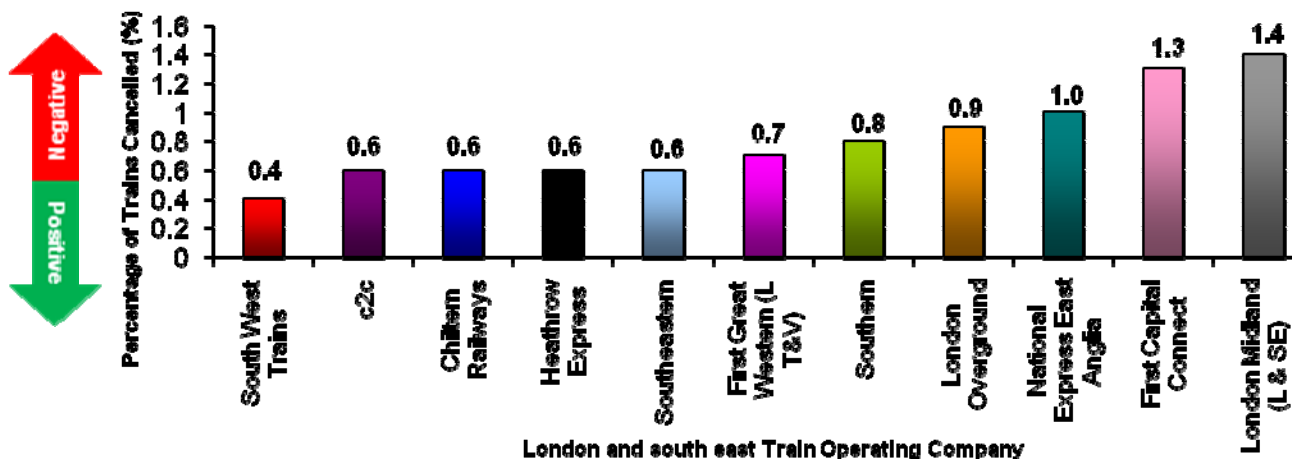
The timetable against which performance is judged is the “plan of the day”, including any alterations made to the published timetable to take account of (e.g.) engineering works or major incidents.



### 1.1 Trains Cancelled

Of the trains planned, 0.8% were cancelled, which is a percentage change of 4.4% from the equivalent period last year. Two out of the eleven train companies cancelled fewer trains than a year ago (Chiltern Railways and London Midland – London and south east).

**Graph 1 – Trains cancelled quarter 2 2009-10**



The cancellation rate was highest on London Midland (London and south east) at 1.4%, and lowest on South West Trains at 0.4%.

**Table 1 – Trains cancelled**

Rank	Train company	Trains cancelled quarter 2 09/10 (%)	Trains cancelled quarter 2 08/09 (%)	% change
1 <sup>st</sup>	South West Trains	0.4	0.6	-0.2
2 <sup>nd</sup>	c2c	0.6	0.6	0.0
3 <sup>rd</sup>	Chiltern Railways	0.6	0.8	-0.2
4 <sup>th</sup>	Heathrow Express	0.6	0.3	0.3
5 <sup>th</sup>	Southeastern	0.6	0.8	-0.2
6 <sup>th</sup>	First Great Western (L&TV)	0.7	0.5	0.2
7 <sup>th</sup>	Southern	0.8	0.5	0.3
8 <sup>th</sup>	London Overground	0.9	0.8	0.1
9 <sup>th</sup>	National Express East Anglia	1.0	0.7	0.3
10 <sup>th</sup>	First Capital Connect	1.3	1.5	-0.2
11 <sup>th</sup>	London Midland (L & SE)	1.4	2.5	-1.1
Total		<b>0.8</b>	<b>0.8</b>	<b>0.8</b>

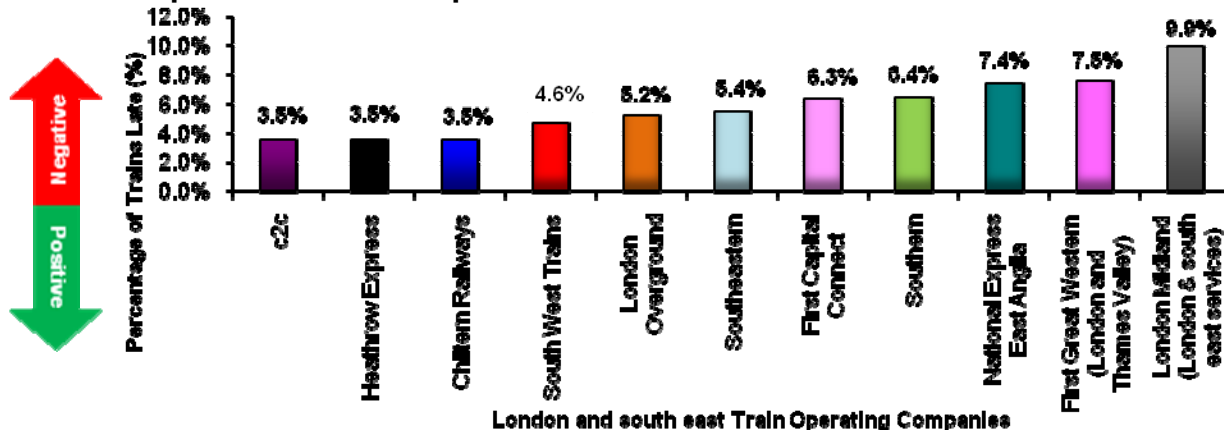




## 1.2 Trains late

Taken as a group, 6.1% of London and south east trains were late, which is a reduction of 8.9% from the same period last year. Eight out of the eleven train companies achieved a year-on-year reduction.

**Graph 2 – Trains late quarter 2 2009 – 10**



The best overall result was that of c2c at 3.5%, and the worst was that of London Midland (London and south east) at 9.9%.

**Table 2 – Trains late**

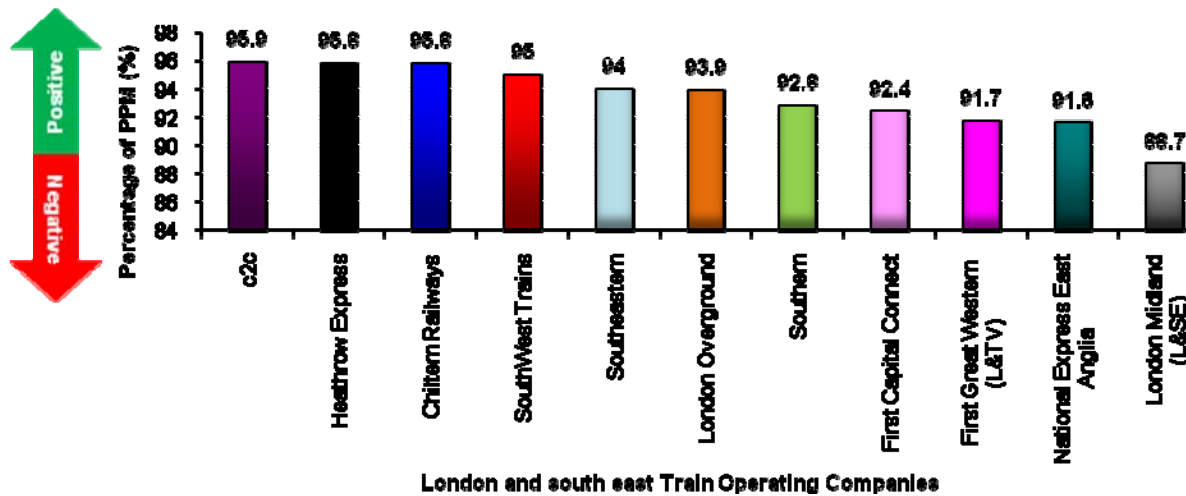
Rank	Train company	Trains late quarter 2 09/10 (%)	Trains late quarter 2 08/09 (%)	% change
1 <sup>st</sup>	c2c	3.5	3.6	-0.1
2 <sup>nd</sup>	Heathrow Express	3.5	1.6	1.9
3 <sup>rd</sup>	Chiltern Railways	3.5	3.7	-0.2
4 <sup>th</sup>	South West Trains	4.6	5.1	-0.5
5 <sup>th</sup>	London Overground	5.2	6.1	-0.9
6 <sup>th</sup>	Southeastern	5.4	6.5	-1.1
7 <sup>th</sup>	First Capital Connect	6.3	5.9	0.4
8 <sup>th</sup>	Southern	6.4	6.4	0.0
9 <sup>th</sup>	National Express East Anglia	7.4	7.8	-0.4
10 <sup>th</sup>	First Great Western (L&TV)	7.5	10.0	-2.5
11 <sup>th</sup>	London Midland (L & SE)	9.9	12.3	-2.4
Total		6.1	6.8	-0.7



### 1.3 Public performance measure

For the London and south east train companies taken together, the public performance measure (PPM) in this quarter was 93.4%, which is a percentage rise of 1.9% compared with the same period last year.

**Graph 3 – Public performance measure quarter 2 2009–10**



The highest PPM for this quarter was for c2c (95.9%) and the lowest was London Midland (London & south east) (88.7%).

**Table 3 – Public performance measure**

Rank	Train company	PPM quarter 2 09-10 (%)	PPM quarter 208-9 (%)	% change
1 <sup>st</sup>	c2c	95.9	95.9	-0.3
2 <sup>nd</sup>	Heathrow Express	95.8	94.6	-5.3
3 <sup>rd</sup>	Chiltern Railways	95.8	95.5	4.2
4 <sup>th</sup>	South West Trains	95.0	94.4	0.5
5 <sup>th</sup>	Southeastern	94.0	92.8	1.4
6 <sup>th</sup>	London Overground	93.9	74.4	-5.1
7 <sup>th</sup>	Southern	92.8	92.5	3.5
8 <sup>th</sup>	First Capital Connect	92.4	92.7	8.6
9 <sup>th</sup>	First Great Western (L&TV)	91.7	92.9	8.1
10 <sup>th</sup>	National Express East Anglia	91.6	91.5	-6.5
11 <sup>th</sup>	London Midland (L&SE)	88.7	85.3	8.6
Total		93.1	92.1	1.9



## 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).

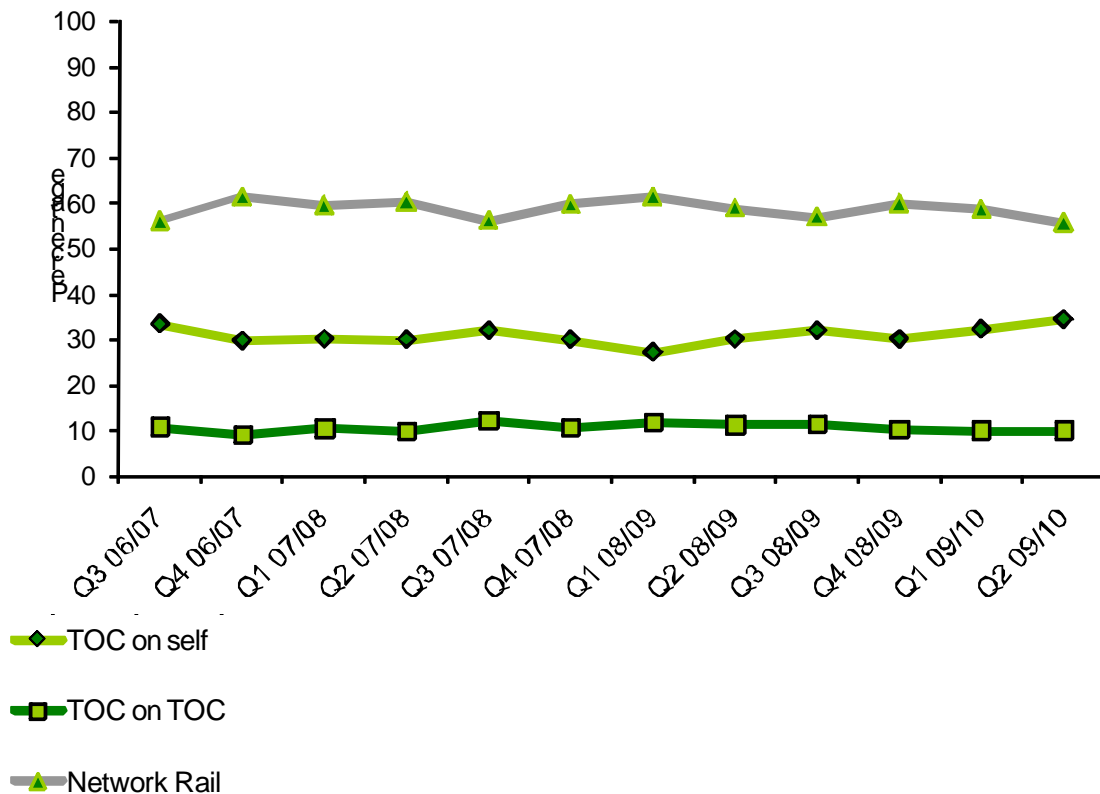
The table below shows the proportion of minutes “lost” in this quarter by each train company, attributed according to the responsible organisation.

**Table 4 – Attribution of delay minutes affecting passengers (%) – quarter 2 2009/10**

Delay Minutes	Train Operating Company										
	c2c	CHL	FCC	FGW	LMD	LO	NXEA	SET	SOU	SWT	ALL
TOC-on-Self	25.5	32.8	34.1	38.9	27.5	35.5	30.4	41.5	37.3	30.2	34.4
TOC-on-TOC	1.6	13.8	16.3	9.2	14.4	20.1	6.7	8.3	7.9	9.2	10.0
TOC Total	27.1	46.6	50.3	48.1	41.9	55.6	37.1	49.8	45.1	39.4	44.4
NR Total	72.9	53.4	49.7	51.9	58.1	44.4	62.9	50.2	54.9	60.6	55.6

- TOC-on-self delays = 34.4% (caused by the same company)
- TOC-on-TOC delays = 10.0% (caused by another train company, including freight companies)
- Network Rail delays = 55.6%

**Graph 4 – Delay minutes – all TOCs 2006/07 to 2009/10**



- For all TOCs, the largest single cause of delays was rolling stock problems (21.7%).
- TOC-on-self delays accounted for the largest proportion of delays on Southeastern (41.5%) and the lowest on c2c (25.5%)
- TOC-on-TOC delays were greatest on London Overground (20.1%), while a route which carries few other companies' trains, c2c, experiences the fewest (1.6%).
- Network Rail's share of delays was least for London Overground (44.4%) and greatest for c2c (72.9%).

### 3 All trains and peak trains performance

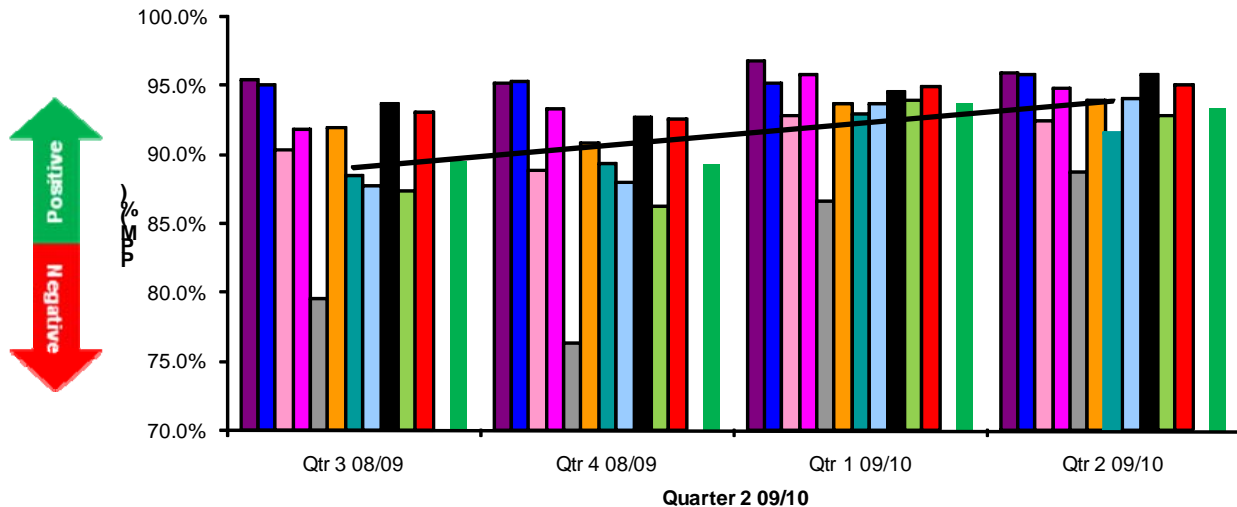
This section shows each franchised train company's public performance measure results for the past three years which are shown graphically. The average performance for all train operating companies in London and the southeast has been plotted as a line on each graph.

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 company showing an adverse trend. Other commentaries are available on request from London TravelWatch Policy Officer.

### 3.1 All trains performance

Ten out of eleven train operating companies improved their 'all trains' public performance measure this quarter compared with a year ago.

**Graph 5 – All trains performance 2009/09 to 2009/10**



- c2c achieved the highest all trains PPM this quarter (95.9%)
- London Midland continues to have the lowest all PPM this quarter (88.7%).

**Table 5 – All trains performance – Quarter 2 2009/10**

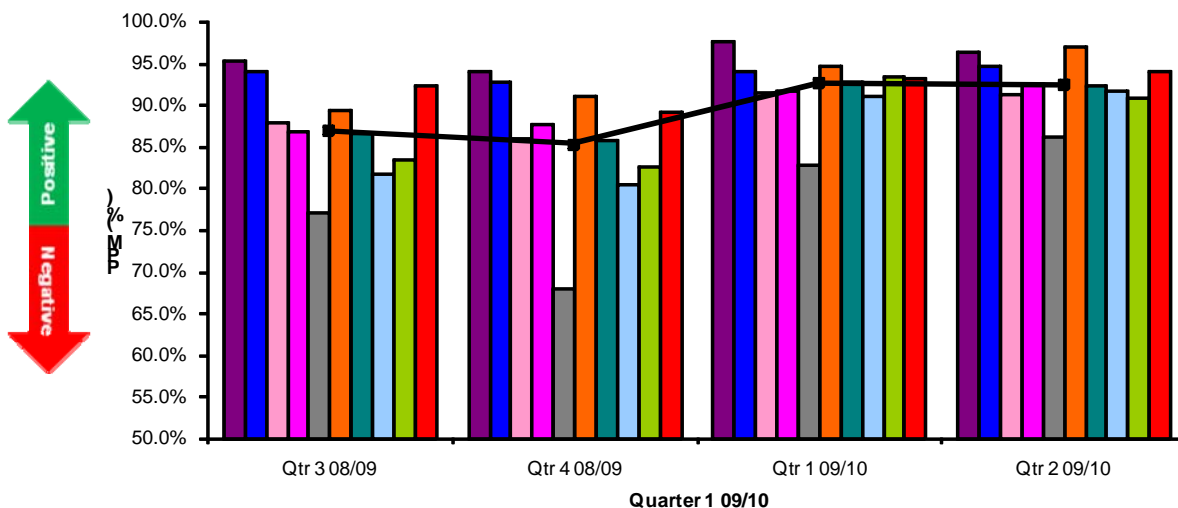
Rank	Train company	All trains quarter 2 08-09 (%)	All trains quarter 2 09-10 (%)
1 <sup>st</sup>	c2c	95.9	95.9
2 <sup>nd</sup>	Chiltern Railways	95.5	95.8
3 <sup>rd</sup>	Heathrow Express	94.6	95.8
4 <sup>th</sup>	South West Trains	92.7	95.0
5 <sup>th</sup>	First Great Western (L & TV)	92.9	94.8
6 <sup>th</sup>	Southeastern	84.9	94.0
7 <sup>th</sup>	London Overground	93.1	93.9
8 <sup>th</sup>	Southern	91.5	92.8
9 <sup>th</sup>	First Capital Connect	92.8	92.4
10 <sup>th</sup>	National Express East Anglia	92.5	91.6
11 <sup>th</sup>	London Midland (L & SE)	94.4	88.7
Total		<b>92.9</b>	<b>93.4</b>

### 3.2 Peak train performance

Peak trains are those which run during peak hours on weekdays in the with-flow direction, i.e. towards London in the morning and away from London in the evening.

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

**Graph 6 – Peak trains performance 2008-09 to 2009-10**



**Table 6 – Peak trains performance 2008-09 to 2009-10**

Rank	Train company	Peak trains quarter 2 08-09 (%)	Peak trains quarter 2 09-10 (%)
1 <sup>st</sup>	London Overground	94.0	97.0
2 <sup>nd</sup>	c2c	95.2	96.4
3 <sup>rd</sup>	Chiltern Railways	95.5	94.8
4 <sup>th</sup>	South West Trains	94.2	94.1
5 <sup>th</sup>	First Great Western (L&TV)	88.6	92.5
6 <sup>th</sup>	National Express East Anglia	92.6	92.3
7 <sup>th</sup>	Southeastern	90.4	91.8
8 <sup>th</sup>	First Capital Connect	92.4	91.4
9 <sup>th</sup>	Southern	92.9	90.9
10 <sup>th</sup>	London Midland (L&SE)	84.3	86.2
Total		92.3	92.4

## 4 Train Operating Companies Commentaries

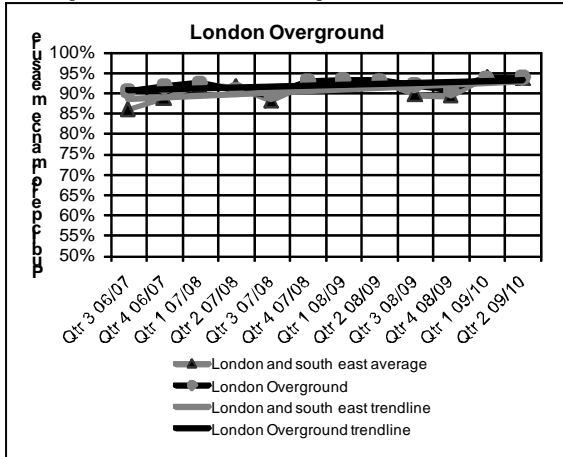
### 4.1 London Overground

London Overground is the only operator of a concession or franchise whose entire network falls within the remit of London TravelWatch. As a result a commentary on its performance has been provided and the key events in quarter 2 2009-10 are summarised below.

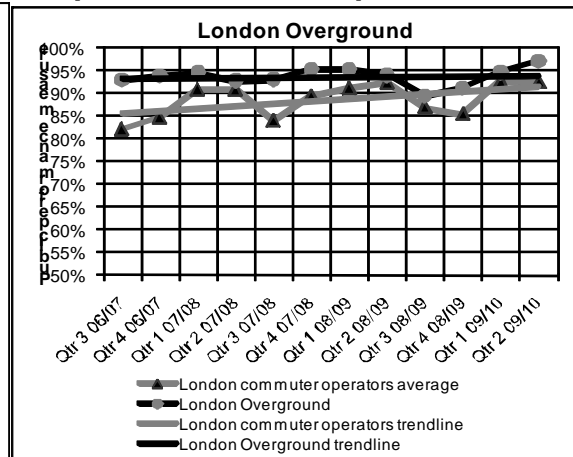
- **Infrastructure** - remains a pressing concern for London Overground. The DC line in particular continues to struggle with multiple signalling and power supply problems. The most serious incident on the DC occurred on 16 July with a fire at Kenton substation. For almost 12 hours, the DC service did not run a complete service. Infrastructure on the North London Line had been a concern with numerous track circuit failures and other problems, especially in the Dalston and Gunnersbury areas.
- **Fleet** - The class 313 fleet has seen a rise in door problems with trains 313/119 and 313/134 both having repeat failures. There has not been a sustained maintenance plan on the fleet since June last year on the basis that the new 378 fleet has been due at any time. Now there is a clear timescale for the new fleet, an interim maintenance work plan will target 313 doors over the coming four weeks.
- **New 378s – Highlight of period 5** was the introduction of the 378 units. In order to achieve the maximum benefit for passengers from the new trains, the 378s were introduced on the busiest services out of Stratford. This is in contrast to the approach usually followed by train operators where new trains are deployed on quieter services until they have proved themselves.
- **North London Line** - The availability of the North London Line was unpredictable during quarter 2 2009-10. The good overall period result hides the number of occasions the NLL was blocked to a through service at some point. The largest incident of the period was a bridge strike at Mortlake Road bridge. There were also four infrastructure failures between Willesden and Richmond which caused disruption. This section of route has a high number of repeat failures and Network Rail is currently organising an 'asset sweep' in conjunction with London Overground to identify underlying problems. This approach follows the similar exercises undertaken on the DC line and at Dalston which have been successful in reducing infrastructure failures.



**Graph 7 – All trains performance**

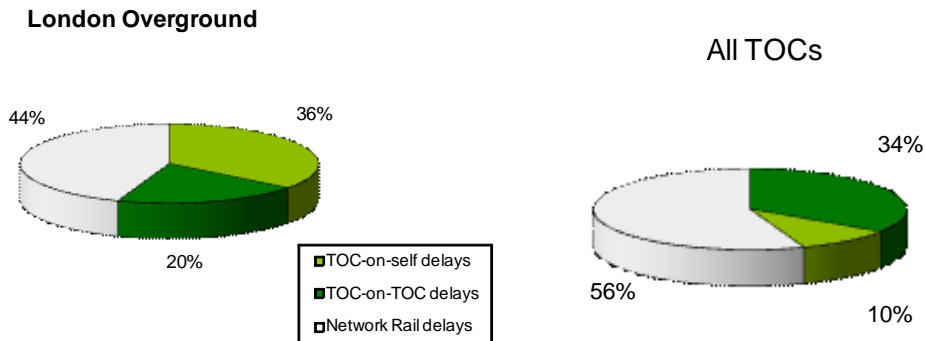


**Graph 8 – Peak trains performance**



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

**Graph 9 – London Overground delay minutes Q2 2009-10**

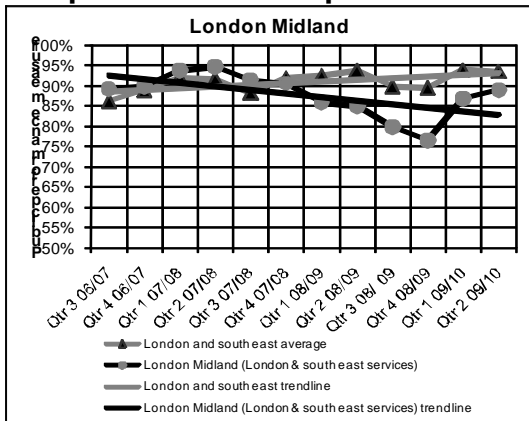


## 4.2 Worst performing train company – London Midland

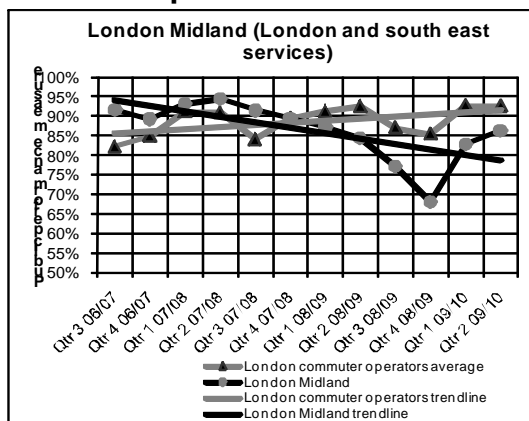
London Midland operates train services from London, the Midlands and North West. As the train operator with the lowest performance in Quarter 2 2009-10, a commentary has been provided to London TravelWatch on the major incidents during this quarter. The summary of the main issues and also their plans to address them are shown below:

- **Reduced service** – There was a shortage of train crew staff (drivers and conductors) as a result of issues relating to volunteer work arrangements. Following this, London Midland extended enhanced overtime payments for Sunday working and meetings have been held with the trade unions and staff representatives for drivers and conductors to discuss the issues. London Midland is continuing to seek a longer term solution so that the company can continue to offer passengers a robust and reliable Sunday service.
- **New fleet of Desiro Class 350/2 train** - The final Desiro Class 350/2 train was delivered to London Midland at the end of July, completing the company's fleet of 37 new air-conditioned, four carriage Class 350/2s. The new fleet is part of a £300 million investment London Midland is making in trains, stations and improving services for passengers. The new trains mainly operate on the London Midland services between London Euston Milton Keynes and London Euston to Crewe.
- **£1 Million Driver Simulator** - The simulator incorporates 3D graphics using shadows and sun glare to replicate actual driving conditions, as well as using all weather conditions. It features a three-quarter built cab (enclosed on all sides except the rear of the driver's seat). The simulator is specifically designed to provide training for drivers on London Midland's new fleet of Siemens Class 350/2 Desiro trains which operate on the company's routes between London, Birmingham and the north- west.

**Graph 10– All trains performance**

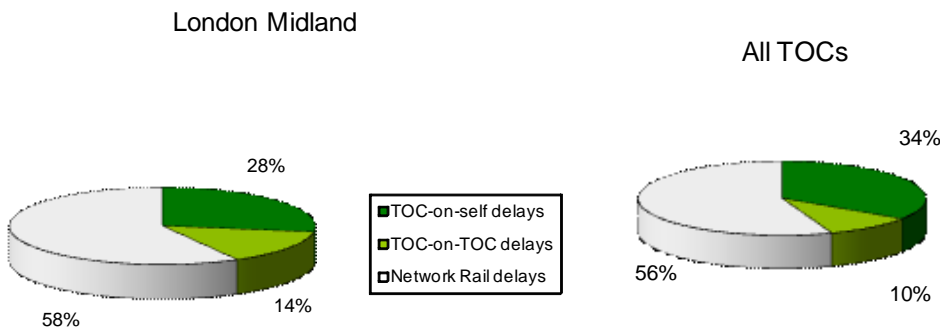


**Graph 11– Peak trains**



The delay minute graphs show percentages for the whole of the franchise, i.e. they are not limited to the company’s London and south east services.

**Graph 12 – London Midland delay minutes Q2 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.

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 at <http://www.rail-reg.gov.uk/server/show/nav.1527>.

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 (direct current) route operated by London Overground
DfT	Department for Transport
ECO	
HLOS	High level output statement
NLL	North London Line
NR	Network Rail
PPM	Public performance measure
TOC	Train operating company