

National Rail Performance Monitoring Report - Quarter 3 2009/10

June 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	Jun 2010
Quarter 4 2009/10 – Jan to Mar	Jul 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	
<u>c2c</u>	c2c
<u>Chiltern Railways</u>	CHL
<u>First Capital Connect</u>	FCC
<u>First Great Western</u> (London & Thames Valley and including Heathrow Connect)	FGW (LTV)
<u>London Midland</u> (London & south east services)	LMD (LSE)
<u>London Overground</u>	LO
<u>National Express East Anglia</u>	NXEA
<u>Southeastern</u>	SET
<u>Southern</u> (Including Gatwick Express)	SOU
<u>South West Trains</u>	SWT
<u>Heathrow Express</u>	HEX

Executive summary

Performance in the third quarter of 2009/10 in overall terms improved since the same period the year before. In a prelude to the disruption in January 2010 there was also some disruption resulting from snow in December 2009.

Public performance measure

Overall

- The performance of the London and south east train service was in line with the same period a year ago, with a slight increase in PPM of 0.4%.

Best

- c2c achieved the lowest percentage of cancellations at 0.5%.
- c2c also achieved the lowest percentage of lateness of trains at 2.8%

Worst

- First Capital Connect had the worst public performance measure and the highest cancellations statistics mainly due to:
 - i. The industrial relation problems with drivers, and
 - ii. The availability of rolling stock, as the delivery programme of new trains was delayed
 - iii. Snow also affected performance
- Southeastern had the highest statistic of trains late at 12.8% due in part to the adverse weather condition of the snow in late December 2009.




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 company delays, the greatest single cause being problems with track and infrastructure.

London Overground

- The London Overground fleet has had a difficult quarter with the Class 313 fleet suffering multiple failures, accounting for the slight decline in its performance over the preceding quarter.

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.

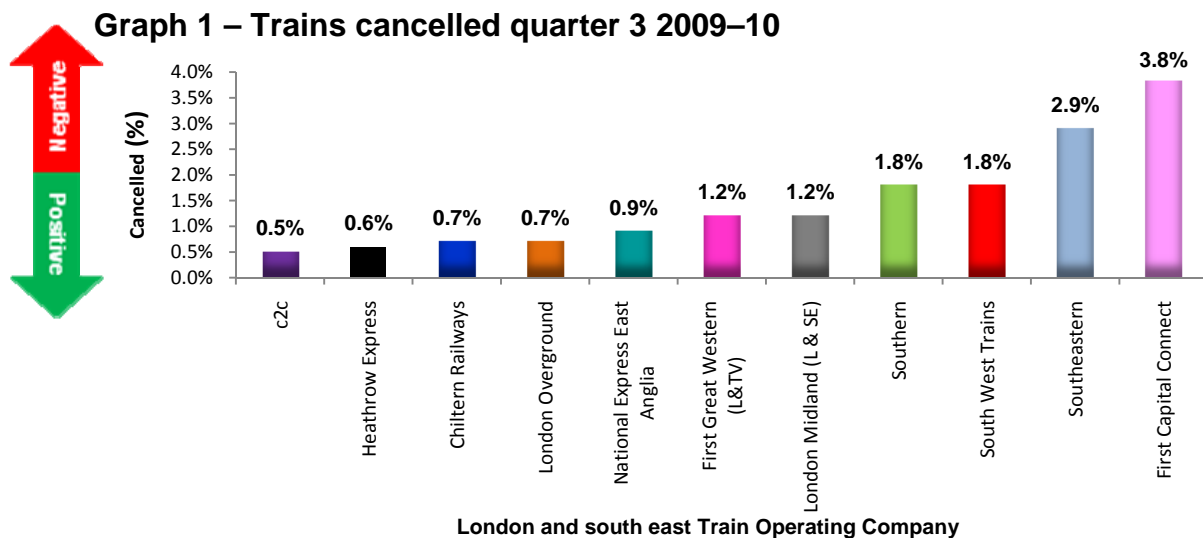
A train is regarded as cancelled if it does not run or fails to complete half its planned journey. A “partial cancellation” occurs if it fails to observe all advertised stops.

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, 1.8% were cancelled, which is an increase of 0.9% from the equivalent period last year. Six out of the eleven train companies cancelled fewer trains than a year ago.



The cancellation rate was highest on London Midland (London and south east) at 1.1%, and lowest on London Overground at 0.1%

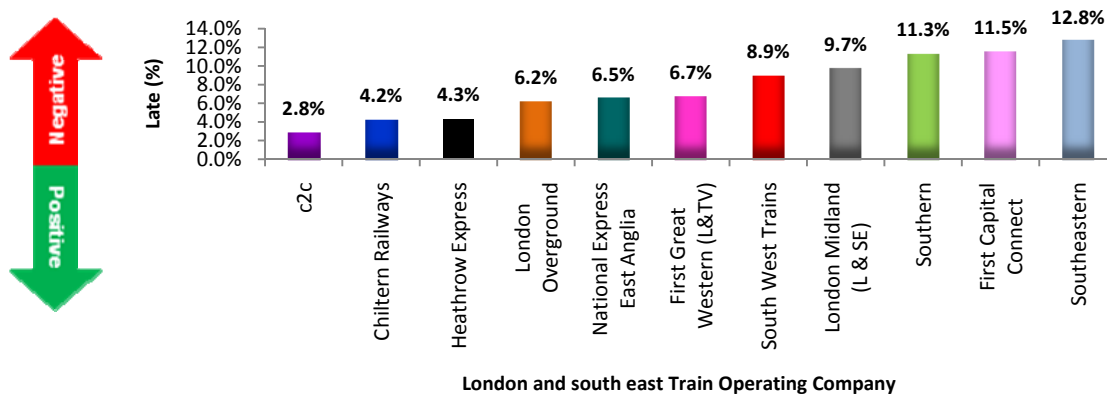
Table 1 – Trains cancelled

Rank	Train Company	Trains cancelled quarter 3 09/10 (%)	Trains cancelled quarter 3 08/09 (%)	% change
1 st	c2c	0.5%	0.6%	-0.1%
2 nd	Heathrow Express	0.6%	0.9%	-0.3%
3 rd	Chiltern Railways	0.7%	0.8%	-0.1%
4 th	London Overground	0.7%	0.9%	-0.2%
5 th	National Express East Anglia	0.9%	1.1%	-0.2%
6 th	First Great Western (L&TV)	1.2%	0.6%	0.6%
7 th	London Midland (L & SE)	1.2%	2.6%	-1.4%
8 th	Southern	1.8%	1.0%	0.8%
9 th	South West Trains	1.8%	0.7%	1.1%
10 th	Southeastern	2.9%	0.9%	2.0%
11 th	First Capital Connect	3.8%	1.0%	2.8%
Total		1.8%	0.9%	0.9%

1.2 Trains late

Taken as a group, 9.3% of London and south east trains were late, which is an increase of 3.9% from the same period last year. Seven out of the eleven train companies achieved a year-on-year reduction.

Graph 2 – Trains late quarter 3 2009 – 10



The best overall result was that of c2c at 2.8%, and the worst was that of Southeastern at 12.8%. This may reflect the impact of snow in the December period which affected service performance of some train operators.

Table 2 – Trains late

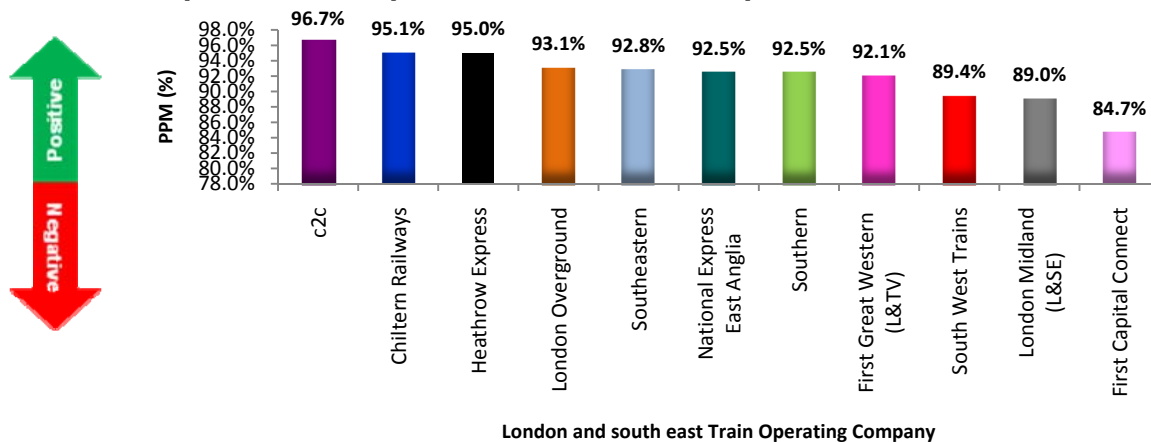
Rank	Train company	Trains late Quarter 3 09/10 (%)	Trains late Quarter 3 08/09 (%)	% change
1 st	c2c	2.8%	4.0%	-1.2%
2 nd	Chiltern Railways	4.2%	4.1%	0.1%
3 rd	Heathrow Express	4.3%	5.4%	-1.1%
4 th	London Overground	6.2%	7.1%	-0.9%
5 th	National Express East Anglia	6.5%	10.4%	-3.9%
6 th	First Great Western (L&TV)	6.7%	7.6%	-0.9%
7 th	South West Trains	8.9%	6.4%	2.5%
8 th	London Midland (L & SE)	9.7%	17.9%	-8.2%
9 th	Southern	11.3%	13.2%	-1.9%
10 th	First Capital Connect	11.5%	8.6%	2.9%
11 th	Southeastern	12.8%	11.4%	1.4%
Total		9.3%	5.4%	3.9%



1.3 Public performance measure

For the London and south east train companies taken together, the public performance measure (PPM) in this quarter was 95.0%, which is a percentage rise of 0.4% compared with the same period last year.

Graph 3 – Public performance measure quarter 3 2009–10



The highest PPM for this quarter was for c2c (96.7%) and the lowest was First Capital Connect (84.7%). This reflected the snow in December 2009 and more significantly the industrial relations and rolling stock availability in this period for First Capital Connect.

Table 3 – Public performance measure

Rank	Train company	PPM Quarter 3 09-10 (%)	PPM Quarter 3 08-09 (%)	% change
1 st	c2c	96.7%	95.9%	0.8%
2 nd	Chiltern Railways	95.1%	95.5%	-0.4%
3 rd	Heathrow Express	95.0%	94.6%	0.4%
4 th	London Overground	93.1%	93.1%	0.0%
5 th	Southeastern	92.8%	92.8%	0.0%
6 th	National Express East Anglia	92.5%	92.8%	-0.3%
7 th	Southern	92.5%	92.5%	0.0%
8 th	First Great Western (L&TV)	92.1%	92.9%	-0.8%
9 th	South West Trains	89.4%	94.4%	-5.0%
10 th	London Midland (L&SE)	89.0%	85.3%	3.7%
11 th	First Capital Connect	84.7%	92.7%	-8.0%
Total		95.0%	94.6%	0.4%

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).

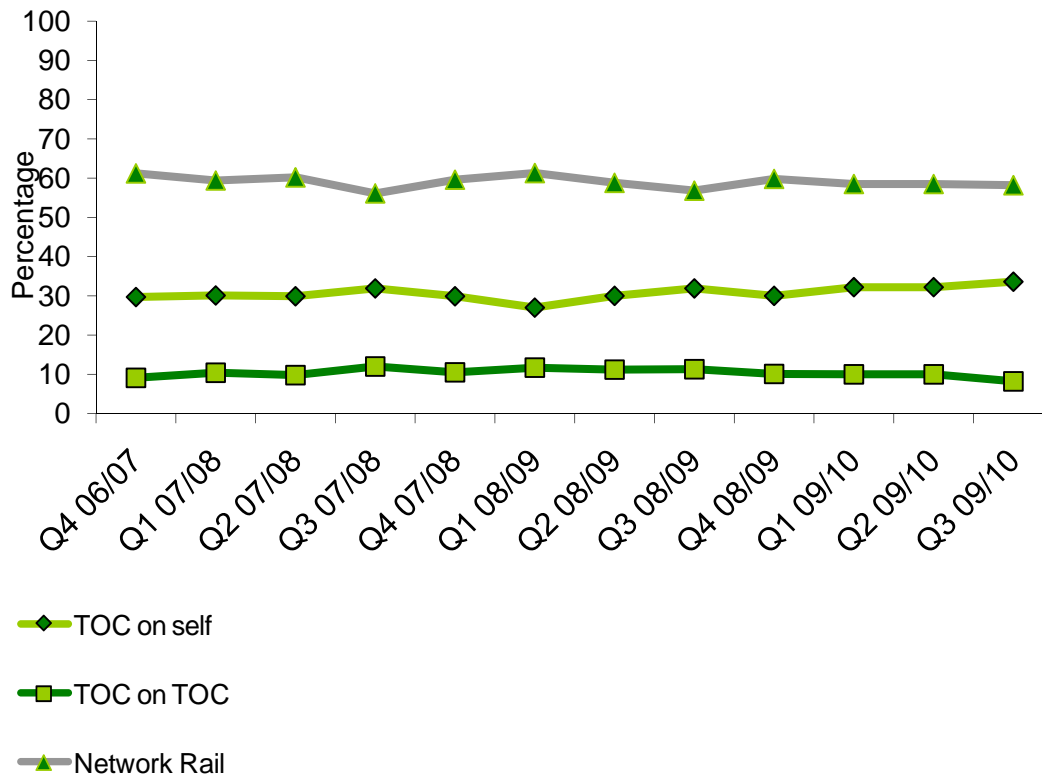
The table below shows the proportion of minutes “lost” in this quarter by each train company, attributed according to the responsible organisation.

Table 4 – Attribution of delay minutes affecting passengers (%) – quarter 3 2009/10

Delay Minutes	Train Operating Company										
	c2c	CHL	FCC	FGW	LMD	LO	NXEA	SET	SOU	SWT	ALL
TOC-on-Self	47.9	43.3	37.0	34.6	28.4	37.9	31.5	34.2	31.4	36.0	33.6
TOC-on-TOC	3.2	11.4	12.9	10.0	16.3	19.5	6.1	4.1	6.4	4.8	8.2
TOC Total	51.1	54.6	49.9	44.6	44.6	57.4	37.6	38.3	37.9	40.9	41.9
NR Total	53.9	45.4	50.1	55.4	55.4	42.6	62.4	61.7	62.1	59.1	58.2

- TOC-on-self delays = 33.6% (caused by the same company)
- TOC-on-TOC delays = 8.2% (caused by another train company, including freight companies)
- Network Rail delays = 58.2%

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



- For all TOCs, the largest single cause of delays was rolling stock problems (19.5%).
- TOC-on-self delays accounted for the largest proportion of delays on c2c (47.9%) and the lowest on London Midland (28.4%)
- TOC-on-TOC delays were greatest on London Overground (19.5%), while a route which carries few other companies' trains, c2c, experiences the fewest (3.2%).
- Network Rail's share of delays was least for London Overground (42.6%) and greatest for National Express East Anglia (62.4%).

3 All trains and peak trains performance

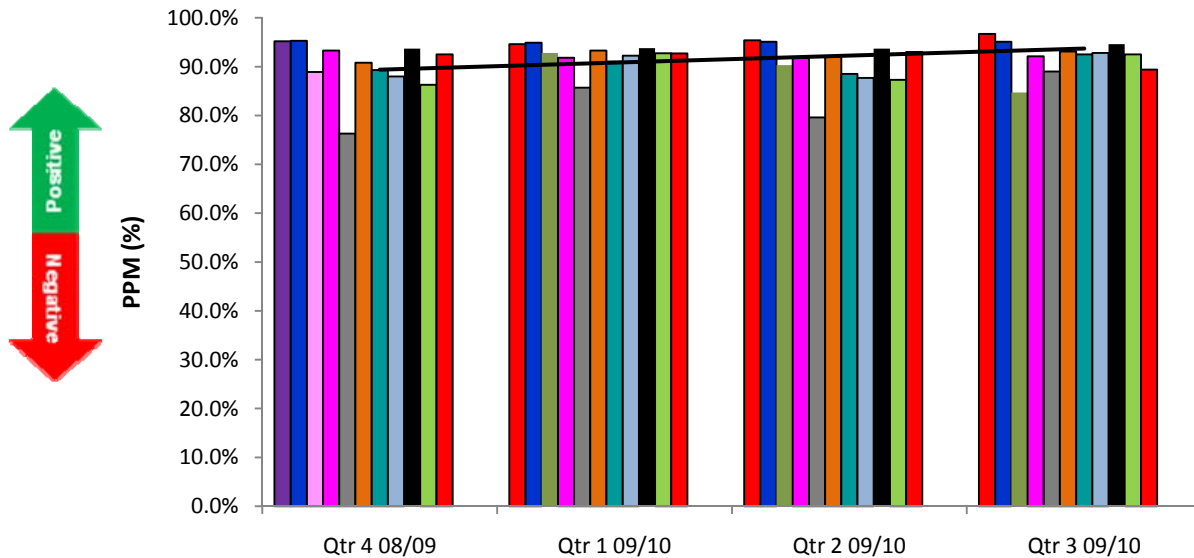
This section shows each franchised train company's public performance measure results for the past three years which are shown graphically. The average performance for all train operating companies in London and the southeast has been plotted as a line on each graph.

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

Nine 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 2008/09 to 2009/10



- c2c achieved the highest all trains PPM this quarter (96.7%)
- First Capital connect had the lowest all trains PPM this quarter (84.7%).

Table 5 – All trains performance – Quarter 3 2009/10

Rank	Train company	All trains quarter 3 08-09 (%)	All trains quarter 3 09-10 (%)
1 st	c2c	95.4	96.7
2 nd	Chiltern Railways	95.1	95.1
3 rd	Heathrow Express	93.7	94.6
7 th	London Overground	92.0	93.1
6 th	Southeastern	87.7	92.8
10 th	National Express East Anglia	88.5	92.5
8 th	Southern	87.3	92.5
5 th	First Great Western (L & TV)	91.8	92.1
4 th	South West Trains	93.0	89.4
11 th	London Midland (L & SE)	79.6	89.0
9 th	First Capital Connect	90.3	84.7
Total		93.7	95.0

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

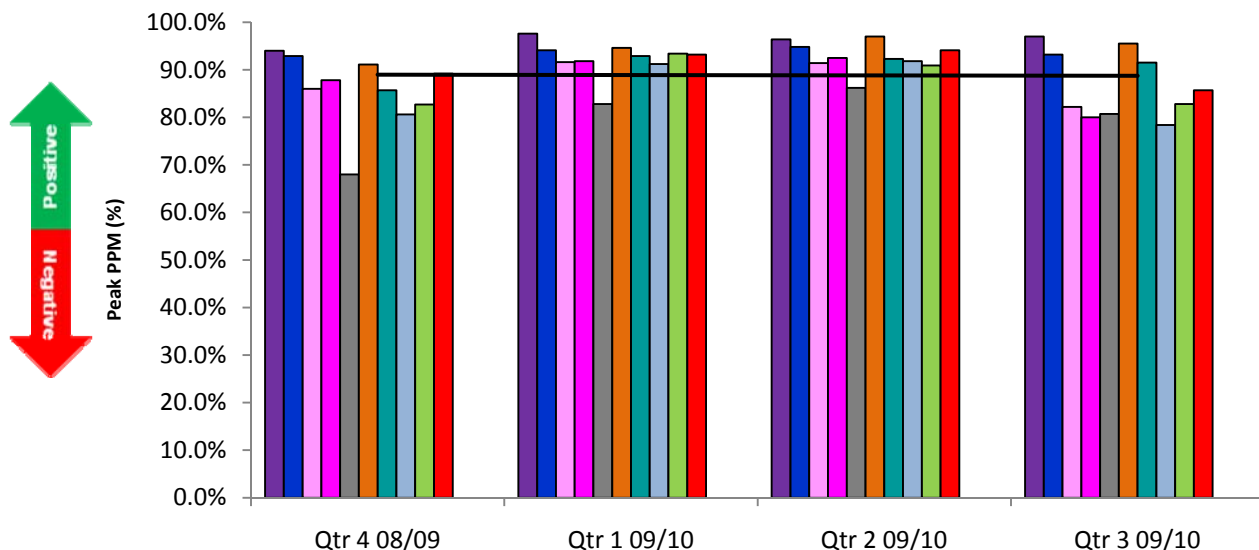


Table 6 – Peak trains performance 2008-09 to 2009/10

Rank	Train company	Peak trains quarter 3 08-09 (%)	Peak trains quarter 3 09-10 (%)
1 st	c2c	95.3	97.0
2 nd	London Overground	89.4	95.5
3 rd	Chiltern Railways	94.1	93.2
4 th	National Express East Anglia	91.2	91.5
5 th	South West Trains	93.4	85.7
6 th	Southern	83.5	82.8
7 th	First Capital Connect	87.9	82.2
8 th	London Midland (L&SE)	77.1	80.7
9 th	First Great Western (L & TV)	86.6	80.0
10 th	Southeastern	81.8	78.4
Total		86.9	85.1

4 Train Operating Companies Commentaries

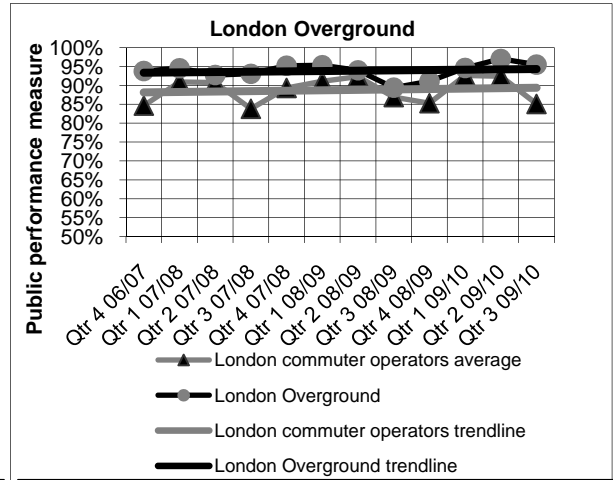
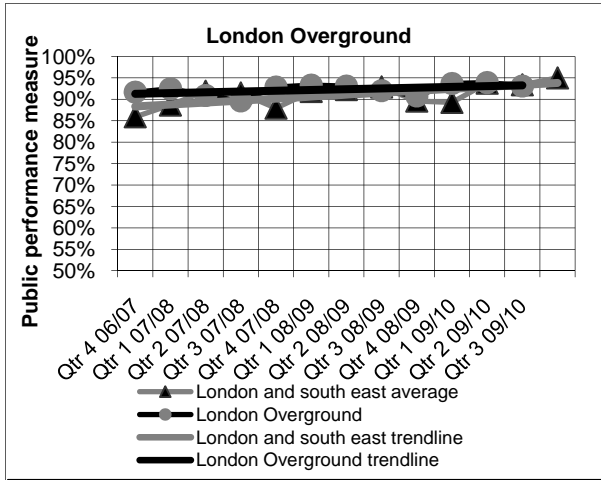
4.1 London Overground

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 3 2009-10 are summarised below.

- **Network Rail Infrastructure** – overall performed well in this quarter. A point's failure at Gospel Oak, however, on the last day of period 7 exposed weaknesses in its own processes. The points became locked and what was needed was for someone competent in route setting to be on site to wind and clip points so that trains could start moving again. The incident has been reviewed with Network Rail putting clips at Gospel Oak points and with a reminder to control teams to use all available resources to attend site where applicable. In period 8 Network Rail infrastructure caused over 430 PPM failures in the period. This accounted for nearly a third of all PPM failures for the period, and accounts for bringing the period PPM result down by 3.7%. There were major infrastructure failures affecting Willesden High Level, Stratford panel and Dalston Junction, but with multiple failures affecting the Stratford to Dalston section in between.
- **Fleet** - The LOROL fleet has had a difficult quarter with the 313 fleet suffering multiple failures. There were 38 unit problems reported in the log, with 23 units receiving a mention. Doors, motors and pantographs were the biggest problem. On 19 December 313107 failed at Camden Road when the pantograph would not reset. Attempts were made to roll the unit back onto the DC rail, but to no avail; delays were caused while a unit assisted from the rear. Christmas is traditionally a time of lower retail delay minutes as a result of altered travel patterns; this led to good peak performance in the last two weeks of the period.
- **Station Delays** - have also made their way to the forefront of TOC on self delays. The Customer Services team have put managers on platforms in the peaks to assist with speeding up-dwells. At the same time, there is a peak passenger count underway to see whether passenger numbers have changed.

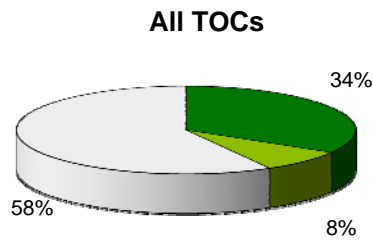
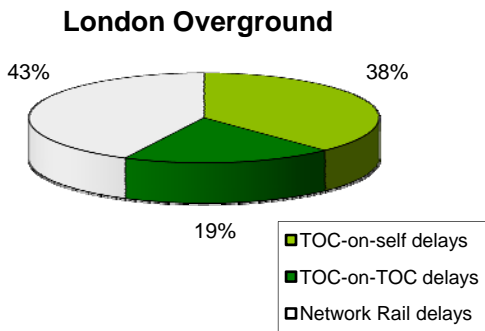
Graph 7 – All trains performance

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 Q3 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
HLOS	High level output statement
NLL	North London Line
NR	Network Rail
PPM	Public performance measure
TOC	Train operating company