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**Confidential information paper**

Author : Mark Donoghue

Agenda item 15

TS014

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**Eurostar Performance Report (Quarters three and four, 2008)**

**1 Purpose of report**

1.1 To note the performance report for quarters three and four 2008 for Eurostar services, produced by Eurostar (UK) Ltd. Due to the commercial sensitivities of this report it has been included in the confidential session of the meeting (under section 15(2)(b) of schedule 18 of the Greater London Authority Act 1999, that, by reason of the confidential nature of the item(s) to be discussed, it was desirable in the public interest that the public should be excluded).

**2 Recommendation**

2.1 The Committee is asked to decide on whether to continue to receive these reports.

**3 Information**

3.1 The performance report is in the Annex to this report.

**4 Equalities and inclusion implications**

4.1 Not applicable – report is for information only.

**5 Financial implications**

5.1 Not applicable – report is for information only

**6 Legal powers**

6.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the

public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

## **7 Glossary**

### **7.1 Catenary problem (page 9)**

Catenary is used as generic term for the whole overhead line equipment (OHLE) system. The OHLE provides the 25,000 volt AC traction power supply for electric trains. Problems with the OHLE typically either relate to the power supply itself, in which case electric trains have no power, or, alternatively there may be problems with the masts and wires themselves. The latter may result from high wind or from the rolling stock damage which means that it become out of alignment and cannot be safely used. The OHLE is a very delicate system in comparison to other railway engineering structures.

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***EUROSTAR (UK) LTD***

***REPORT N° 43***  
***London TravelWatch***

***Q 3 & 4 2008***

## 1. COMMERCIAL PROGRESS / KEY EVENTS - QTRS 3 & 4 2008

### Overview

The second half of 2008 was dominated by the fire in the channel tunnel on September 11. The impact of this event was felt throughout the end of quarter three and the whole of quarter four.

Despite the operational restrictions and the amended timetable that Eurostar had to work with, punctuality remained strong and traveller numbers and ticket sales increased during 2008.

Eurostar's innovative approach to environmental issues and its move to St Pancras and High Speed 1 were amongst a number of areas that gained recognition in a series of award wins during Q3&4.

### Channel Tunnel Fire

The fire in the channel tunnel on September 11 brought Eurostar services to a standstill for the next 36 hours.

With 106,797 travellers booked to travel in the next four days, Eurostar staff across the business responded to ensure assistance was provided to travellers who stranded in the UK, France and Belgium.

A series of extensive measures were taken to assist travellers on the Continent and an extensive communications plan was rolled out to advise travellers of the latest advice.

Sales were frozen until the third week of September and two amended timetables were introduced, meaning millions of travellers had to be re-accomodated on to new services.

### Punctuality and journey times

Despite the impact of the fire, Eurostar recorded strong punctuality with 92.19% of trains arriving on time or early. Single line working in the channel tunnel meant that Eurostar journeys were on average 20 minutes longer than advertised from September 13<sup>th</sup>.

### Traveller Numbers & Ticket Sales

The growth in traveller numbers and increasing demand in the first half of 2008 led Eurostar to introduce an eighteenth daily service to Paris at the beginning of September. However, the fire in the channel tunnel inevitably had an effect on traveller numbers and tickets sales.

Nevertheless, year on year Eurostar achieved a ten per cent rise in travellers and an eleven per cent rise in ticket sales during 2008.

### Cycle Reservations

Following the introduction of its reservation system, Eurostar recorded growth in cycle carriage of more than 300% in quarters three and four of 2008. The trend looks set to continue and bears

witness to the popularity of the scheme. In November 2008 Eurostar was presented with the Customer Excellence Award at the National Cycle-Rail awards.

## Awards

- **Winner, Marketing and/or Customer Experience** category at the Railway Industry Innovation Awards
- **Winner, Project of the Year** category at the National Rail awards
- **Winner, Customer Service Team of the Year**, National Customer Service Awards
- **Winner, Best Train Company**, Observer, Guardian and Guardian.co.uk Travel Awards
- **Winner, Best Private Sector Department**, PR Week awards
- **Winner, Passenger Transport** award, Chartered Institute of Logistics and Transport's (CILT) Annual Awards for Excellence
- **Winner, Best Rail Provider**, Institute of Travel Management's ICARUS Environmental Award.
- **Winner, Customer Service Excellence**, ATOC National Cycle-Rail Awards
- **Winner, Best Large Company**, Green Business Awards
- **Winner, Programme of the Year Award**, Association for Project Management Awards
- **Winner, Merger/Change Communications**, Communicators in Business (CiB) Awards
- **Winner, Internal Events**, Communicators in Business (CiB) Awards
- **Gold Award for Communications Excellence**, Communicators in Business (CiB) Awards
- **Winner, Best Cross Channel Operator**, The Daily Telegraph Travel Awards
- **Winner, World's Leading Rail Service**, World Travel Awards
- **Winner, 'Best International Rail Operator'**, Buying Business Travel (BBT) Diamond Awards
- **Winner, 'Product Innovation of the Year'**, Buying Business Travel (BBT) Diamond Awards

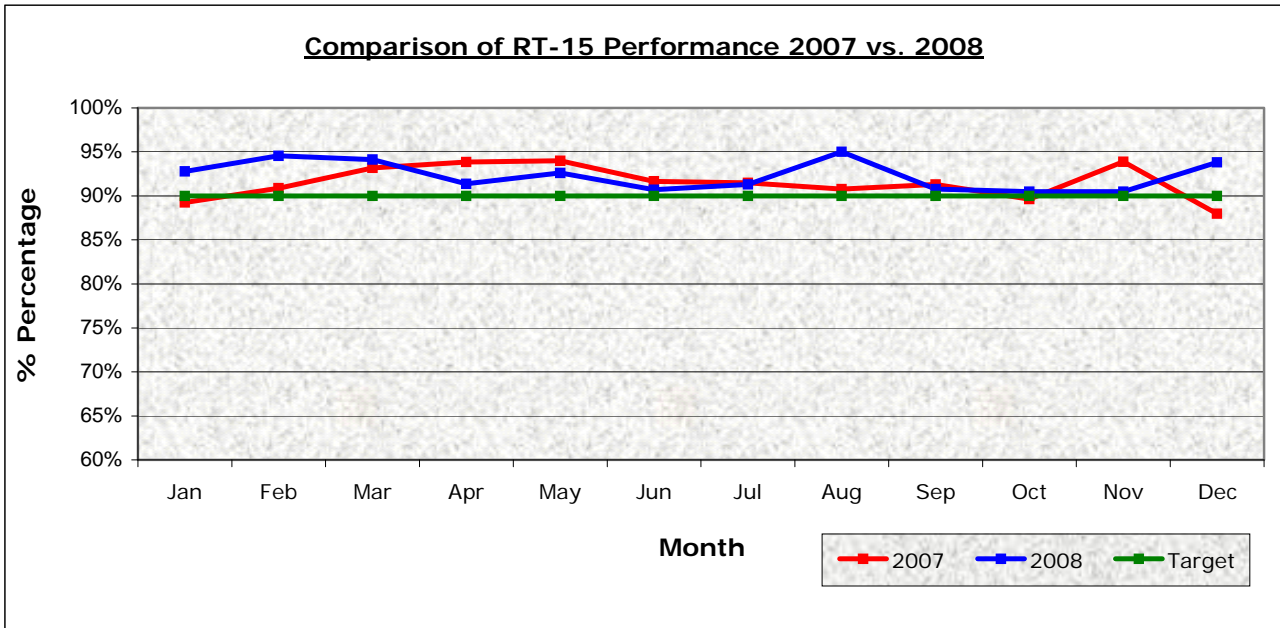
## 2. PUNCTUALITY AND RELIABILITY

### 2 Punctuality and Reliability Statistics

The Punctuality and Reliability figures are detailed below

<b><u>Eurostar Service Performance Statistics – 2008</u></b>				
	<b>2008</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
No. Trains Planned	4,895	4,910	4,925	4,510
No. Trains Cancelled	2	10	7	6
% Trains Cancelled	0.04%	0.20%	0.14%	0.13%
No. Trains Late (T-15)	311	402	437	386
% Trains Late (T-15)	6.35%	8.19%	8.87%	8.56%
<b><u>Minutes Lost by Cause</u></b>				
Infrastructure	3,564	4,340	*	*
Regulation	15,971	16,933	*	*
Other Operators	2,218	2,683	*	*
Passengers	2,470	2,465	*	*
On-Board Staff	206	270	*	*
Terminals / Platforms	153	1,290	*	*
Security	1,928	2,293	*	*
Defective Rolling Stock	4,147	5,774	*	*
Rolling Stock Short Turnaround	0	0	*	*
Rolling Stock Late Off Depot	55	428	*	*
Other	468	1,415	*	*

\* This information is not available for Q3/4 2008 but will be reintroduced in 2009

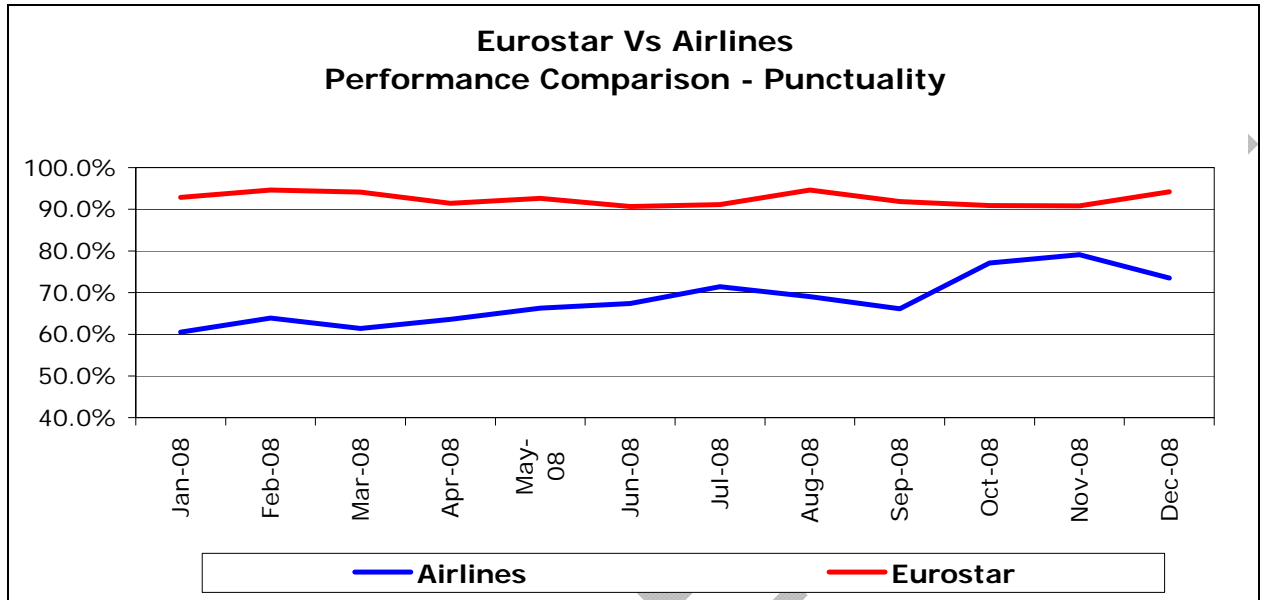


Eurostar's right time to 15 minutes performance remains at a consistent high level above target averaging 92.05% in 2006/7 and 91.77% in 2007/8. The service performance has bettered target in ten out of twelve months during 2007/8.

Service reliability continued to be good averaging 99.90% over the four quarters. This equated to 19 controllable cancellations in the whole of 2007/8 out of 18,976 scheduled services.

## 2.2 Comparison of Eurostar Punctuality with Airline Punctuality

Eurostar trains arriving on time or within 15 minutes of scheduled time averaged 92.5% for the year to December 2008, compared to 68% for airlines on the parallel routes. Eurostar continues to improve and maintain a consistently high standard of service.



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### 2.3 Significant Delays (120”+)

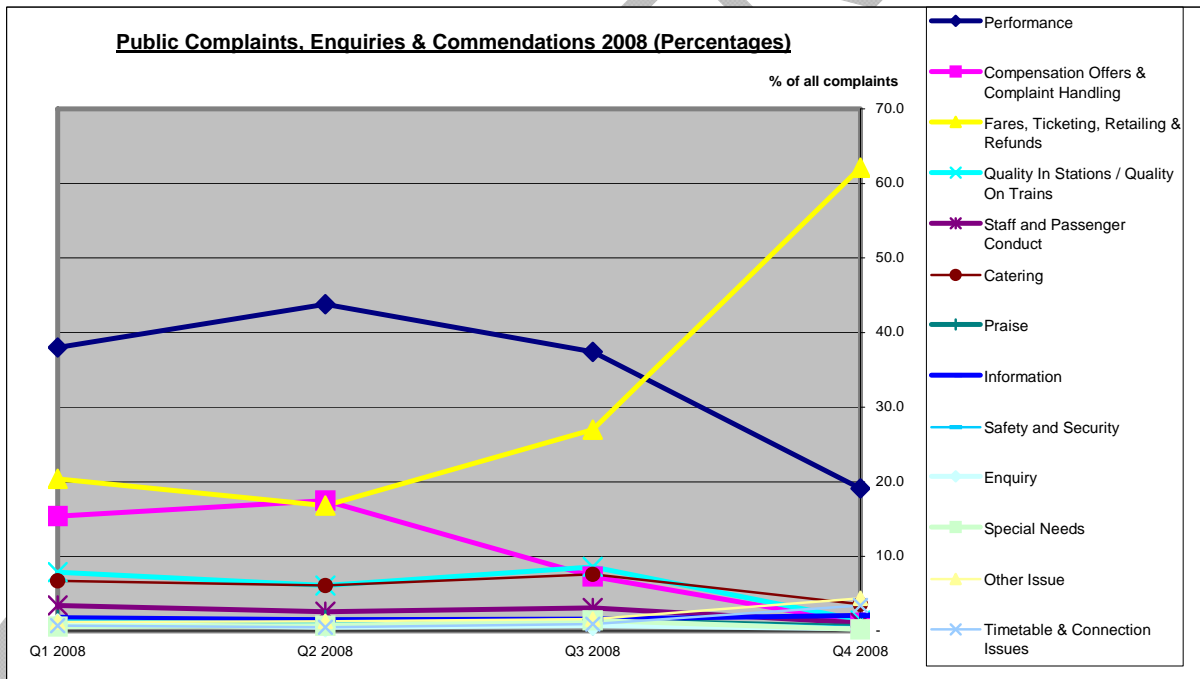
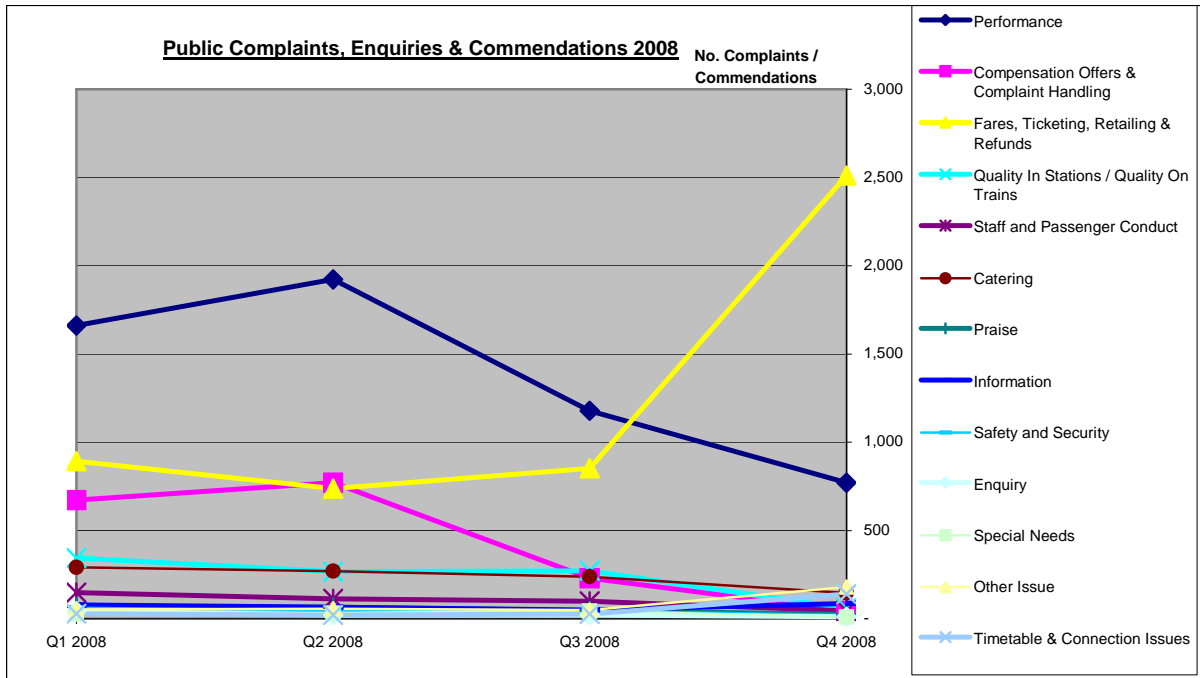
This table shows trains delayed for longer than two hours

Date	Train Id	Mins	Description of Cause(s)
15/7/08	9053	145	Single line working – failed TGV
	9055	161	Single line working – failed TGV
	9057	135	Single line working – failed TGV
	9059	148	Single line working – failed TGV
31/8/08	9149	137	Set failure
11/9/08	-	-	Many trains cancelled due to Eurotunnel fire
12/9/08	-	-	All trains cancelled due to Eurotunnel fire
13/9/08	9006	Cancelled	Operational decision
24/9/08	9114	132	Due to earlier set failure
	9027	Cancelled	Set shortage
30/9/08	9015	122	Animal impact and set failure
4/10/08	9020	175	Set shortage due to earlier failure
18/10/08	9157	Cancelled	ET single line working
24/10/08	9054	239	Fire on train
25/10/08	9109	174	Security gate problem at Brussels
	9117	150	Security gate problem at Brussels
	9059	132	Smoke detection in tunnel & fireman intervention
28/10/08	9157	147	Stopped at Calais due to security breach
8/11/08	9002	190	Catenary problem and fatality
	9004	146	Catenary problem and fatality
	9006	155	Catenary problem and fatality
	9018	Cancelled	Catenary problem and fatality
	9011	267	Catenary problem and fatality
	9036	120	Catenary problem and fatality
	9019	134	Catenary problem and fatality
	9023	136	Catenary problem and fatality
	9029	177	Catenary problem and fatality
	9031	166	Catenary problem and fatality
	9141	137	Set failure
13/11/08	9158	317	Set failure
	9054	Cancelled	Due to earlier set failure
24/11/08	9029	176	Technical difficulty
28/11/08	9014	305	Set failure in tunnel
	9120	263	Due to earlier set failure
	9023	173	Due to earlier set failure
	9127	152	Due to earlier set failure
	9057	160	Due to earlier set failure
30/11/08	9053	281	Power car failure
1/12/08	9006	Cancelled	Due to previous day's set failure
	9015	Cancelled	Due to previous day's set failure

7/12/08	9146	151	Power car problem
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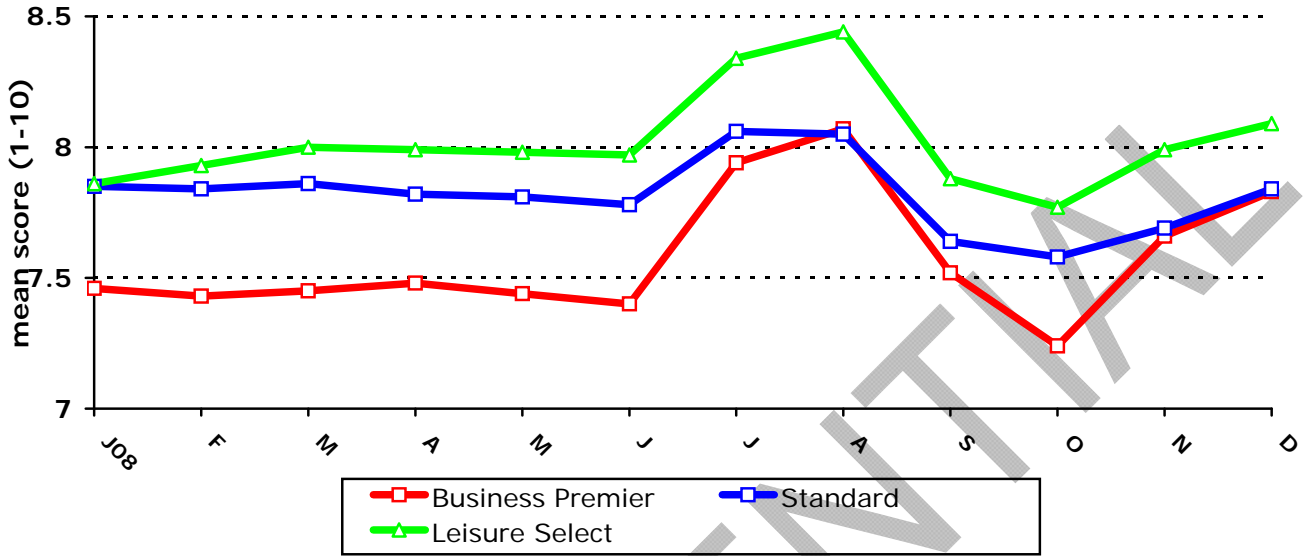
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### 3. PUBLIC COMPLAINTS, ENQUIRIES & COMMENDATIONS

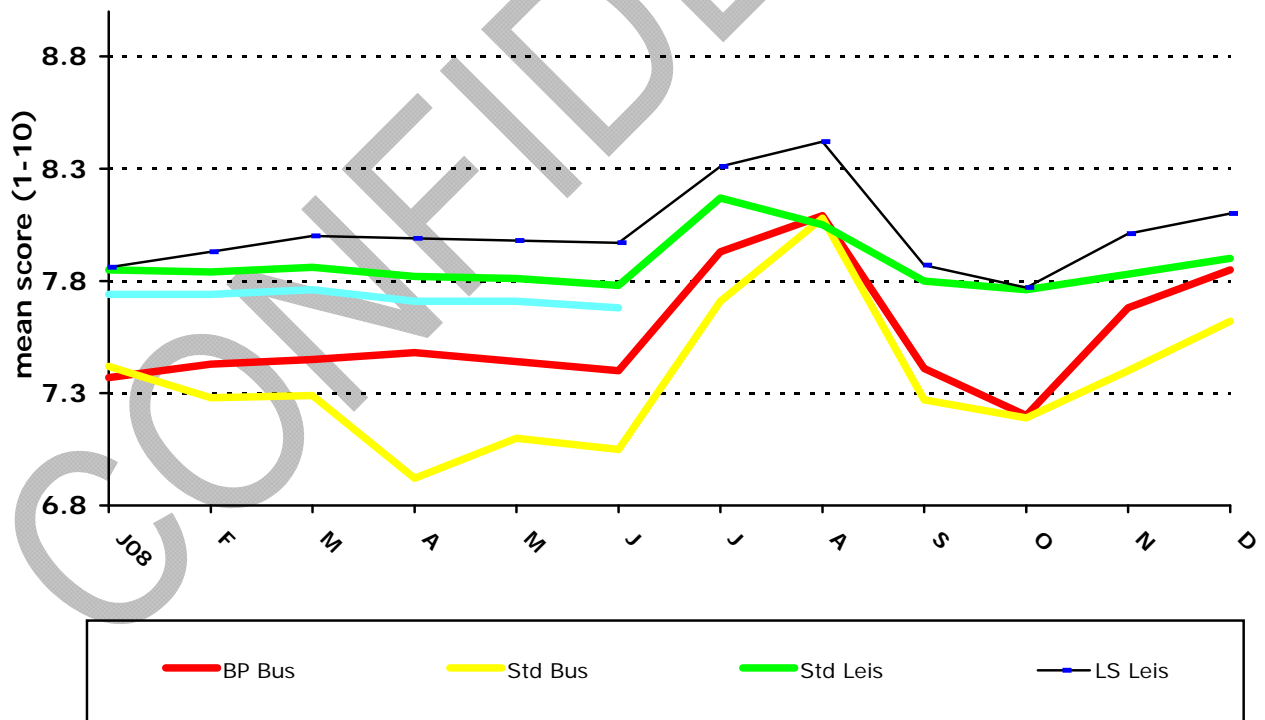


#### 4. CUSTOMER SATISFACTION INDICATORS 2008

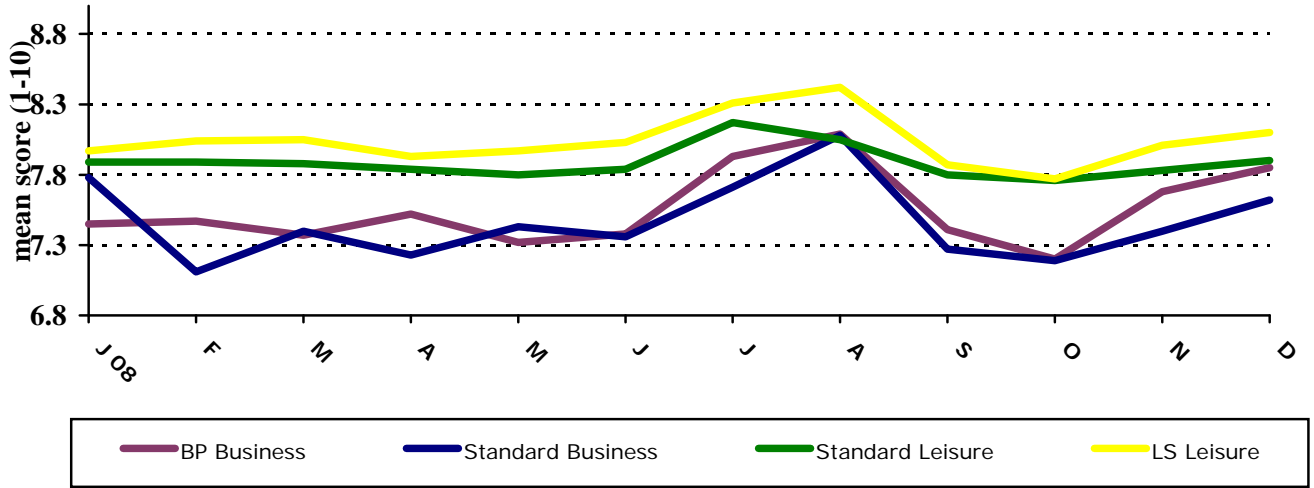
- Overall satisfaction with journey on Eurostar by class



- Overall satisfaction with journey on Eurostar by purpose/class



## Overall satisfaction with journey on Eurostar by purpose/class



## EUROSTAR PERFORMANCE INDICATOR (EPI) (overall and by business customer types)

2

The EPI is a weighted calculation based on responses to four indicators of retention:

1. overall satisfaction (scale 1-10),
2. advantage of using Eurostar (very big, big, some, only slight, no),
3. likelihood to recommend
4. likelihood to use Eurostar for future trip (definitely, probably, fairly likely, probably not, definitely not).

