

TRS044
Transport Services committee
12 March 2013

National Rail Performance Report - Quarter 3 2012/13

March 2013



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.

Financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
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
Quarter 3 2012/13 – Oct to Dec	March 2013

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Contents

- 1 Overview 1**
- 2 London & South East train service performance 3**
 - 2.1 Public performance measure 3
 - 2.2 Cancellations and significant lateness 4
 - 2.3 Right Time Arrivals 5
- 3 London & South East passenger satisfaction 6**
- 4 Passengers in excess of capacity (PIXC) 7**

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 third quarter (October to December) of 2012/13.

For definitions of the measures used, see Section 2.

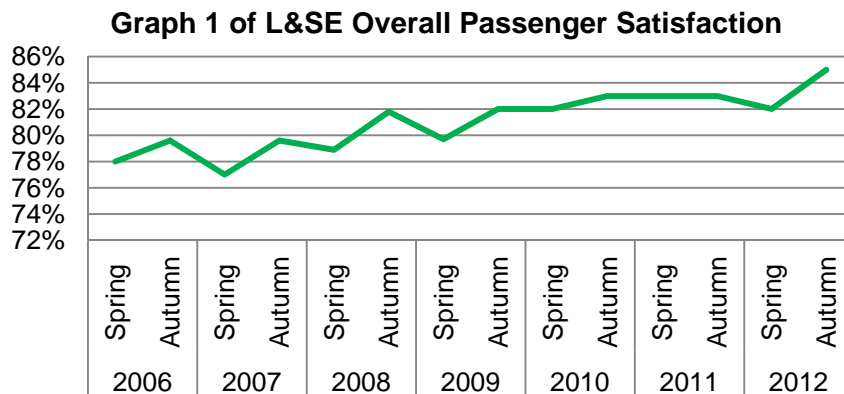
London & South East (L&SE) train service performance

London and South East train operators overall *public performance measure* (PPM) was lower than the same quarter last year with an average of 89.2%, which was 0.9% lower than a year ago. The train company with the highest average PPM in the third quarter of 2012/13 was c2c with 97.6%, and the company with the lowest was London Midland (LSE) with 78.9%.

The overall rate of *cancellations and significant lateness* was 2.7% in quarter 3 2012/13, which was 0.2% higher than the same period a year ago. c2c recorded the lowest percentage with 0.8% and London Midland (LSE) the highest with 6.5%.

The overall percentage of 'right time' arrivals was 63.8% in Q3 2012/13, which was 3% worse than last year. The operator with the highest percentage of 'right time' arrivals was c2c with 83.9% and the lowest was Southern with 47.9%.

London & South East (L&SE) passenger satisfaction



Overall, passenger satisfaction has significantly increased since the last survey. The percentage of passengers satisfied was 85% compared with 83% in autumn

2011, and 82% in spring 2012. The highest rate of passenger satisfaction in autumn 2012 in London & South East was with London Overground, c2c and Heathrow Express, all with 93%. First Capital Connect had the lowest score with 81%.

Highlights for Q3 2012/13

The London & South East train service performance was poorer in quarter 3 2012/13 than in the same period last year. The quarter was affected by delays and disruption due to over-running engineering works, severe flooding and infrastructure problems.

The performance of individual train operators was largely dependent on the varying ability of Network Rail to deliver a railway on which their trains could operate, as well as the inability of some operators adequately to manage the service elements for which they are wholly responsible, such as ensuring that there are sufficient train crew available.

London Midland suffered an unprecedented increase in staff turnover, resulting in a shortage of qualified drivers. More than 950 services were affected during the period, causing cancellations and severe delays to its services (for which it has been penalised by the Department for Transport).

First Capital Connect suffered severe delays which were due to major signalling problems caused by a fire. Heathrow Express, First Great Western (LTV), South West Trains and Southern also experienced severe disruption to services owing to signalling problems, and the latter three were also affected by the impact of heavy localised flooding and landslips.

Some operators did achieve a noteworthy increase in their performance compared to the same period last year. This was a direct result of the train companies and Network Rail:

- working to upgrade the infrastructure such as replacing overhead line cables and being proactive in their fight against cable theft (e.g. Greater Anglia)
- bringing new timetables into operation (e.g. London Overground and Chiltern).

London Overground's new extension of the East London Line across south London between Surrey Quays and Clapham Junction opened on 9 December 2012. Chiltern's new timetable also came into effect in December. The new service pattern has delivered an increase in the number of seats available to some passengers, but there has been a reduction in the number of trains calling at some intermediate stations in London.

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 are particularly relevant to passengers. With two exceptions, the data refer to the whole of each company's services, not simply to those to, from or within London, although in every case these account for a large majority of trains run. In the case of First Great Western, they refer only to its London and Thames Valley (LTV) operations. In the case of London Midland, they refer only to its London and South East (LSE) services.

2.1 Public performance measure

Public performance measure (PPM) is a records the performance of individual trains against the planned timetable. In the case of London & South east train companies it is the percentage of trains that are neither cancelled nor arrive at their advertised destination five or more minutes late.

With 97.6%, c2c had the highest average PPM for the quarter, and London Midland had the lowest, with 78.9%. Most operators' PPM fell in this quarter, compared to the same period last year (Q3 2011/12), with London Midland recording the highest percentage decrease. Severe staff shortages resulting in cancellations and delays affected London Midland (LSE) services. Heathrow Express and First Great Western (LTV) also experienced severe disruption on their services caused by signalling problems, and the latter was also affected by flooding.

Graph 2 – Percentage of public performance measure Q3 2011/12 & Q3 2012/13

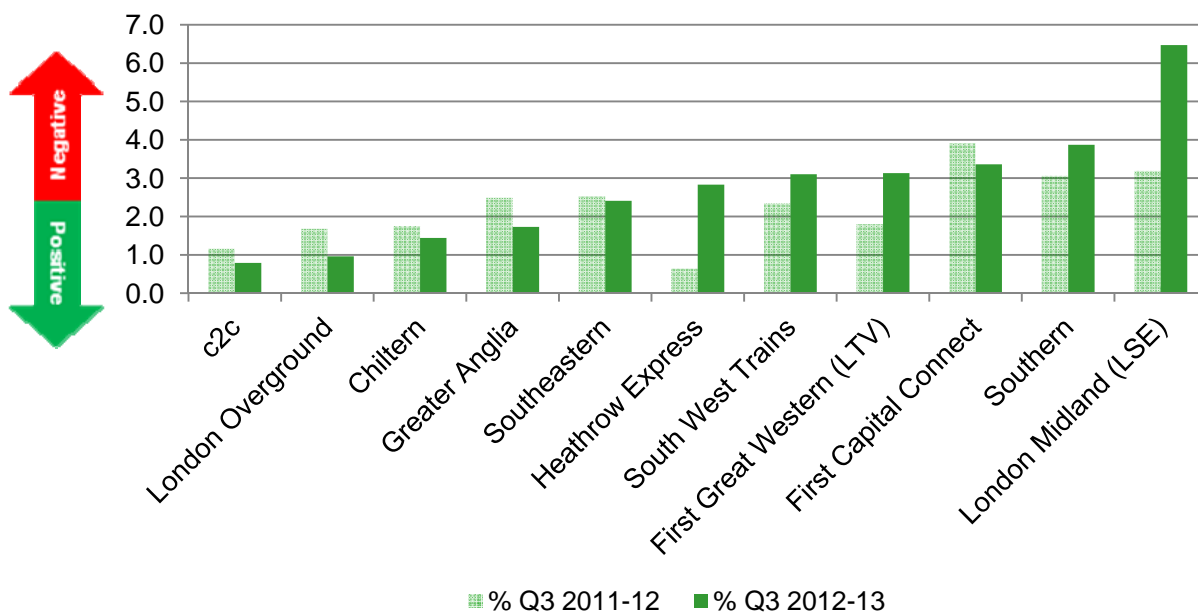


2.2 Cancellations and significant lateness

Cancellations and significant lateness is a measure of the percentage of trains which arrive ‘significantly’ late or do not run, expressed as a percentage of 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. London Midland (LSE) had the poorest performance, owing to the impact of severe staff shortages. Heathrow Express – which is usually the best performer - also experienced severe disruption on its services which was mainly due to signalling problems. Other operators - particularly, First Great Western (LTV), South West Trains, and Southern also experienced delays due to localised flooding and signalling problems. Snow affected services in the latter part of the quarter. Despite this, six train companies achieved a better performance than in the equivalent quarter a year earlier, including First Capital Connect which had previously turned in the worst result.

Graph 3 – Percentage of cancellation and significant lateness Q3 2011/12 & Q3 2012/13

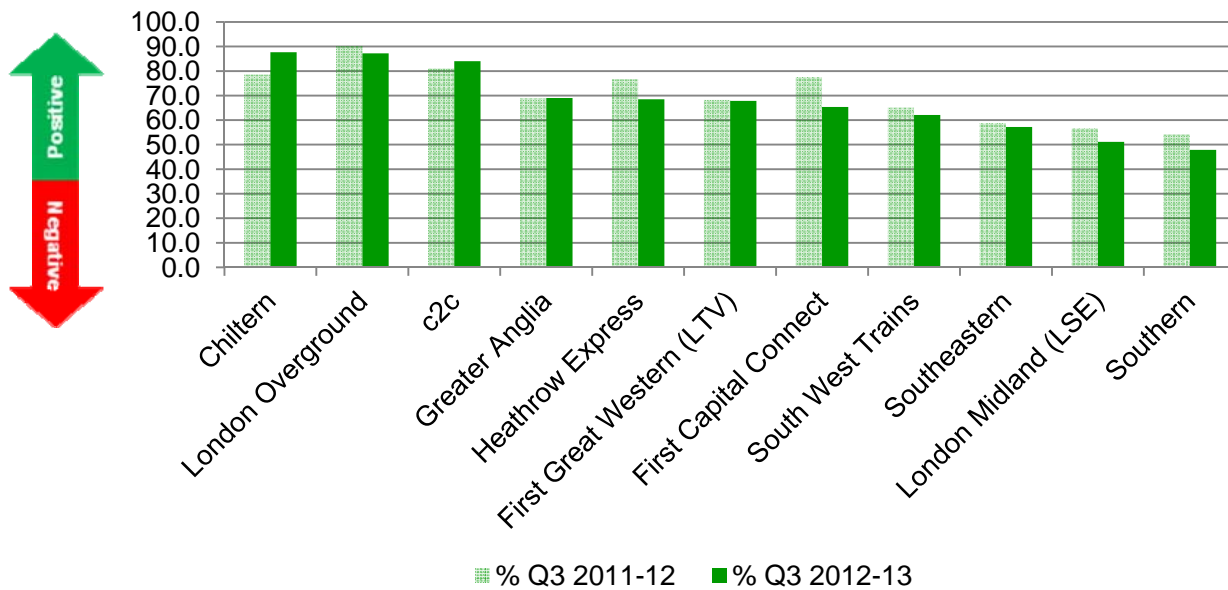


2.3 Right Time Arrivals

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.

Chiltern performed best in terms of the average percentage of trains arriving at the right time, with substantial increase compared to the same period last year. Southern had the lowest percentage of right time arrivals for this quarter.

Graph 4 – Percentage of Right Time Arrivals Q3 2011/12 & Q3 2012/13

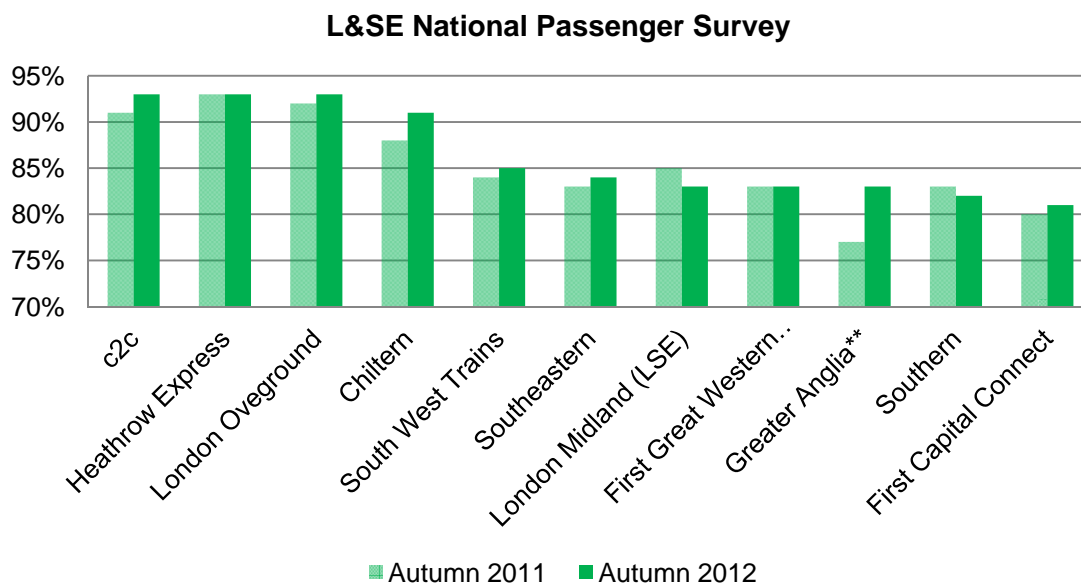


3 London & South East passenger satisfaction

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 South East operators' overall levels of satisfaction. In autumn 2012 the percentage of satisfied passengers, taking all London and South East operators together, had increased since they were surveyed in autumn 2011.

The highest satisfaction was with London Overground, c2c and Heathrow Express, all three of which had 93% rating their service as satisfied or good. The lowest level of satisfaction was with First Capital Connect. This may reflect the prolonged disruption experienced as a result of engineering work taking place on the route as part of the Thameslink upgrade project (though even this company saw some rise). London TravelWatch will explore this issue further with the operator.

London Midland (LSE) was the only company to experience a significant drop in its passenger satisfaction rating. Severe driver shortages resulting in cancellations and delays affected passengers' perception of the service.



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

4 Passengers in excess of capacity (PiXC)

Passengers in excess of capacity (PiXC) is the difference between the planned capacity of each national rail service arriving in London against the actual number of passengers (excluding first class) on the service at its most crowded point on the journey.

PiXC applies to all London and South East operators' weekday train services arriving at a London terminus during the 3-hour AM peak (07:00 and 09:59), and those departing during the 3-hour PM peak (16:00 and 18:59). The overall PiXC is derived by combining both peaks.

The PiXC measure considers the planned standard class capacity of each service arriving at or departing from London, and the actual number of standard class passengers on the service at the point where the passenger load is highest. PiXC is the number of standard class passengers that exceed the planned standard class capacity for the service, so is the difference between the two if the number of passengers on the service is greater than the capacity, or zero if the number of passengers is within the capacity.

The standard class capacity is based on the booked formation of the service. It includes the number of standard class seats on the train and may include an allowance for standing room. No allowance for standing is made when a service has no stops for more than 20 minutes before (AM) or after (PM) the point where the passenger load is highest, but it is allowed when there is a stop within 20 minutes. The allowance for standing varies with the type of rolling stock but, for modern sliding door stock, it is typically approximately 35 per cent of the number of seats.

The PiXC values stated in the table are the total PiXC on all peak services expressed as a percentage of the total number of standard class passengers on all peak services provided by that train operator.

Under the historic PiXC system, the DfT set limits on the level of acceptable PiXC at 4.5 per cent in one peak (morning or afternoon) and 3.0 per cent across both peaks. The DfT now sets a variety of performance targets for its individual franchise holders.

Below is an example of the historical data obtained from the Department for Transport, regarding passenger crowding levels. We will report and analyse the latest figures when they are published in the quarter 2 2013/14 report.

Passengers in excess of capacity (PiXC): London & South East train operators: Autumn 2010 & 2011

Train operating company	AM peak			PM peak			Overall		
	2010	2011	Change	2010	2011	Change	2010	2011	Change
c2c	2.6%	3.9%	1.3%	0.6%	1.0%	0.4%	1.7%	2.6%	0.9%
Chiltern Railways	3.1%	4.9%	1.8%	0.8%	1.2%	0.4%	2.1%	3.3%	1.2%
First Capital Connect	2.8%	3.2%	0.3%	1.2%	1.4%	0.2%	2.1%	2.3%	0.2%
First Great Western	18.5%	10.7%	-7.8%	14.4%	8.9%	-5.5%	16.6%	9.9%	-6.7%
London Midland	0.4%	2.8%	2.4%	4.6%	10.6%	6.0%	2.5%	6.8%	4.2%
London Overground	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
National Express East Anglia	4.9%	4.7%	-0.1%	1.3%	3.2%	1.9%	3.2%	4.0%	0.8%
Southeastern	1.3%	1.5%	0.2%	0.2%	0.0%	-0.2%	0.8%	0.8%	0.0%
Southern	5.1%	5.6%	0.5%	1.6%	1.5%	-0.1%	3.5%	3.8%	0.3%
South West Trains	3.4%	4.1%	0.7%	1.7%	2.4%	0.7%	2.6%	3.3%	0.7%
All London & South East operators	4.0%	4.0%	0.0%	1.9%	2.2%	0.3%	3.0%	3.2%	0.2%

It is pleasing to note that there have been some reduction in levels of PiXC, particularly on First Great Western. However, continued growth in passenger numbers mean that there needs to be a continued focus on achieving a reduction in the number of trains that experience significant levels of PiXC.

London TravelWatch will continue to press the operators with the most significant problems with this issue (First Great Western, London Midland and Greater Anglia) to make efforts to reduce this.