

National Rail Performance Report - Quarter 2 2012/13

December 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.

Financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
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
Quarter 2 2012/13 – Jul to Sept	Dec 2012

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1 Overview

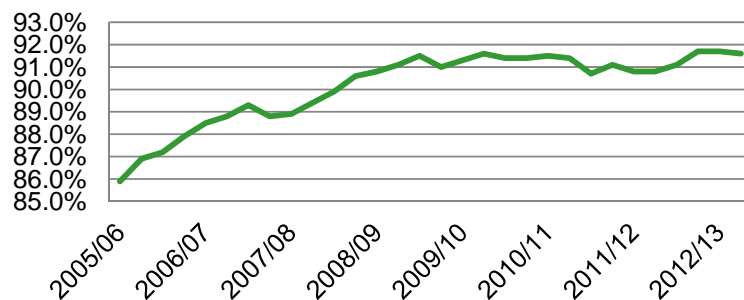
This report focuses on the experience of passengers in London and the South East and the performance of the rail network in the second quarter (July to September) of 2012/13.

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

London and the South East train operators overall public performance measure (PPM) quarterly average is higher than the same period last year with an average of 93.21%, which is 0.97% higher than the same period last year. The highest average PPM for the second quarter of 2012/13 was c2c with 97.79%, and the lowest was London Midland with 87.08%.

The overall percentage of cancellation and significant lateness was 1.79% in quarter 2 2012/13, which was 0.83% lower than the same period a year ago. The lowest percentage was recorded by c2c with 0.83%, and the highest by London Midland with 3.61%.

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



The overall percentage for right time arrivals was 72.86% in Q2 2012/13, which was a 0.88% improvement compared to the same period in last year. The operator with the highest percentage of right time arrivals was London Overground, with 89.73%, and the lowest was Southern, with 60.08%.

Highlights in Quarter 2 2012/13

Most operators' experienced an increase in their performance this quarter (Q2 2012/13) compared with the same period last year (Q2 2011/12). This can be attributed to the reduction in cable theft incidences affecting operators. The theft of metal from the rail network is still a problem. Thieves are targeting signalling cables, overhead power lines and even metal fences to sell for scrap, but due to the efforts of Network Rail and the British Transport Police, these incidents are happening less frequently.

Some operators did experience a reduction in their performance. This was directly attributed to:

- Signalling failures – There is an increase in most operators being affected;
- Cable theft from overhead lines and signalling systems, resulting in system failures;
- Planned/ unplanned engineering works having a knock on effect on train services;
- Problems with rolling stock, eg train faults, broken down trains;
- Instances of a people, 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;
- Staff shortages affecting London Midland;
- Localised flooding – First Great Western services were severely affected by heavy rain and subsequent flooding on the 24 September;
- Train derailment - An engineering train derailed overnight blocking West Coast Main Line tracks into Euston affecting Southern and London Midland services on the 20 August.

There has been an 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.

Instances in members of the public being killed on the railway have continued to increase, and a task force has been set up to examine if there is anything the railway can do to limit this trend.

2 London & the South East train service performance

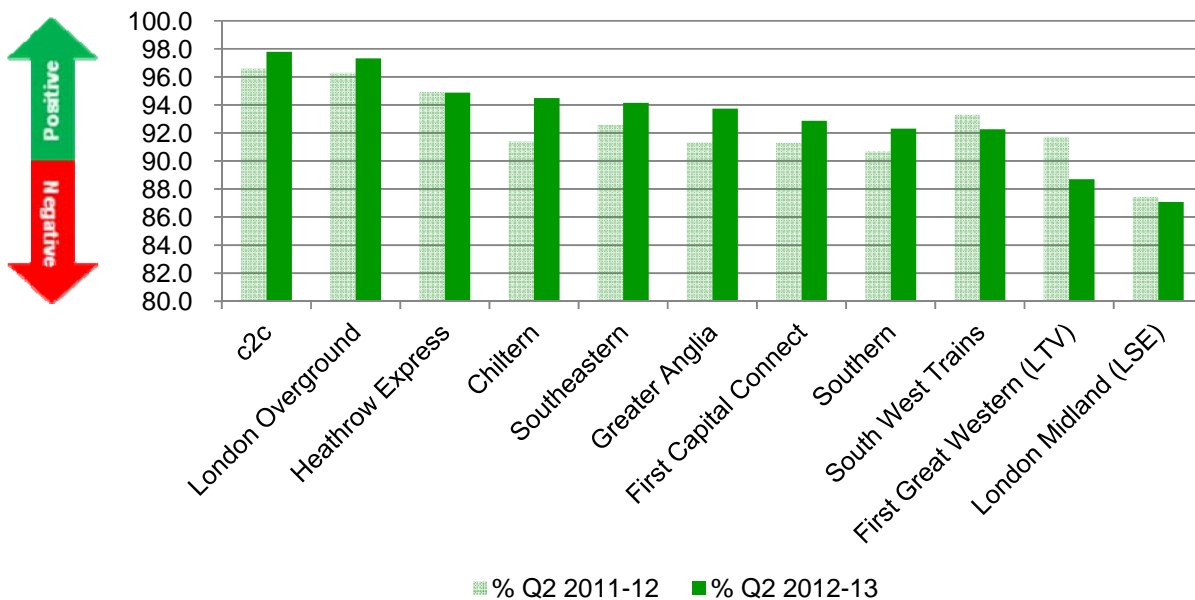
This report presents a set of measures of the performance of train operating companies in London and the South East, which has particular relevance to the passenger.

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 the South East train companies) or ten or more minutes late (in the case of longer distance train companies.)

c2c had the highest average PPM of 97.79% for the quarter and London Midland had the lowest with 87.08%. Most operators PPM increased this quarter (Q2 2012/13), compared to the same period last year (Q2 2011/12), with Chiltern and Greater Anglia recording the highest increase. These can be attributed to Chiltern's more robust timetable introduced in May 2012, and in Greater Anglia's case, the programme of overhead line equipment fault fixing, initiated by Network Rail in advance of the Olympic Games.

Graph 2 – Public performance measure Q2 2011/12 & Q2 2012/13



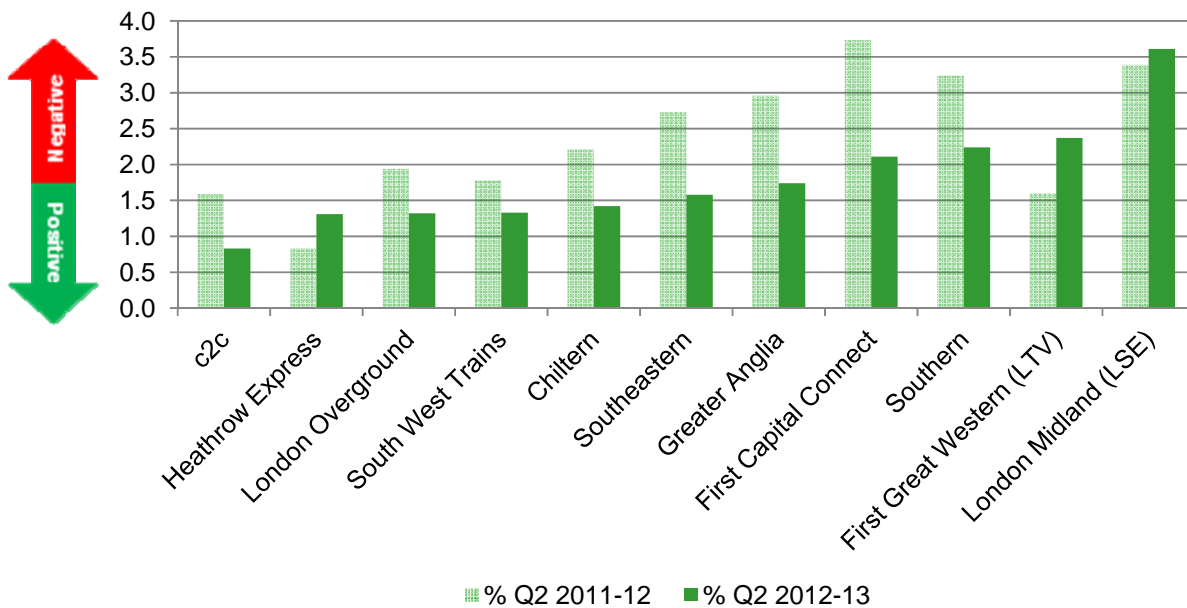
LSE – London & South East
LTV – London & Thames Valley

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 London Midland had the highest, an increase of 0.22. First Great Western (LTV-London & Thames Valley) and Heathrow Express’s performance for cancellations and significant lateness has also deteriorated over this period.

Graph 3 – Percentage of cancellation and significant lateness Q2 2011/12 & Q2 2012/13



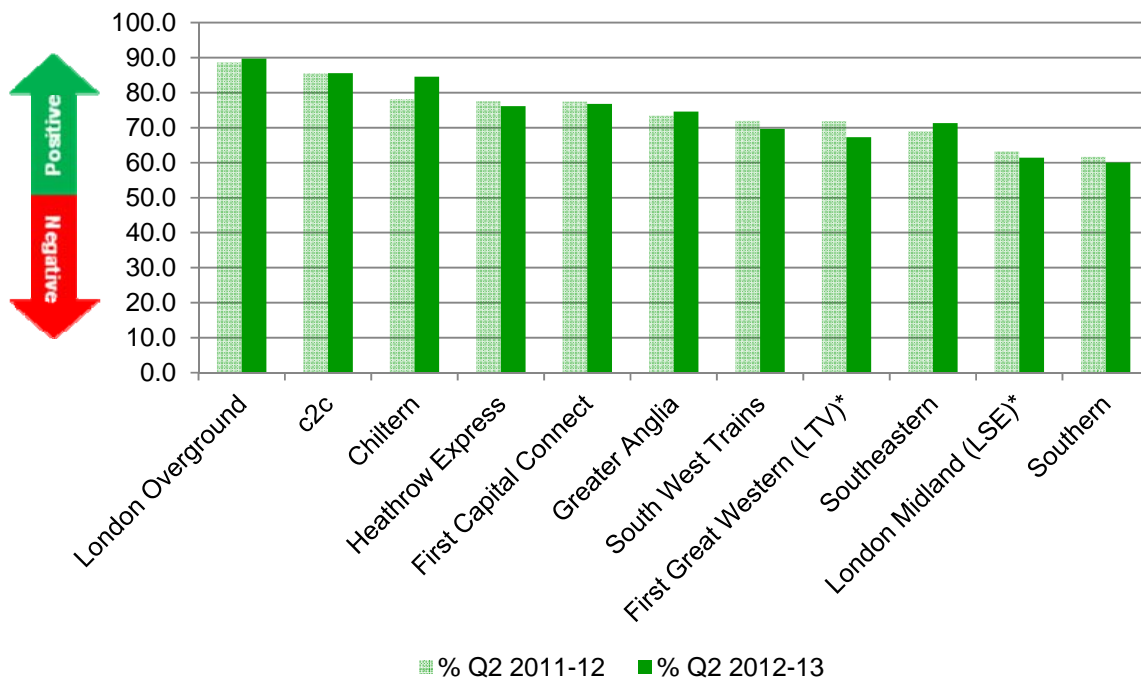
LSE – London & South East
 LTV – London & Thames Valley

2.3 Right Time Arrival

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 with 89.73% of trains arriving at the right time, with a notable improvement compared to the same period last year (Q2 2011/12). Chiltern recorded a significant increase in its right time arrival this quarter. This can be attributed to a more robust timetabling introduced in May 2012. Southern recorded the lowest percentage and First Great Western had the largest percentage decrease, 4.60%, compared to the same period last year.

Graph 4 – Percentage of Right Time Arrivals Q2 2011/12 & Q2 2012/13



LSE – London & South East
LTV – London & Thames Valley

NOTE TO: TRANSPORT SERVICES COMMITTEE

FROM : KELETHA BARRETT AND JOHN CARTLEDGE

DATE : 11 DECEMBER 2012

RE : CAUSATION OF NATIONAL RAIL DELAYS

1. Background

The Transport Services Committee receives a quarterly report summarising key aspects of the operational performance of the National Rail train operators in London and the south east. The report focuses on the industry's "public performance measure" (PPM), i.e. the percentage of trains which are neither cancelled nor arrive at their ultimate destinations more than 5 or more than 10 minutes late – depending on the length of their journeys. Additional tables show the rate of cancellations and significant (i.e. 30+ minutes) lateness, and of right-time arrivals.

A narrative commentary in the report summarises the principal factors which have affected train service performance during the quarter. At its meeting on 11 September 2012, the committee asked for future versions to include "a table showing the cause of disruption". The purpose of this paper is to assist members in determining how best this information can be presented.

2. Delay minutes

Delay minutes are the statistic used within the rail industry to attribute responsibility for delays and disruption (but not cancellations). All delays over 2 minutes at critical timing points are recorded and attributed both to a cause and to the industry partner responsible (i.e. Network Rail or a train operating company (TOC), including freight operators). Compensation payments flow between industry partners reflecting this attribution process, so there is an interval after the end of each reporting period during which any challenges are resolved before the data are finalized. As a result, delay minutes information is only provided a quarter in arrears.

Delay minutes data are provided by Network Rail to assist Passenger Focus and London TravelWatch in their work, in compliance with an instruction from the Office of Rail Regulation, but are not otherwise generally released. They should be treated only as a general guide to the relative significance of different contributory factors, and may be subject to further adjustment following negotiations between the industry partners to which they relate. When the release of these data to the statutory passenger organizations was authorized, this was done on the understanding that they would be used only for the purpose of informing our dialogue with the industry partners. We gave an undertaking that they would be treated with discretion and, in particular, that they would not form the basis of media releases or league tables.

In this paper, causes of delay are grouped into eight categories (amalgamated from nearly 300 individual sub-categories used for recording purposes within the industry):

- Train defects and depot delays, which includes all causes relating to the availability of rolling stock for service and its mechanical condition

- Signalling, telecommunications and power supply, which includes all causes relating to these elements of the train control system and electrical circuits
- External causes and third party action, which includes all events outwith the direct control of industry partners, such as vandalism, trespass, suicides, lineside fires, misuse of level crossings, bridge strikes and security alerts
- Track, infrastructure and engineering, which includes all defects in the permanent way and related infrastructure such as bridges, cuttings, embankments and tunnels, as well as delays arising from maintenance work on these
- Train operations, train crew and stations, which includes all delays arising in the course of train journeys as a result of the actions of passengers and crew, including those at stations
- Weather and seasonal, which includes the impact of severe weather events and seasonal factors such as poor wheel/rail adhesion during the leaf-fall season
- Timetabling and other Network Rail causes, which are primarily related to problems with timetable planning and train pathing
- Unidentified – a residual category where no specific cause is found.

Delay minutes attributed to a rail industry partner are “owned” either by Network Rail or a train company. In the latter case, they can be further categorized as either “TOC on self” where a company delays its own trains, or TOC on TOC where a delay attributed to one operator has repercussive consequences for others.

Delay minutes data are provided to London TravelWatch in their “raw” form, i.e. as an actual total for each of the 13 four-week operating periods in the reporting year, starting on 1 April. To harmonise them with the periodicity of performance reports to the committee, they are aggregated into quarterly totals, the third quarter in each year containing (by industry convention) one extra reporting period.

The total number of delay minutes incurred by each operator depends not only on its performance but also on the scale of its activity, i.e. the number of trains it runs – a figure which varies widely between operators as they come in a range of sizes. This number in turn is liable to change over time. So, to facilitate comparison, all data shown here are expressed as percentages.

But in making such comparisons, due attention must be paid to the differing characteristics of the train operators and the routes on which they run. For example, traction power supply failures will only affect electrified routes – though they can have knock-on effects on diesel trains using the same routes. And a company which shares most of its network with other operators (such as Heathrow Express) is inherently more vulnerable to TOC on TOC delays than one on whose network relatively few other operators’ trains run (such as c2c),

Quarter-on-quarter comparisons can be affected by seasonal factors, such as weather conditions and leaf-fall. Changes over time are therefore best detected by scrutiny of moving annual averages (MAAs), or by comparing each quarter with the corresponding months in previous years.

Because delay minutes data are primarily collected for financial reasons rather than performance analysis, they are only available on a “whole TOC” basis. This means that, unlike the PPM, it is not possible to isolate the London area operations of those operators such as Greater Anglia, First Great Western and London Midland whose networks also include substantial longer distance and/or regional networks.

3. Data for quarter 2 of 2012/13 (July-September 2012)

This table shows, for the eleven TOCs included in the London and south east group taken together, the aggregate percentage share of delay minutes incurred in this quarter attributed to each cause, and the share attributed to each category of industry partner. It also shows, for each TOC, the same data expressed as the difference (+/-) relative to the (weighted) proportion for the whole group. Negative values are italicized, and the extreme values in each row are emboldened.

TRAIN OPERATOR	ALL	c2c	CHL	FCC	FGW	GTA	HEX	LMD	LOV	SEA	SOU	SWT
CAUSE OF DELAY												
Train defects/depot delays	20.7	-6.1	4.4	8.3	-2.3	0.1	4.5	-0.5	-2.8	-2.9	-3.5	-7.3
Signalling/telecomm/power supply	20.7	-7.5	-1.3	-3.1	4.0	1.3	6.2	-0.8	-1.5	1.5	3.3	-2.1
External/third party action	16.8	23.9	-6.4	-1.2	1.3	0.8	0.9	0.1	4.0	-2.7	-2.7	6.9
Track/infrastructure/engineering	16.2	-4.3	-8.4	-4.6	0.4	3.9	-9.3	-2.1	-5.3	6.2	-1.2	7.0
Train operations/train crew/stations	15.4	-7.1	6.8	-0.4	-3.1	-3.3	-2.5	0.3	5.9	-0.5	3.3	-1.3
Unidentified	3.9	-3.7	1.4	0.3	2.7	-3.1	-0.7	-0.5	-0.3	-2.1	4.8	-3.2
Weather/seasonal	3.3	-2.9	2.8	-1.3	-2.5	-1.1	-2.2	3.6	-2.4	2.5	-2.1	1.3
Timetabling/other NR causes	3.1	7.6	0.7	2.0	-0.5	1.4	3.2	-0.1	2.3	-1.9	-1.9	-1.5
RESPONSIBILITY FOR DELAY												
Network Rail	42.8	-6.8	5.8	6.6	-1.3	-5.6	1.8	-0.8	7.2	-8.0	2.0	-3.9
TOC on self	27.0	-11.0	10.8	7.9	-7.6	1.0	-8.8	-9.4	-10.4	1.1	3.0	-6.3
External	17.1	23.7	-6.7	-1.5	1.4	0.7	0.5	-0.2	4.5	-2.6	-2.6	7.9
TOC on TOC	9.2	-2.2	0.4	-0.1	2.2	-4.1	10.7	9.2	13.4	-4.4	-3.2	-2.3
Unidentified	3.9	-3.7	1.4	0.3	2.7	-3.1	-0.7	-0.5	-0.3	-2.1	4.8	-3.2

So, for example, during this quarter 20.7% of delay minutes suffered by London and south east TOCs were caused by train defects or depot delays. But the proportion of c2c's delay minutes attributable to this cause was 6.1% less than the average for this set of TOCs, i.e. 14.6%, while Chiltern's share was 4.4% higher, or 25.1%. The TOC which was (relatively) most vulnerable to delays caused by signalling, telecommunications or power supply problems was Heathrow Express, at 6.2% above average, while c2c was least vulnerable to this problem, at 7.5% below average.

On average, 9.2% of delays suffered by the TOCs were caused by other train companies. But London Overground's share of delays attributable to this cause was 13.4% higher than this, while Southeastern's was 4.4% lower.

The following table shows the same data for all London and south east TOCs taken as a set, together with the change in the percentage share for each cause of delay (or "owner" of delay) since the equivalent quarter in 2011/12, and the moving annual average figure for the year up to and including the quarter under review. Rounding of individual totals means that they may not sum exactly to 100.

PERIOD	Q2 2012/13	YEAR-ON-YEAR CHANGE	MOVING ANNUAL AVERAGE
CAUSE OF DELAY			
Train defects/depot delays	20.7	1.3	19.6
Signalling/telecomm/power supply	20.7	3.2	19.4
External/third party action	16.8	-6.9	16.8
Track/infrastructure/engineering	16.2	1.4	17.2
Train operations/train crew/stations	15.4	1.0	13.8
Unidentified	3.9	0.6	3.7
Weather/seasonal	3.3	0.9	5.9
Timetabling/other NR causes	3.1	-1.5	3.6
RESPONSIBILITY FOR DELAY			
Network Rail	42.8	4.1	45.0
TOC on self	27.0	0.6	26.7
External	17.1	-6.8	16.8
TOC on TOC	9.2	1.6	7.8
Unidentified	3.9	0.6	3.7

Since the same quarter last year, the largest decline has – encouragingly - been in the share of delays attributed to external causes and third parties (over which the industry has only limited control), and the largest increase has been in the share attributed to problems with signalling, telecommunications and power supply. This is reflected in the increase in the share attributed to Network Rail, which is responsible for these functions. It does not necessarily mean that the actual number of delays attributed to this cause has risen, but simply that they accounted for a larger share of the total, because the share attributed to other factors has declined.

In the quarter under review, the proportion of delay minutes attributed to weather or seasonal factors was noticeably lower than for the year to date (i.e. the MAA), as is to be expected during the summer because such factors are more likely to impact negatively on service performance in the autumn and winter months. The share of TOC on TOC delays was somewhat greater and – despite the increase relative to Q2 last year – that of Network Rail delays somewhat lower than during the past twelve months as a whole.

4. Possible enhancements

It would be possible also to include a similar table for each train company, which would help to highlight variations through time across the network. But regard should be paid to the resource costs incurred by the secretariat (i.e. the opportunity cost of time assigned to producing this in preference to other tasks) relative to the utility of the information thus generated. Compilation of this paper from the raw form in which delay minutes data are received has taken approximately two person days.

Similarly, while it would be possible to display all or any of these data in the form of charts, this would require additional production time and might be construed as being inconsistent with the terms on which the provision of the data was originally authorized.

5. Future action

The committee is invited to discuss this paper and to determine the content and form of the reporting of delay causation which it wishes to have included in future National Rail performance reports.