

National Rail Performance Monitoring Report - Quarter 4 2009/10

July 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	May 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 fourth quarter of 2009/10, from January 2009/10 to March 2009/10 improved overall terms when compared to the same period a year ago. There was substantial disruption across the rail network as a result of severe cold weather and snow in January 2010, so this improvement is against the background of challenging operational conditions.

Public performance measure

- The performance of London and south east train services were better than the same time a year ago, with an increase of 1.3%.
- c2c had the highest percentage of public performance measure at 96.8%, the lowest percentage of lateness of trains at 2.4% and percentage of cancellations at 0.5%.
- Southeastern had the lowest public performance measure at 86.0%, and London Midland had the highest percentage of trains cancelled at 2.9%, along with the highest percentage of trains late at 13.2%. It should be noted that London Midland's performance has improved markedly over the same period a year ago.

Delay minutes

- The largest single cause of delays caused by train companies was rolling stock failures, followed by external 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.




National Passenger Survey

- The percentage of passenger satisfied for all London and South East operators was unchanged from the last survey, and it had increased by 2% compared with the same period in 2009. The highest satisfaction was with c2c and Chiltern with 91% rating their services as satisfied or good.

Commentaries

- The North London Line was the most disrupted section of the London Overground network in quarter 4 2009/10.
- Overall, the effects of several major incidents including the severe weather conditions in January and February had a significant impact on Southeastern's Public Performance Measure in quarter 4 2009/10.

This report focuses on the experience of passengers in London and the south east. Performance has been rated as follows:

- | | | |
|---|-------|--|
|  | Red | Substantially below past performance |
|  | Amber | Marginally below past performance |
|  | Green | Better than or equal to past 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.

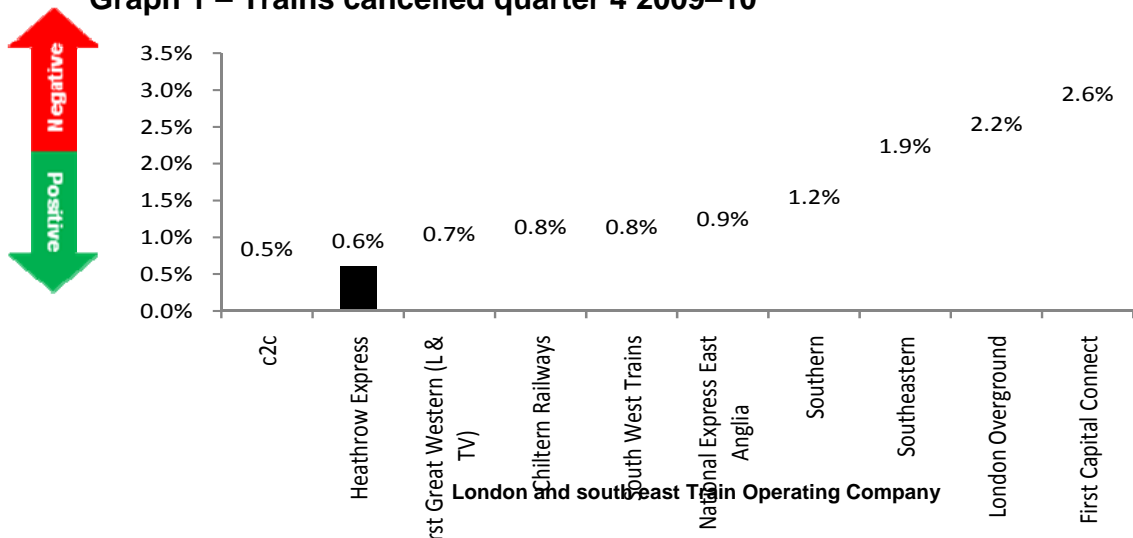
A train is late if it arrives at its advertised destination five or more minutes late (in the case of London and south east train companies) or ten or more minutes late (in the case of longer distance train companies). Intercity trains National Express East Anglia services to Norwich are deemed to be 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, 1.4% were cancelled, which is a decrease of 0.9% from the equivalent period last year. Nine out of the eleven train companies cancelled fewer trains than a year ago.

Graph 1 – Trains cancelled quarter 4 2009–10



The cancellation rate was highest on London Midland (London and south east) at 2.9%, and lowest on c2c at 0.5%.

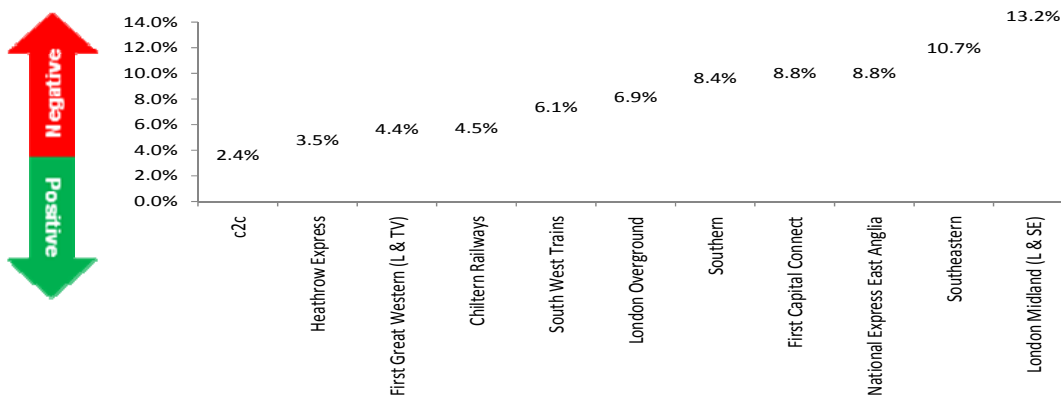
Table 1 – Trains cancelled

Rank	Train Company	Trains cancelled Q4 09/10 %	Trains cancelled Q4 08/09 %	% change
1 st	c2c	0.5%	0.7%	-0.2
2 nd	Heathrow Express	0.6%	1.3%	-0.7
3 rd	First Great Western (L&TV)	0.7%	1.8%	-1.1
4 th	Chiltern Railways	0.8%	0.6%	0.2
5 th	South West Trains	0.8%	2.2%	-1.4
6 th	National Express East Anglia	0.9%	1.3%	-0.4
7 th	Southern	1.2%	2.9%	-1.7
8 th	Southeastern	1.9%	2.6%	-0.7
9 th	London Overground	2.2%	1.3%	0.9
10 th	First Capital Connect	2.6%	3.0%	-0.4
11 th	London Midland (L & SE)	2.9%	5.5%	-2.6
Total		1.4%	2.3%	-0.9

1.2 Trains late

Taken as a group, 8.0% of London and south east trains were late, which is a decrease of 0.4% from the same period last year. Eight out of the eleven train companies achieved a year-on-year reduction.

Graph 2 – Trains late quarter 4 2009 – 10



London and south east Train Operating Company

The lowest percentage of trains late was that of c2c at 2.4%, and the highest was London Midland at 13.2%. London Midland's percentage of trains late has improved significantly when compared to the same period a year ago.

Table 2 – Trains late

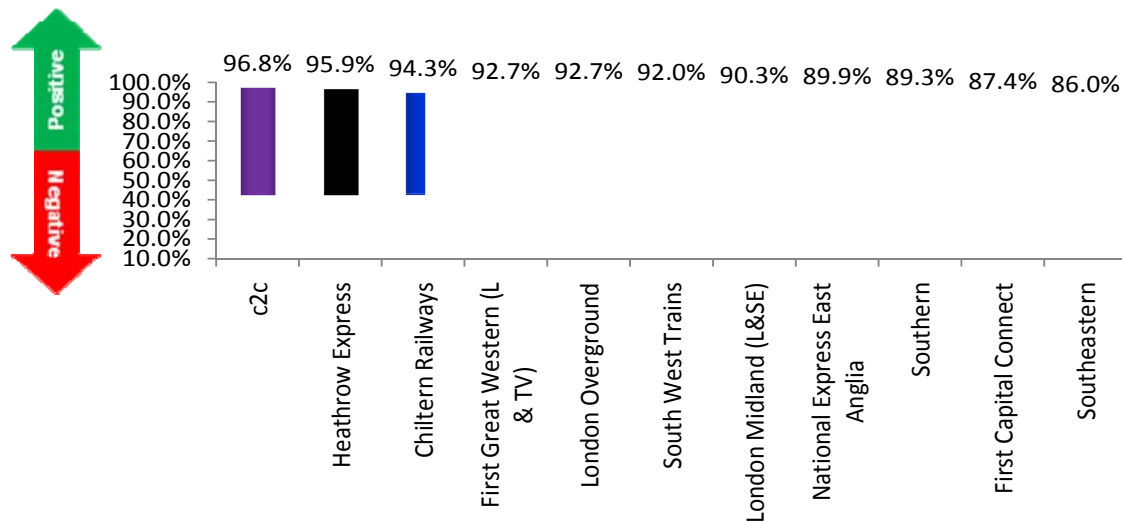
Rank	Train company	Trains late Q4 09/10 %	Trains late Q4 08/09 %	% change
1 st	c2c	2.4%	4.1%	-1.7
2 nd	Heathrow Express	3.5%	6.0%	-2.5
3 rd	First Great Western (L&TV)	4.4%	4.8%	-0.4
4 th	Chiltern Railways	4.5%	4.1%	0.4
5 th	South West Trains	6.1%	5.2%	-0.9
6 th	London Overground	6.9%	7.9%	-1.0
7 th	Southern	8.4%	10.7%	-2.3
8 th	First Capital Connect	8.8%	8.2%	0.6
9 th	National Express East Anglia	8.8%	9.5%	-0.7
10 th	Southeastern	10.7%	9.5%	1.2
11 th	London Midland (L & SE)	13.2%	18.2%	-5.0
Total		8.0%	8.4%	-0.4



1.3 Public performance measure

For the London and south east train companies taken together, the public performance measure (PPM) in this quarter was 90.6%, which is a percentage rise of 1.3% compared with the same period last year.

Graph 3 – Public performance measure quarter 4 2009–10



The highest PPM for this quarter was for c2c (97.0%) and the lowest was Southeastern (86.0%).

Table 3 – Public performance measure

Rank	Train company	PPM Quarter 4 09-10 (%)	PPM Quarter 4 08-09 (%)	% change
1 st	c2c	96.8%	95.2%	1.6
2 nd	Heathrow Express	95.9%	92.7%	3.2
3 rd	Chiltern Railways	94.3%	95.3%	-1.0
4 th	First Great Western (L & TV)	92.7%	93.3%	-0.6
5 th	London Overground	92.7%	90.8%	1.9
6 th	South West Trains	92.0%	92.5%	-0.5
7 th	London Midland	90.3%	84.5%	5.8
8 th	National Express East Anglia	89.9%	89.3%	0.6
9 th	Southern	89.3%	86.3%	3.0
10 th	First Capital Connect	87.4%	80.9%	6.5
11 th	Southeastern	86.0%	88.0%	-2.0
Total		90.6%	89.3%	1.3

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).

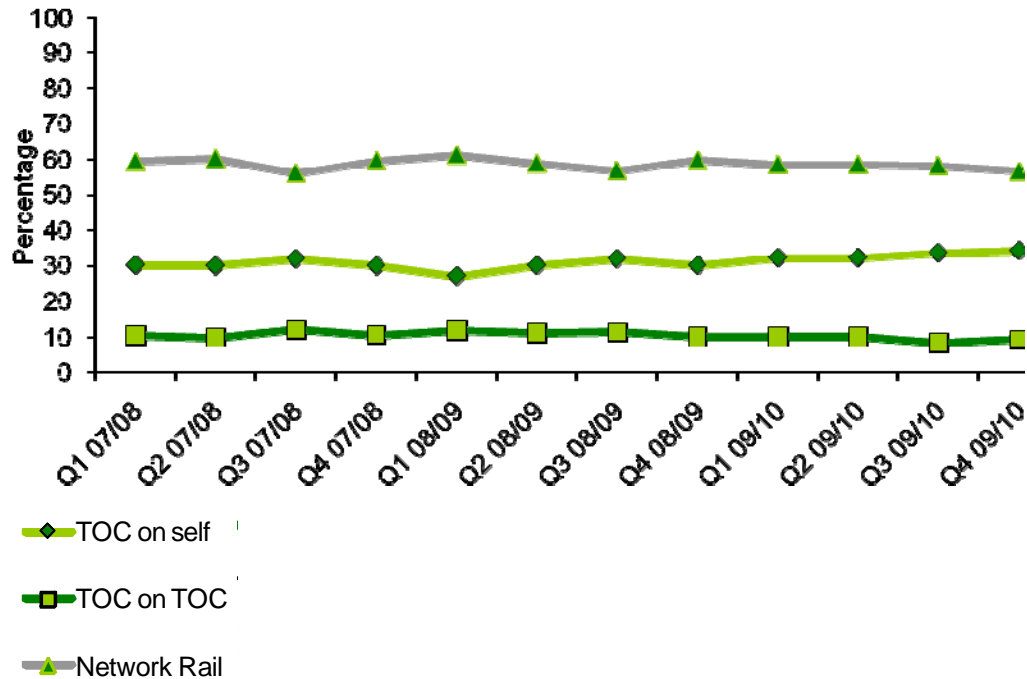
The table below shows the proportion of minutes “lost” in this quarter by each train company, attributed according to the responsible organisation.

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

Delay Minutes	Train Operating Company										
	c2c	CHL	FCC	FGW	LMD	LO	NXEA	SET	SOU	SWT	ALL
TOC-on-Self	45.1	37.3	37.0	35.4	19.9	24.9	35.7	36.4	37.3	36.5	34.2
TOC-on-TOC	2.3	14.0	10.8	11.7	17.8	25.9	8.1	5.9	5.9	4.5	9.2
TOC Total	47.4	51.2	44.2	47.1	37.7	50.8	43.9	42.3	43.3	41.0	37.3
NR Total	52.6	48.8	55.8	52.9	62.3	49.2	56.1	57.7	56.7	59.0	56.6

- TOC-on-self delays = 34.2% (caused by the same company)
- TOC-on-TOC delays = 9.2% (caused by another train company, including freight companies)
- Network Rail delays = 56.6%

Graph 4 – Delay minutes – all TOCs 2007/08 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 Chiltern Railways (48.8%) and greatest for London Midland (62.3%).

3 All trains and peak trains performance

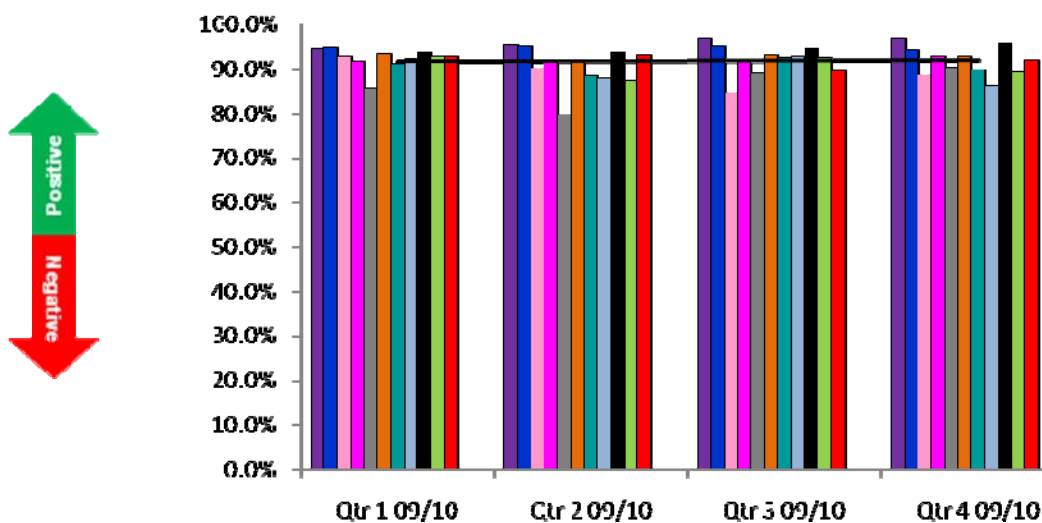
This section shows each franchised train company's public performance measure results for the past three years which are shown graphically. The average performance for all train operating companies in London and the southeast has been plotted as a line on each graph.

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's Policy Officer.

3.1 All trains performance

Seven 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 Qtr 1 2009/10 to Qtr 4 2009/10



- c2c achieved the highest all trains PPM this quarter (96.8%)
- Southeastern achieved the lowest PPM this quarter (86.0%).

Table 5 – All trains performance – Quarter 4 2009/10

Rank	Train company	All trains quarter 4 08-09 (%)	All trains quarter 4 09-10(%)
1 st	c2c	95.2	96.8
2 nd	Heathrow Express	92.7	95.9
3 rd	Chiltern Railways	95.3	94.3
4 th	First Great Western (L&TV)	93.3	92.7
5 th	London Overground	90.8	92.7
6 th	South West Trains	92.5	92.0
7 th	London Midland (L&SE)	76.3	90.3
8 th	National Express East Anglia	89.3	89.9
9 th	Southern	86.3	89.3
10 th	First Capital Connect	80.9	87.4
11 th	Southeastern	88.0	86.0
Total		89.3	90.6

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.

Seven 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 Qtr 1 2009-10 to Qtr 4 2009-10

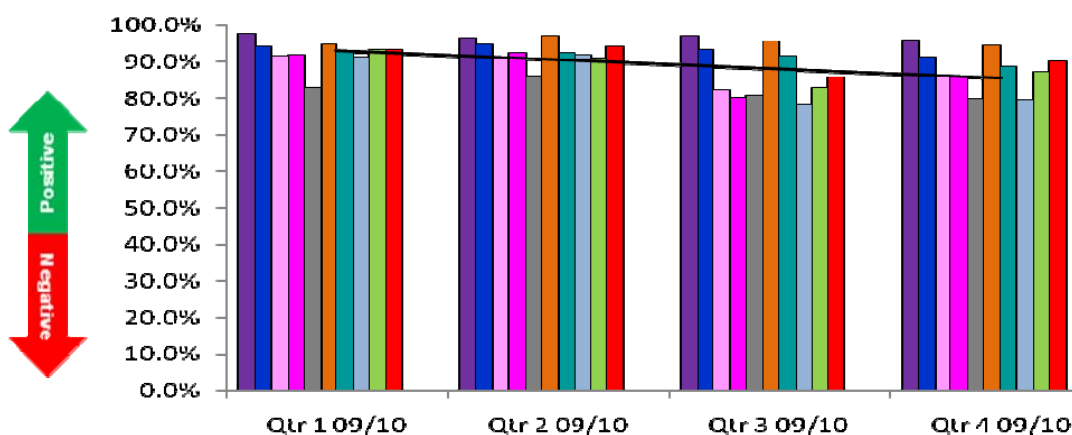


Table 6 – Peak trains performance 2008-09 to 2009/10

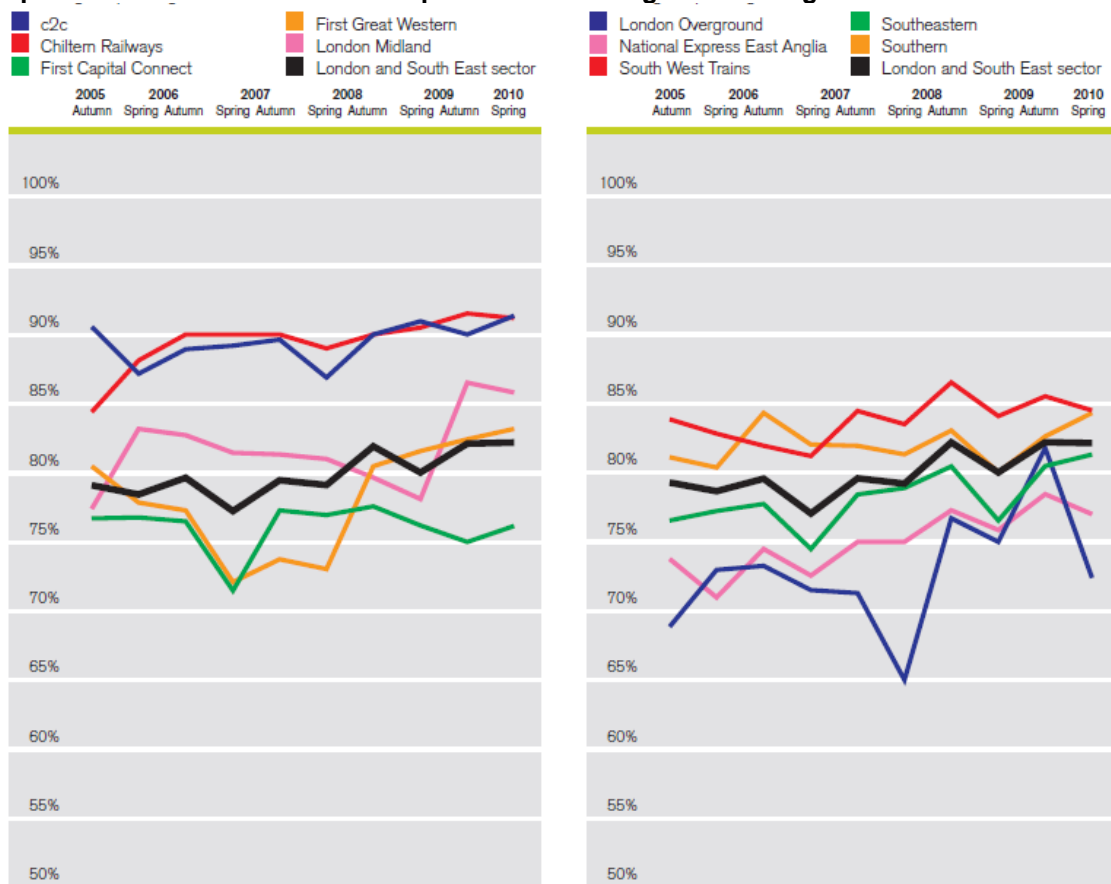
Rank	Train company	Peak trains quarter 4 08-09 (%)	Peak trains quarter 4 09-10 (%)
1 st	c2c	94.0	95.9
2 nd	London Overground	91.1	94.3
3 rd	Chiltern Railways	92.9	91.2
4 th	South West Trains	89.2	90.1
5 th	National Express East Anglia	85.7	88.6
6 th	Southern	82.7	87.2
7 th	First Capital Connect	86.0	86.3
8 th	First Great Western (L&TV)	87.8	85.7
9 th	London Midland (L&SE)	68.0	79.6
10 th	Southeastern	80.6	79.5
Total		85.3	86.8

4 National Passenger Survey

The national passenger watchdog Passenger Focus conducts a survey of National Rail passengers in the autumn and spring of each year. The National Passenger Survey (NPS) provides a network-wide picture of passengers' satisfaction with rail travel and London TravelWatch has focused on a snapshot of the London and south east operators overall levels of satisfaction. The percentage of passenger satisfied for all London and South East operators was unchanged from the last survey, and it had increased by 2% compared with the same period in 2009.

The lowest satisfaction was with London Overground, but this is likely to reflect the significant engineering works on the route. The highest satisfaction was with c2c and Chiltern at 91% rating their service as satisfied or good.

Graph 7 – London and South East Operators Percentage of Passengers Satisfied 2005-10



Source: <http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=4094>

5 Train Operating Companies Commentaries

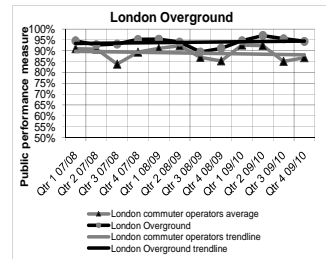
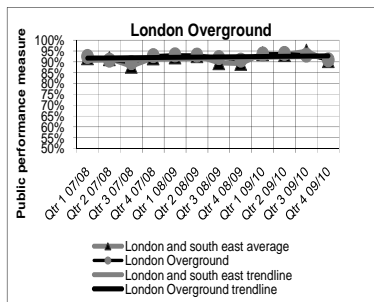
5.1 London Overground

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 the second quarter 2009-10 are summarised below.

- Disruptive incidents** – Firstly on 21 January, a sub-surface cable defect in the Hatch End area meant that London Overground could not serve the north end of the Watford to Euston line until the morning of 23 January. Throughout the incident, London Overground continued to run a shuttle service between Willesden and Euston, as well as providing regular buses for passengers travelling between Harrow and Watford (Period 11). Secondly track circuit failure in the Willesden area, which caused disruption to London Overground services on the North London and West London Lines (Period 12).
- Infrastructure Performance** – On the North London Line also caused disruption to London Overground. A broken rail at Willesden on 2 February and a signalling problem at Kensal Green turn back siding on 30 January caused significant delays.

Graph 8 – All trains performance

Graph 9 – Peak trains performance



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

Graph 10 – London Overground delay minutes Q4 2009-10



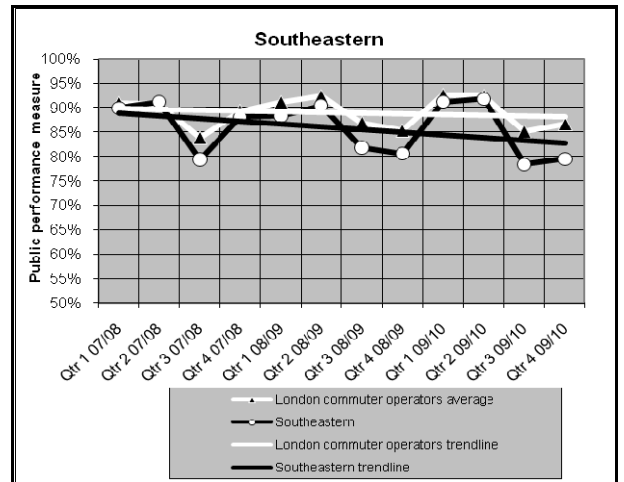
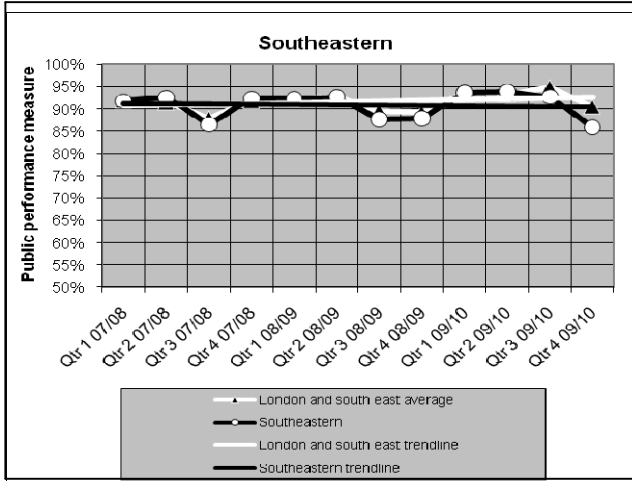
5.2 Southeastern

Southeastern provides services into London from Kent and East Sussex. Southeastern has achieved the lowest Public Performance Measure (PPM) for quarter 4 09/10 and therefore a commentary has been provided the train operator. Overall the effects of several major incidents including the severe weather conditions in January and February had a significant impact on PPM.

- **SLC2 Timetable** – The SLC2 timetable was implemented in December and after a shaky start it has settled down and has delivered performance levels equalling or bettering the previous timetable. Metro performance has consistently improved with the majority of issues being in the Mainlines area. Local performance improvement groups are focussing on delivery issues. External refurbishment of the 465 fleet is also being undertaken.
- **Severe weather conditions** – The severe weather conditions and issues around the recovery post incident with the new SLC2 timetable were the major driver of Southeastern's performance.
- **Major Incidents** – The major incidents which were a significant cause of Southeastern's performance were:
 - 13 Jan Severe weather conditions (snow)
 - 2 Feb Signalling problems caused by a rat damaged cable at Belvedere
 - 5 Feb Person on the line between Rainham and Sittingbourne
 - 11 Feb Severe weather conditions (snow)
 - 16 Feb Trespasser at Shortlands Junction
 - 3 Mar Fire under railway arches on approach to London Bridge
 - 5 Mar Track circuit failure at Charing Cross
 - 26 Mar Track circuit failure at Rainham caused by vandalism
 - 27 Mar Conductor rail problems in Sevenoaks tunnel
 - 29 Mar Unit failure at Chatham with shoegear problems

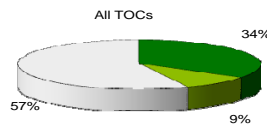
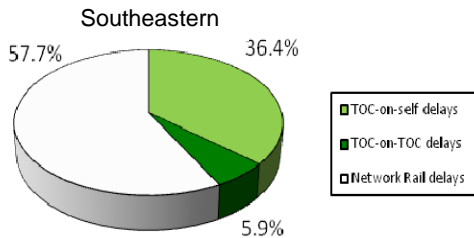
Graph 9 – All trains performance

Graph 10 – Peak trains performance



This train operator has a smaller percentage of delays relating to other operators than the average train operator.

Graph 11 – Southeastern delay minutes Q4 2009-10



5.3 London Midland

London Midland operates train services throughout the heart of England, connecting London, the Midlands and the North West. Due to company changes, London Midland has not sent an update on their commentary and for this reason it is included in this quarter's report.

Major causes for disruption – evacuation of New Street on the 24th of April causing over 3,600 minutes delay and 170 cancellations. This incident was due to a leaking pipe causing a plant room to flood and loss of power to the station area.

Other incidents have included a points failure at Bourne End on the 5th of April causing 1,020 minutes and 25 cancellations to mainline Euston to Northampton services, whilst a fatality at Harrow and Wealdstone on the 10th of April caused 978 minutes delay. Joint actions are in place with Network Rail regarding fatalities at Harrow as this has been identified as a hotspot for suicide attempts.

New Developments:

- Further Great Escape promotion offering a day's unlimited travel anywhere on the London Midland network for £10.
- London Midland were recognised as the most improved train operator for overall satisfaction in the Spring 2010 NPS survey; a rise of 7% since the Autumn 2009 survey.
- Improved way-finding signage programme on-going.
- Work started on improvements to Berkhamsted station.
- Communicating with passengers via Twitter – follow @londonmidland and you'll get regular updates on how our trains are running, travel advice and information on current and future promotions. London Midland also send out a daily message before the evening rush hour to let customers know if any peak trains will have fewer carriages than usual.

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