

TRS032

National Rail Performance Report - Quarter 4 2011/12

June 2012



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 or visiting London and its surrounding region.

| 2011/12 financial periods | Issue dates for London TravelWatch report for the corresponding Quarter |
|---------------------------------|---|
| Quarter 1 2011/12 – Apr to Jun | Oct 2011 |
| Quarter 2 2011/12 – Jul to Sept | Dec 2011 |
| Quarter 3 2011/12 – Oct to Dec | March 2012 |
| Quarter 4 2011/12 – Jan to Mar | June 2012 |
| Quarter 1 2012/13 – Apr to Jun | Sept 2012 |

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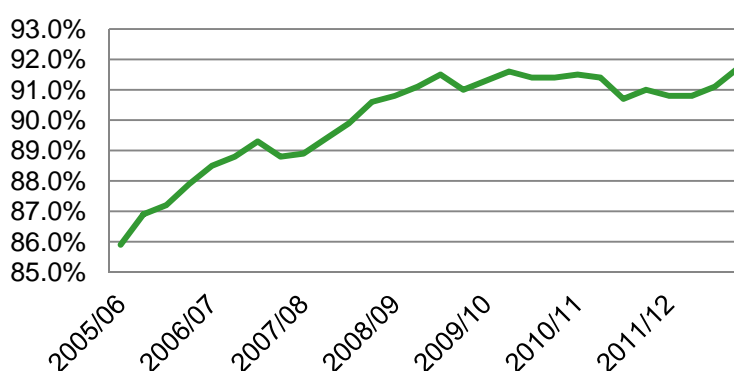
1 Overview

This report focuses on the experience of passengers in London and the South East of the performance of the rail network in the fourth quarter (January to March) of 2011/12.

London & South East (L&SE) train service performance

The London and South East operators overall public performance measure (PPM) quarterly average is lower than the same period last year with an average of 91.41%, which is 0.80% lower than the same period last year. The highest average PPM for the fourth quarter of 2011/12 was c2c with 96.79% and the lowest was London Midland with 88.38%.

Graph 1 - London & South East Public Performance Measure (Moving Annual Average)



The overall percentage of cancellation and significant lateness was 2.43% in quarter 4 2011/12, 0.50% higher than the same period a year ago. Heathrow Express recorded the lowest percentage with 1.25 % and the highest by London Midland with 3.66%.

The overall percentage of 'right time' arrivals was 69.91% in Q4 2011/12, which is 0.56% lower than last year. The operator with the highest percentage of 'right time' arrivals was London Overground (88.20%), and the lowest was Southern (58.80%).

Highlights in Quarter 4 2011/12

Most operators experienced a reduction in their performance this quarter compared with the same period last year. The main problems which train operators had to overcome were:

- Cable theft from overhead lines and signalling systems, resulting in system failures;
- Electrical supply problems affecting the infrastructure;
- Signalling failures;

- Planned/ unplanned engineering works having a knock on effect on train services;
- Problems with rolling stock, eg train faults, broken down trains;
- Problems with overhead cables;
- Instances of a person/s, without the authority to be on the railway, being killed or seriously injured;
- Industrial action – this caused disruption to Heathrow Express services;
- Landslip – this caused severe disruption to Southern services;
- Adverse weather conditions;
- Vehicles striking railway bridges

There has been an overall decrease in cable thefts incidents affecting operators in this quarter (Q4 2011/12). However, this is still a major issue, as thefts have spread to busier and more complex parts of the network. This type of disruption was particularly prevalent in Sussex, the South East, Hampshire and Essex, affecting South West Trains, London Overground, c2c and Greater Anglia. There is a significant increase nationwide in members of the public being killed on the railway, and a task force has been set up to examine if there is anything the railway can do to limit this trend.

2 London & South East train service performance

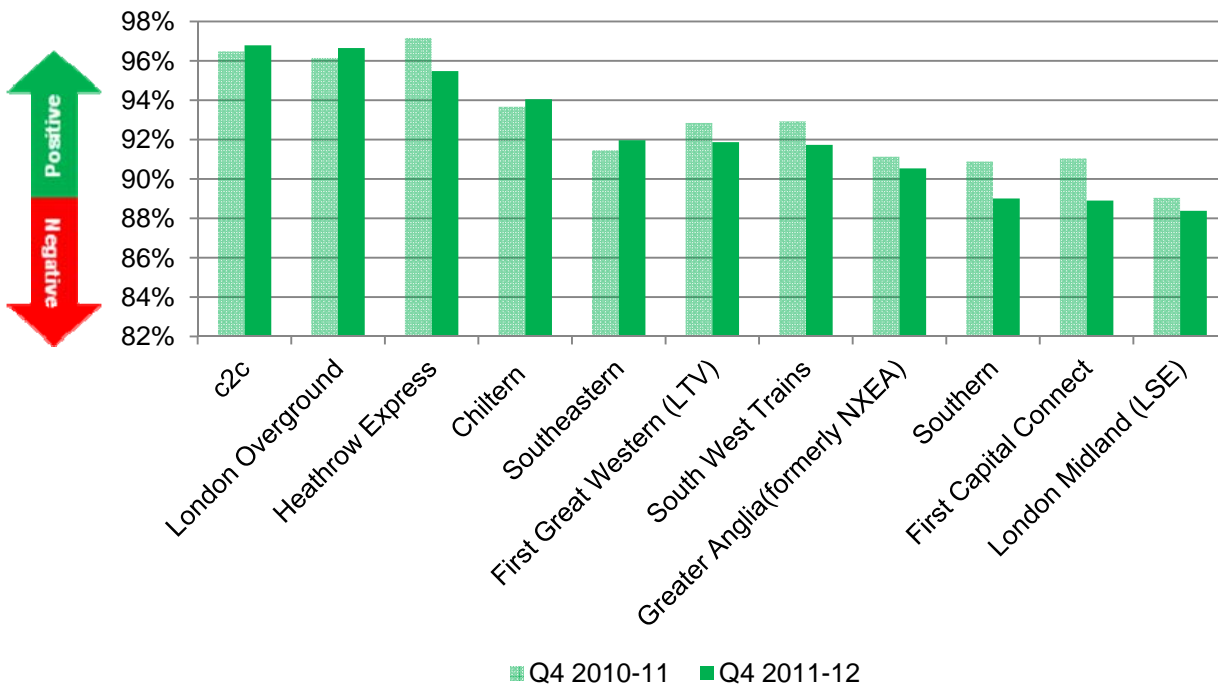
This report presents a set of measures of the performance of train operating companies in London and the South East which is particularly relevant to passengers.

2.1 Public performance measure

Public performance measure (PPM) is a measure of the performance of individual trains against the planned timetable. It is shown as the percentage of trains that are neither cancelled nor arrive at the 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).

c2c had the highest average PPM for the quarter and London Midland (LSE) had the lowest.

Graph 2 – Public performance measure Q4 2010/11 & 2011/12

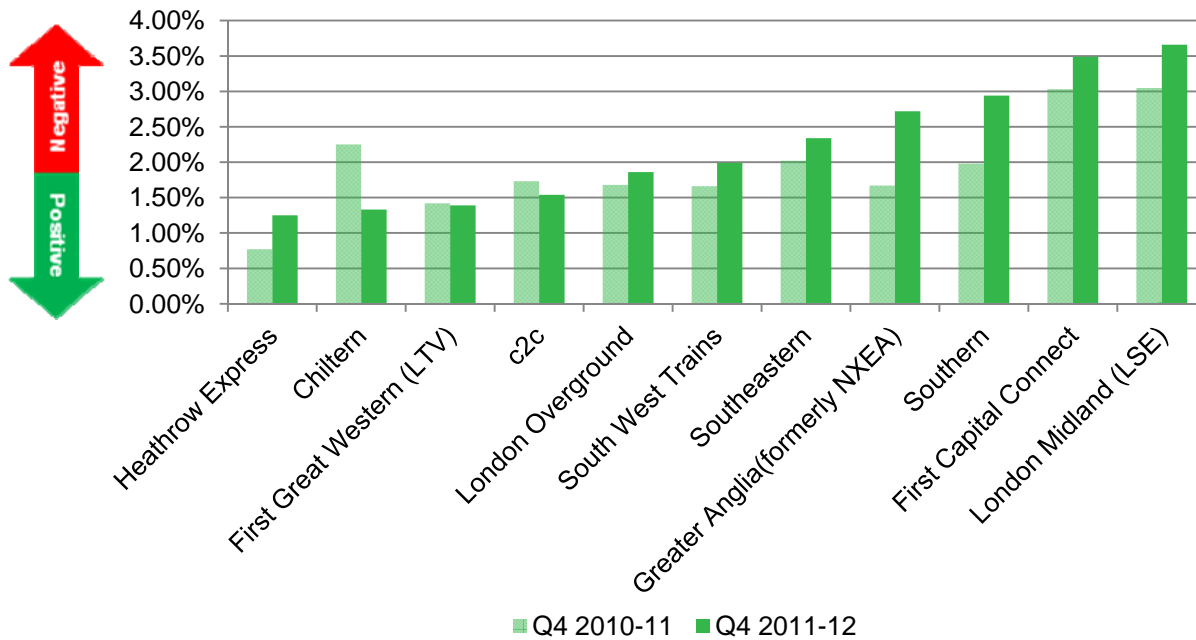


2.2 Cancellation and significant lateness

Cancellation and significant lateness is a measure of the percentage of trains, which arrive ‘significantly’ late compared to 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.

Heathrow Express performed best for cancellations and significant lateness and London Midland had the poorest performance.

Graph 3 – Percentage of cancellation and significant lateness Q4 2010/11 & 2011/12



2.3 Right Time Arrivals

Right time arrival is a measure of the percentage of trains that arrive at their destination either on time or early. On time is defined as less than one minute late.

London Overground performed best in terms of the average percentage of trains arriving at the right time. Southern had the lowest percentage of right time arrivals.

Graph 4 – Percentage of Right Time Arrivals Q4 2010/11 & 2011/12

