

National Rail Performance Report - Quarter 1 2012/13

September 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 for 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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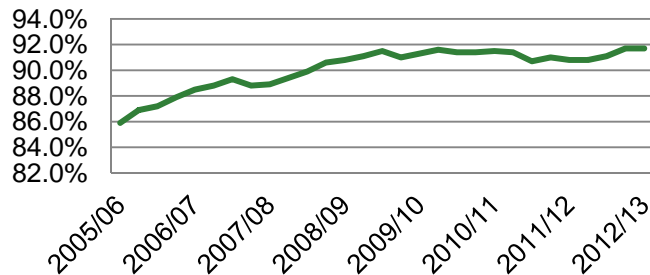
1 Overview

This report focuses on the experience of passengers in London and the South East of the performance of the rail network in the first quarter (April to June) of 2012/13.

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 92.40%, which is 1.14% lower than the same period last year. The highest average PPM for the first quarter of 2012/13 was c2c with 97.69% and the lowest was London Midland with 87.99%.

Graph 1 London & southeast PPM (Moving Annual Average)

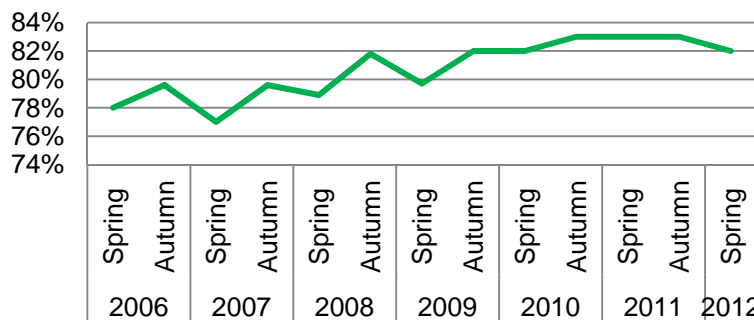


The overall percentage of cancellation and significant lateness was 2.32% in Q1 2012/13, 0.36% higher than the same period a year ago. C2c recorded the lowest percentage with 0.88%, and the highest by First Capital Connect with 3.59%.

The overall percentage of 'right time' arrivals was 72.06% in Q1 2012/13, which is 2.46% lower than last year. The operator with the highest percentage of 'right time' arrivals was London Overground with 87.47% and the lowest was London Midlands with 61.31%.

London & South East (L&SE) passenger satisfaction

Graph 2 - L&SE Overall Passenger Satisfaction



Overall, passenger satisfaction has remained relatively unchanged since the last survey. The highest rate of passenger satisfaction in spring 2012 in London & southeast was c2c

with 91%. Greater Anglia had the lowest score with 73%.

Highlights in Quarter 1 2012/13

Most operators experienced a reduction in their performance this quarter compared with the same period last year. This was directly attributed to some operators experiencing:

- Signalling failures;
- Electrical supply problems affecting the infrastructure;
- 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;
- Trespassing on line sides resulting in the need for the operators and Network Rail to institute emergency measures;
- Localise flooding and landslip affecting the rail infrastructure;
- Cable theft from overhead lines and signalling systems, resulting in system failures;
- Vehicles striking railway bridges;
- Timetable changes – affecting Chiltern

There has been a notable increase in operators affected by signalling failures, but the root cause of this seems to be associated with deterioration in infrastructure reliability, rather than external interference, such as cable theft, which has again seen an overall reduction in incidents affecting operators.

This type of disruption was particularly prevalent in the Midlands, affecting London Midland and Virgin services to London and Hertfordshire, and also the Greater Anglia network in Essex.

Again, there has been 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

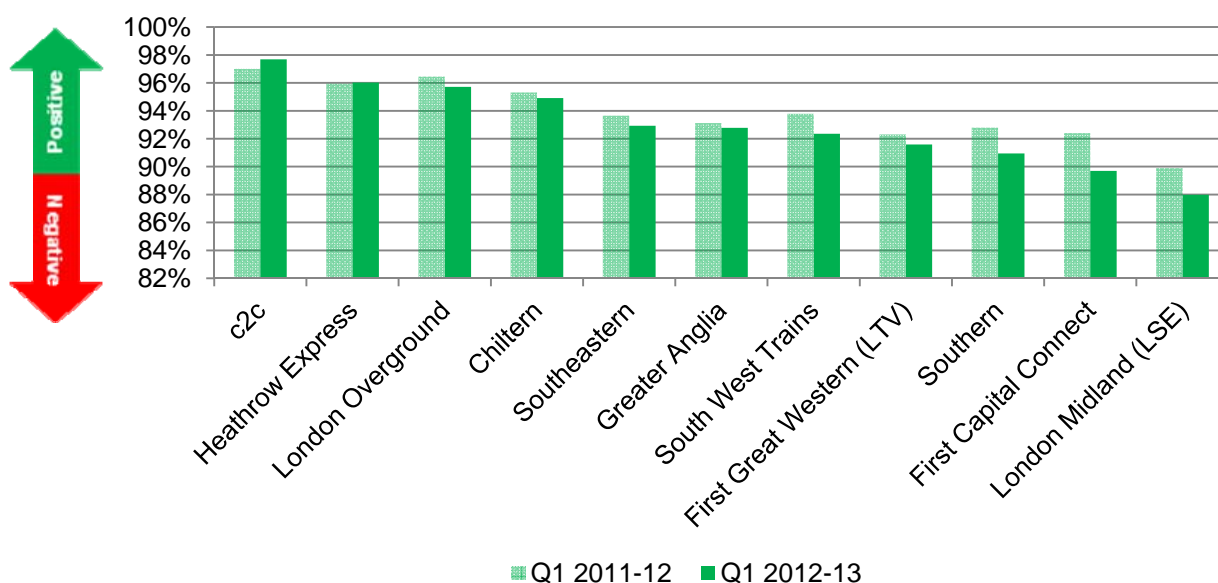
This report presents a set of measures of the performance of train operating companies in London and the South East, which is particularly relevant to passengers.

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 3 – Public performance measure Q1 2012/13 & 2011/12

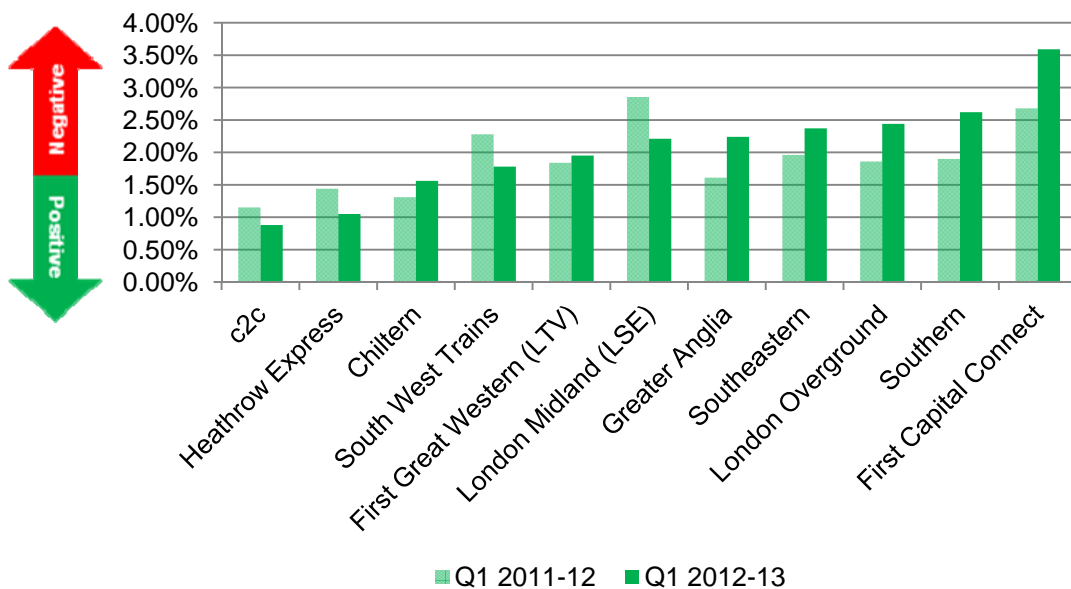


2.2 Cancellation and significant lateness

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.

c2c performed best for cancellations and significant lateness and First Capital Connect had the poorest performance.

Graph 4 – Percentage of cancellation and significant lateness Q1 2012/13 & 2011/12

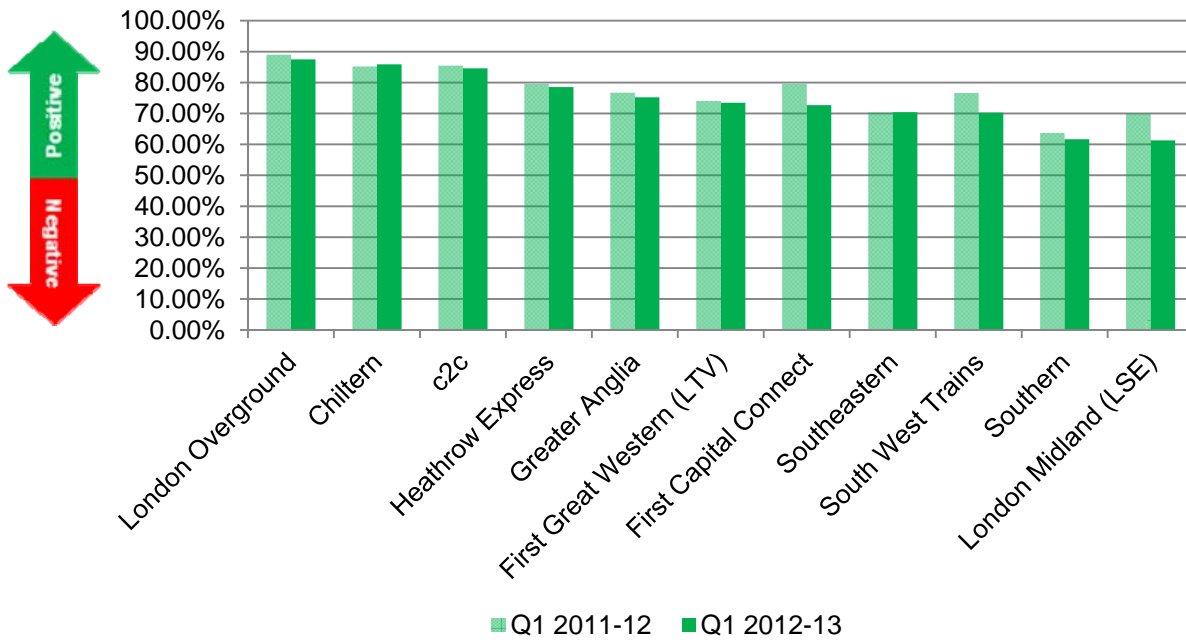


2.3 Right Time Arrivals

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 5 – Percentage of Right Time Arrivals Q1 2012/13 & 2011/12

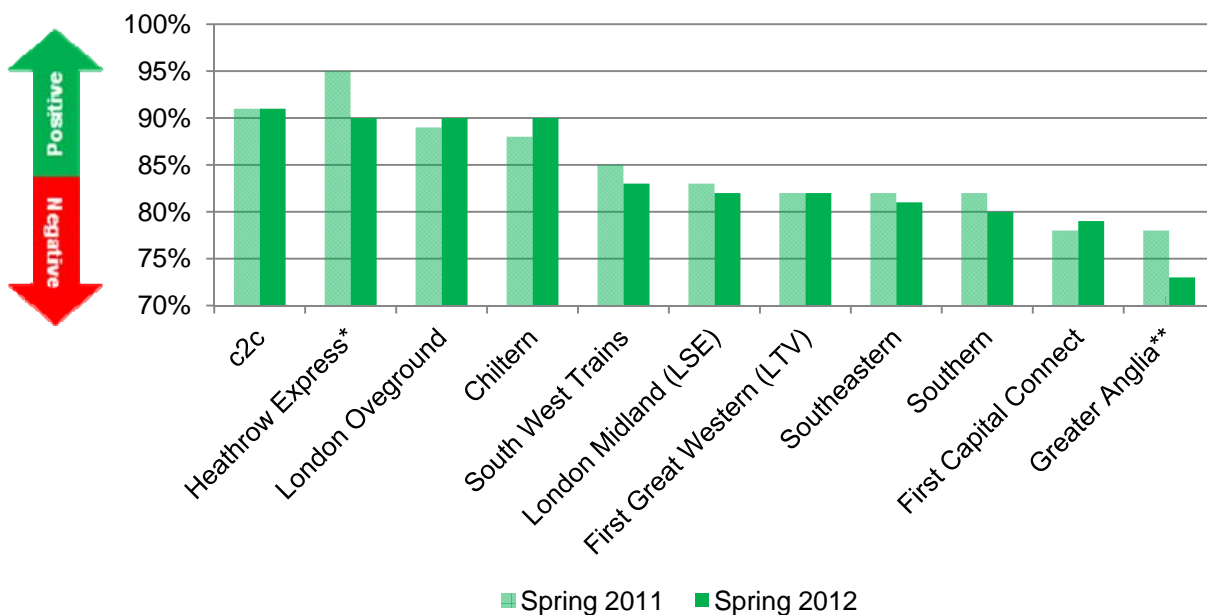


3 London & South East passenger satisfaction

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 southeast operators overall levels of satisfaction. The percentage of passenger satisfied for all London and southeast operators has decreased from the last survey. It has decreased by 1% compared with the same period in 2011.

The highest satisfaction was with c2c at 91%, rating their service as satisfied or good. The lowest satisfaction was with Greater Anglia with a score of 73%; this is likely to reflect the change in service provider. Heathrow Express experienced a significant drop in their passenger satisfaction. This may have been affected by industrial action, which took place on 26/27 February 2012.

Graph 5 – London & South East percentage of passengers satisfied



* Heathrow Express result may have been affected by industrial action on 26/27 Feb 2012

** Greater Anglia from 5 Feb 2012; previously National Express East Anglia