

Board meeting
23 July 2013
LTW441

National Rail Performance Report - Quarter 4 2012/13

July 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
Quarter 4 2012/13 – Jan to Mar	July 2013

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1 Overview

This report focuses on the experience of passengers of the performance of the rail network in London and the south east during the fourth quarter (January to March) of 2012/13.

For definitions of the measures used, see Section 2.

London & south east (L&SE) train service performance

The London and south east train operators' overall *public performance measure* (PPM) result was lower than the same quarter last year, averaging 89.6% - which was 1.85% lower than a year ago.

The train company with the highest average PPM in the fourth quarter of 2012/13 was c2c (with 97.1%), and the company with the lowest was London Midland (LSE) (with 83.8%).

The overall rate of *cancellations and significant lateness* was 3.2% in quarter 4 2012/13, which was 0.8% higher than the same period a year ago. Chiltern recorded the lowest percentage with 1.2%, and London Midland (LSE) the highest with 5.9%.

The overall percentage of '*right time*' arrivals was 66.5% in Q4 2012/13, which was 3.4% worse than last year. The company with the highest percentage of 'right time' arrivals was Chiltern (with 86.6%), and that with the lowest was London Midland (LSE) (with 52.6%).

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

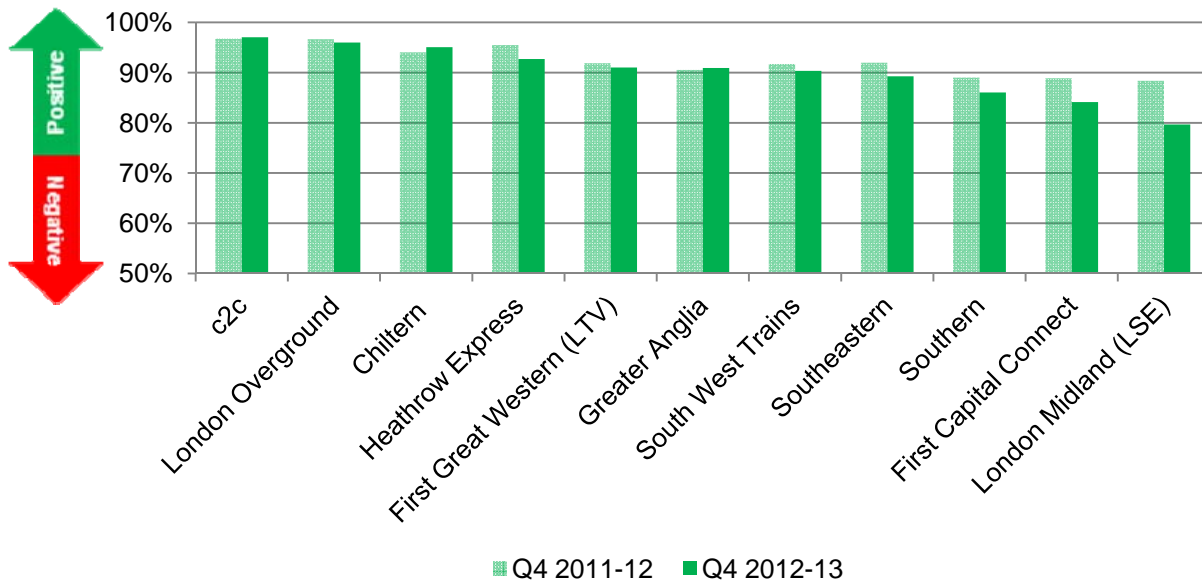
The Public Performance Measure (PPM) tracks the performance of individual trains against their planned timetable.

Trains which complete their whole route calling at all timetabled stations are measured for punctuality at their final destination. Each train is recorded by the automated monitoring system which logs performance – usually using the signalling equipment. Late trains are banded according to the length of delay in reaching their final destination. In the case of London and south east services, a train is defined as being “on time” if it arrives within five minutes of the planned arrival time. The PPM is the percentage of planned trains which complete their journeys “on time”.

The timetable against which the trains are judged is known as the “plan of the day”. This generally reflects the printed timetable as amended for planned engineering works or as a result of major incidents.

For London and south east operators, a large proportion of whose users are commuters, this information is also provided separately for weekday peak trains in the with-flow direction (towards London in the morning and away from London in the evening). Only trains running to/from or across central London are included in this statistic. Because train frequencies are generally greater in the peak, the repercussive impact of delays and disruptions is greater, so peak performance is generally less reliable than that for the entire day.

With 97.1%, c2c had the highest average PPM for the quarter, while London Midland (LSE) had the lowest, with 83.8%. Most operators' PPM scores fell in this quarter, when compared to the same period last year (Q4 2011/12), with London Midland recording the highest percentage decrease. London Midland's shortage of train crew was being addressed at the end of the previous quarter (Q3 2012/13), but its performance may still be affected by this issue. In addition, the impact of infrastructure faults and difficult weather conditions was reflected in the poor performance of its services.

Graph 1 – Public performance measure Q4 2011/12 & Q4 2012/13


2.2 Performance trends

In the charts in this section, each train company's quarterly all-trains PPM results for the past three years are shown graphically, together with the results for with-flow peak period trains. In each case, the individual company's performance is shown alongside the combined result for all of the L&SE network. Trend lines are plotted to eliminate the impact of cyclical fluctuations.

The performance of individual train companies is heavily dependent on the varying ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably, as well as the inability of some operators adequately to manage the service elements (such as rolling stock and train crews) for which they are wholly responsible.

Most TOCs suffered from the effects of winter weather in Q3 2012/13, which this year continued into Q4, but some were affected more than others. In the case of First Capital Connect, part of the decline was attributed to multiple infrastructure failures (i.e. overhead lines down), which resulted in the cancellation of a significant number of trains.

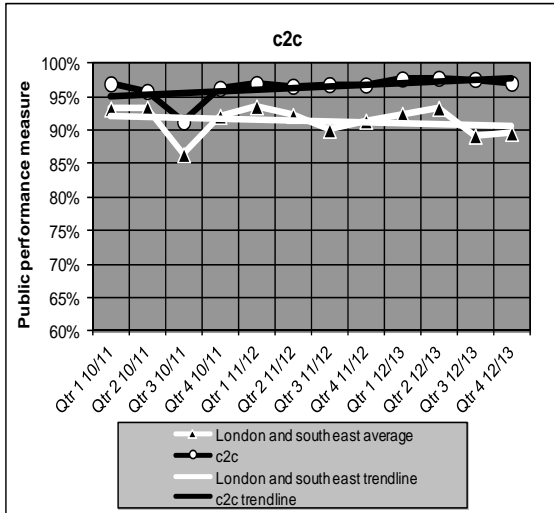
In the case of London Midland, its performance may still have been affected by driver shortage, but was also affected by the prolonged poor weather conditions well as infrastructure faults. First Great Western was affected by the winter period with severe disruption to parts of the infrastructure mainly outside of the London area.

Heathrow Express, South West Trains, Southern and, Southeastern all experienced severe disruption to their services as a result of emergency engineering works, signalling problems, and adverse weather conditions.

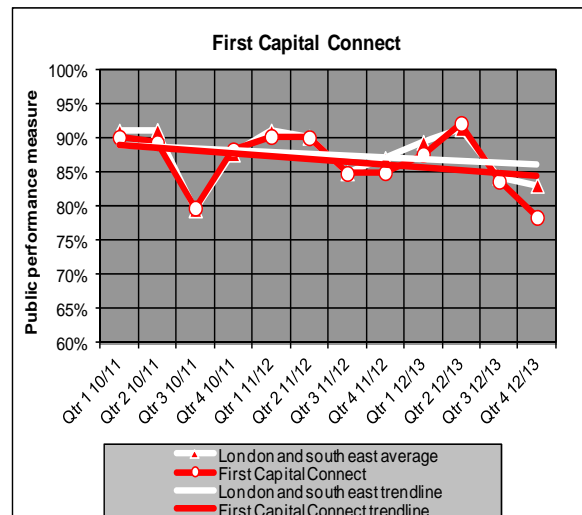
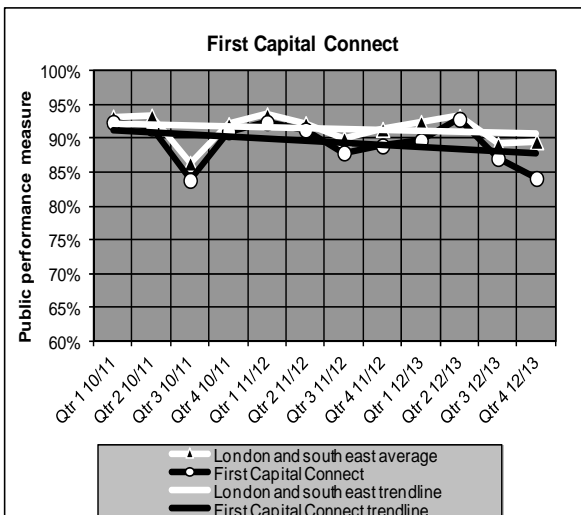
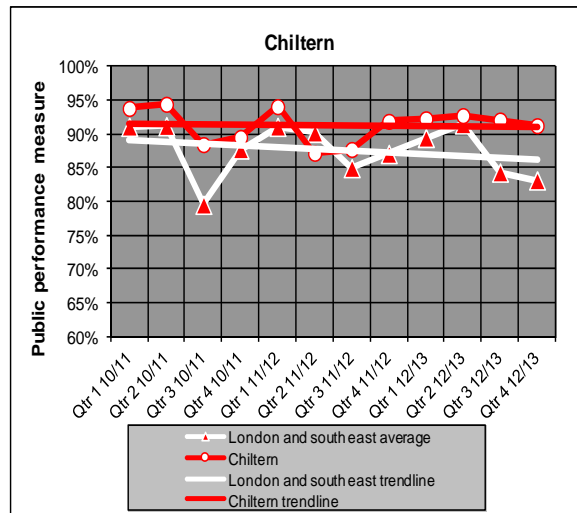
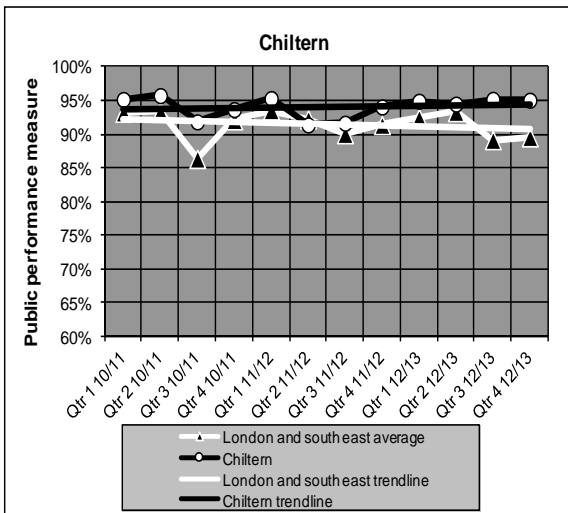
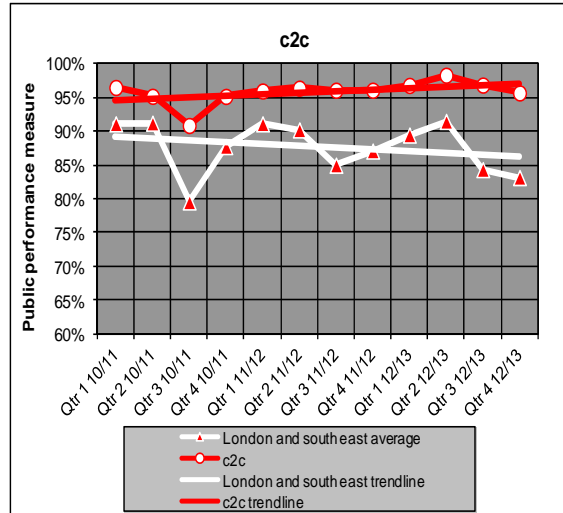
c2c, Chiltern, Greater Anglia, London Overground, and Southeastern performance over the three year period, appears to be on an upward trend. South West Trains, even though its performance is above average, it is on a downward trend.

First Capital Connect, First Great Western, London Midland, and Southern have below average performance relative to other TOCs in this class. Recommendation is that South West Trains, First Capital Connect and London Midland should be subjected to more high level scrutiny at regular bi-lateral meetings.

All trains performance

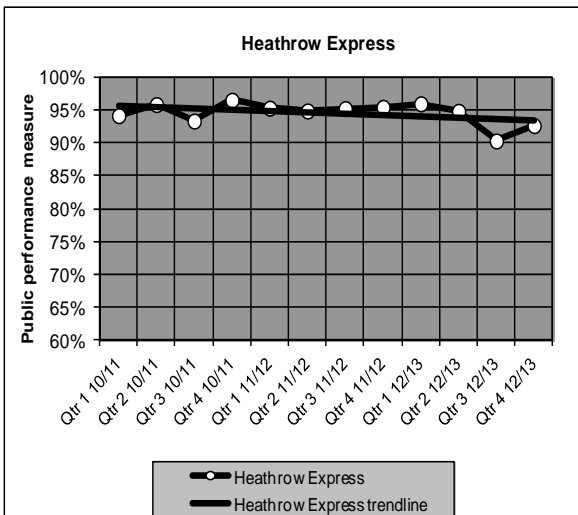
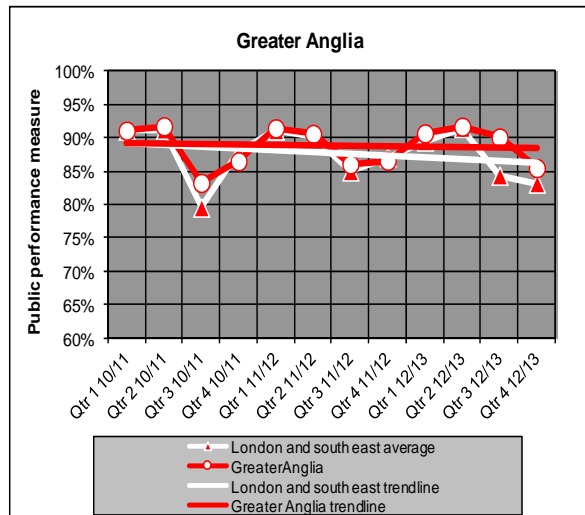
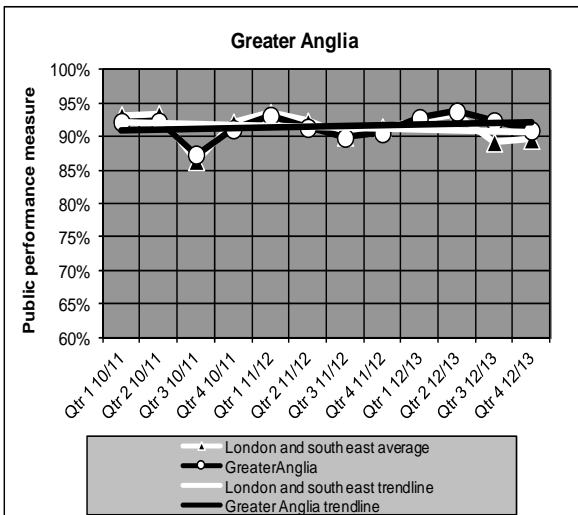
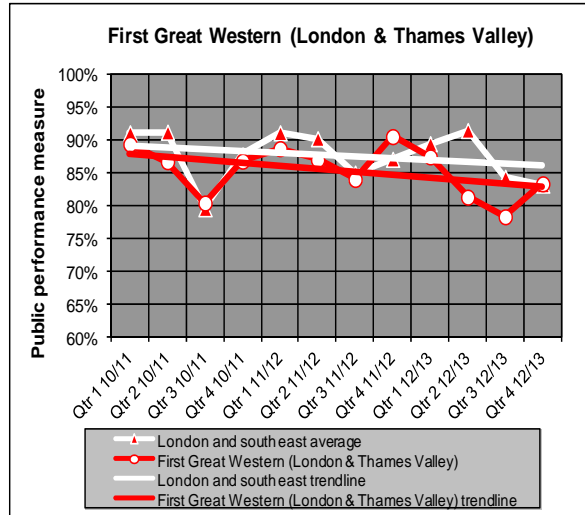
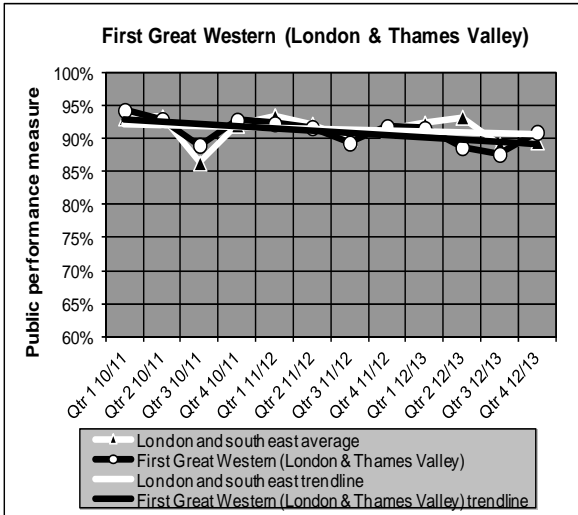


Peak trains performance



All trains performance

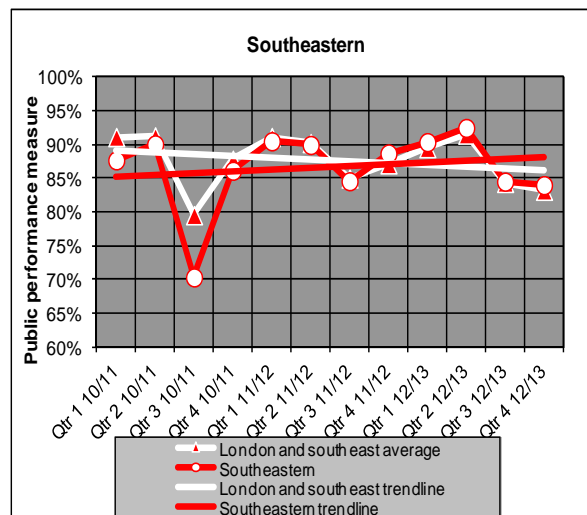
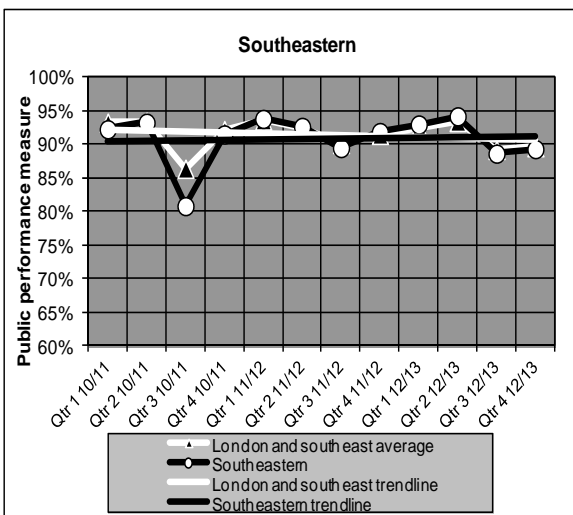
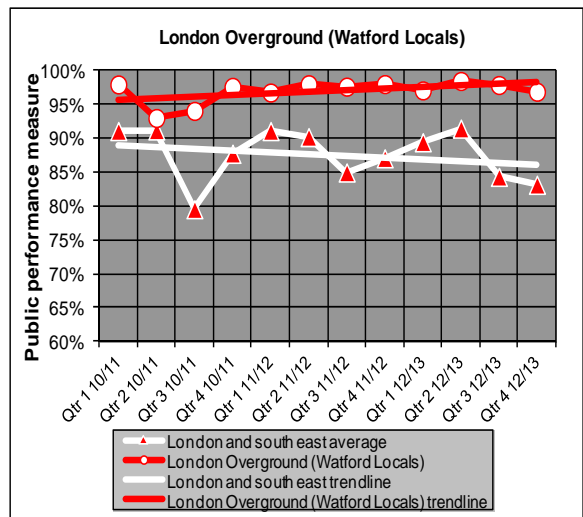
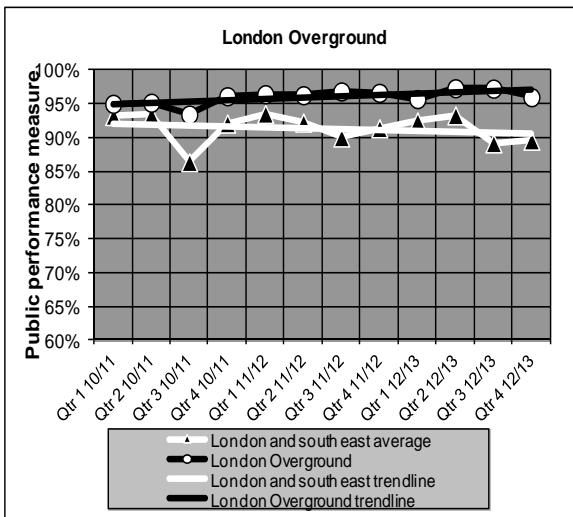
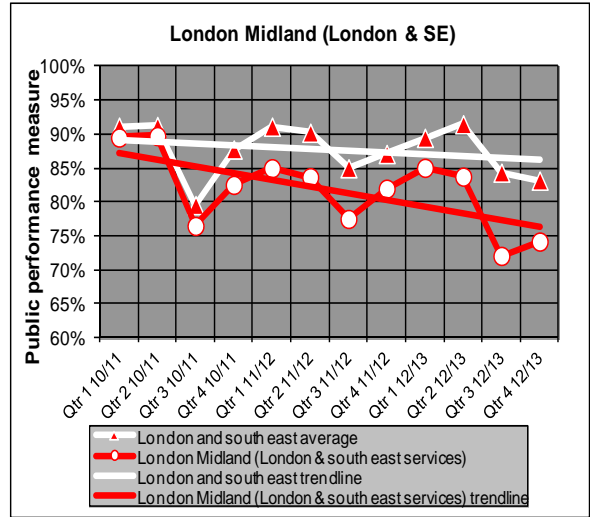
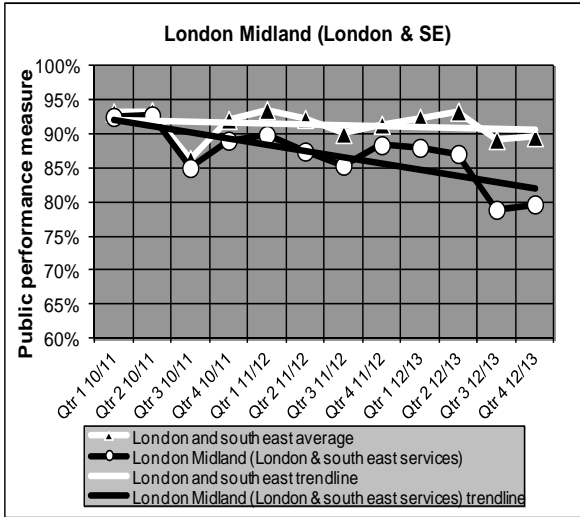
Peak trains performance



Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately

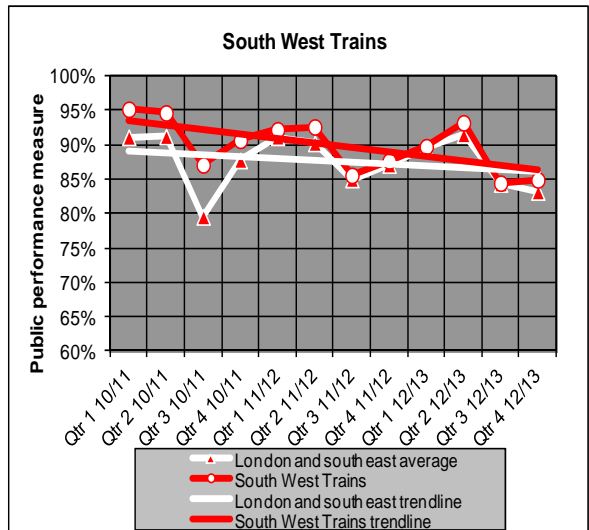
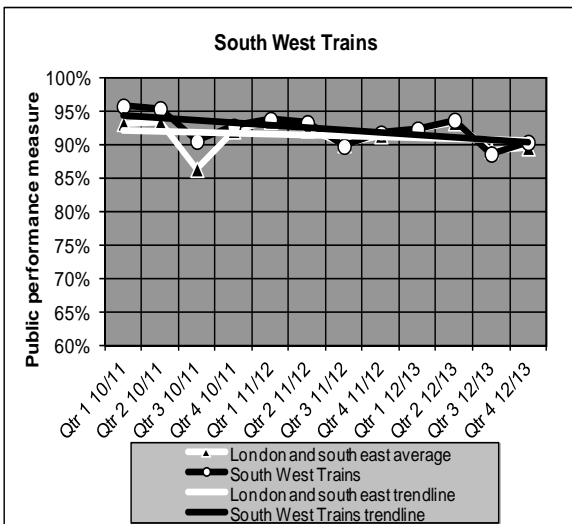
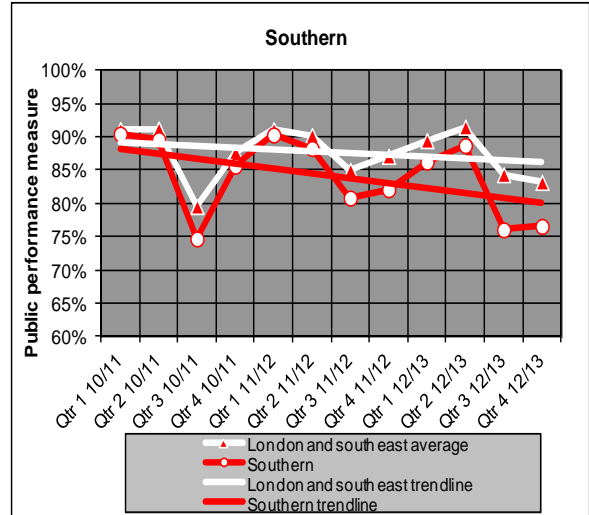
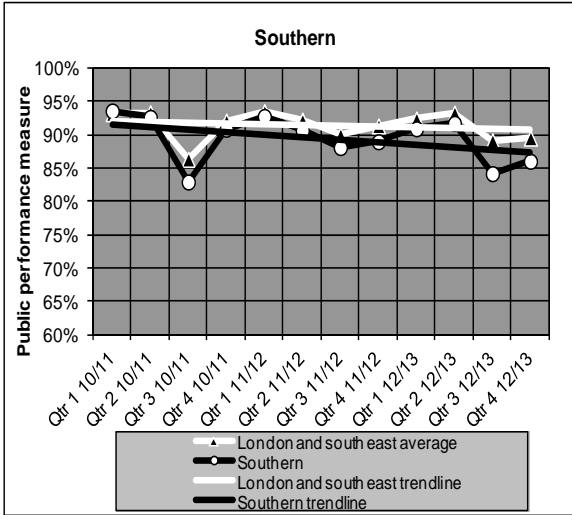
All trains performance

Peak trains performance



All trains performance

Peak trains performance

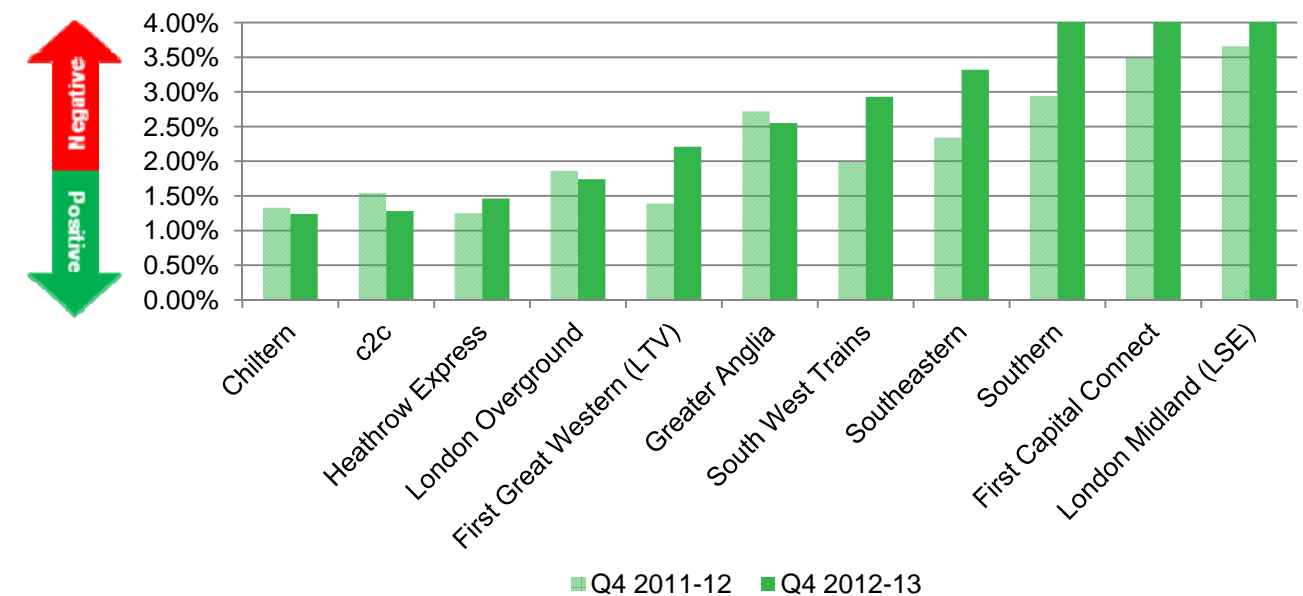


2.3 Cancellations and significant lateness

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.

Chiltern had the lowest rate of cancellations and significant lateness. London Midland (LSE) had the poorest performance, owing to the impact of infrastructure problems. Other operators - particularly, First Great Western (LTV), South West Trains and Southern also experienced delays owing to localised flooding and signalling problems. Snow affected some services in the early part of the quarter.

Graph 2 – Cancellations and significant lateness Q4 2011/12 & Q4 2012/13

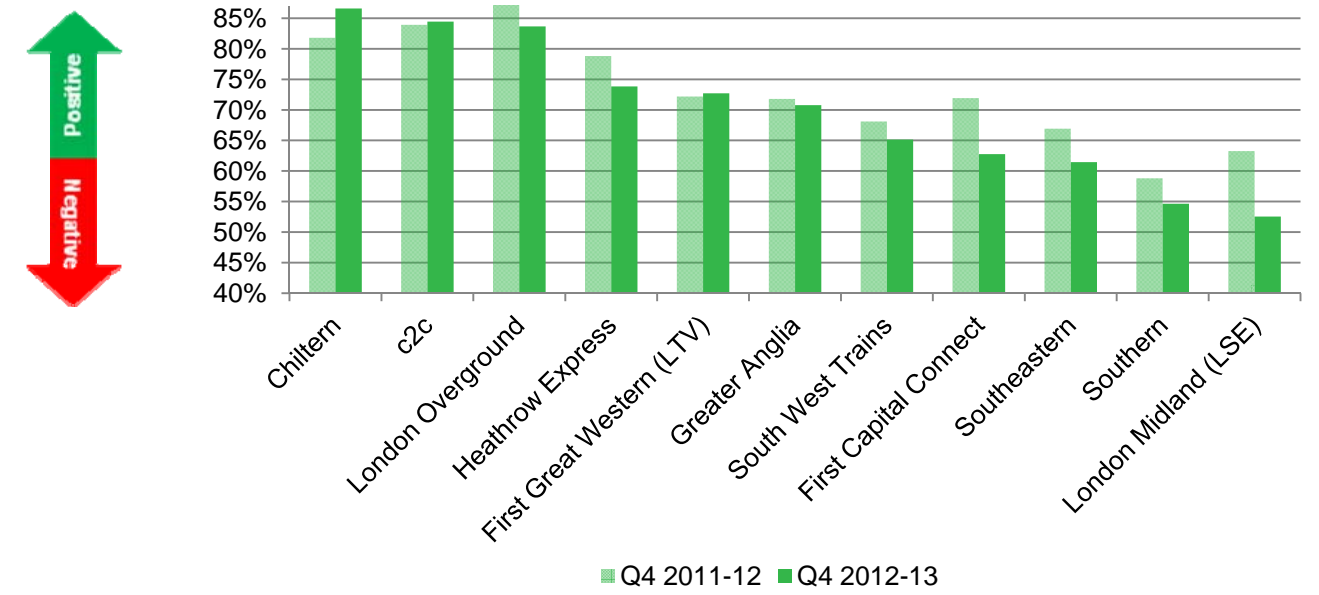


2.4 Right time arrivals

Right time arrival is a measure of the percentage of trains that arrive at their destination either on time or early. Right time is defined as less than one minute late (and should not be confused with “on time”, as defined for PPM purposes).

Chiltern performed best in terms of the average percentage of trains arriving at the right time, with a substantial increase when compared to the same period last year. London Midland (LSE) had the lowest percentage of right time arrivals in this quarter.

Graph 3 – Right time arrivals Q4 2011/12 & Q4 2012/13



3 Train operating company complaints

In the charts in this section, each train company's quarterly complaints data for the past three years are shown graphically. The complaints data is set out as a proportion of 100,000 journeys, as this is the way train operating companies (TOC) are required to report it. It is reported this way because some TOCs carry more passengers than others.

The number of complaints an operator receives, is a useful performance indicators as it reflects direct feedback from passengers. A complaint is defined as 'any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy'. TOCs record and report complaints made by letter, fax, e-mail, pre-printed form or telephone.

It should be noted that these are national statistics. As can be seen these figures vary widely. The difference between each is complex, for example the long distance train operator fares are much higher than commuter fares. This data is provisional and subject to adjustments by the operator.

3.1 Complaints by operator

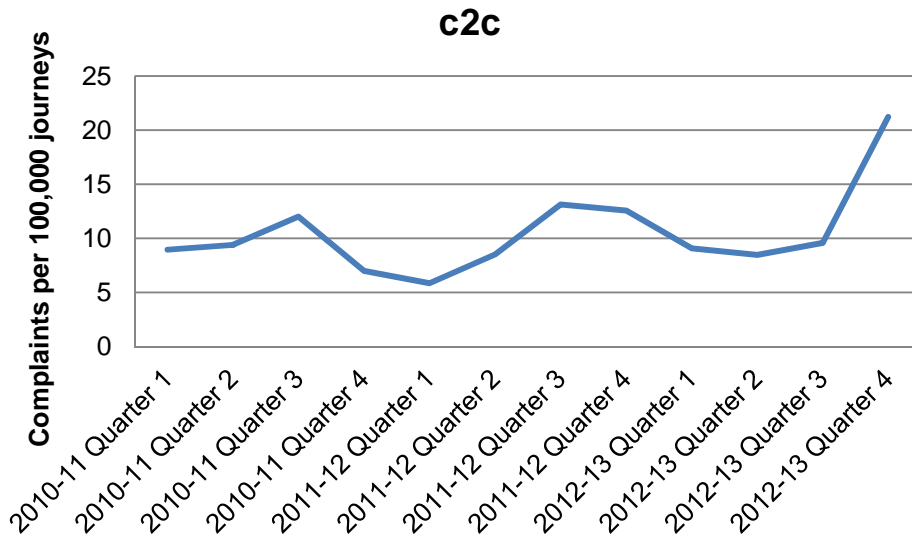
Table 1 shows the number of complaints rail passengers made, over a three year period, about their journey by train operating company. It should be noted that London Overground performed well. The shaded column shows the overall average complaint received by an operator per 100,000 journeys.

Table 1. TOC complaints per 100,000 passenger journeys taken from the Office of Rail Regulation reports 2012/13

TOC	Q1 10-11	Q2 10-11	Q3 10-11	Q4 10-11	Q1 11-12	Q2 11-12	Q3 11-12	Q4 11-12	Q1 12-13	Q2 12-13	Q3 12-13	Q4 12-13	Average
c2c	9	9	12	7	6	9	13	13	9	8	10	21	10.5
Chiltern Railways	46	41	49	77	38	51	58	50	63	36	37	39	48.8
First Capital Connect	23	27	27	41	24	25	28	27	24	18	18	30	26
First Great Western	67	86	96	92	71	83	82	73	50	59	81	89	77.4
Greater Anglia	24	31	32	22	18	30	42	35	28	26	30	36	29.4
London Midland	49	39	70	73	97	66	85	74	64	77	149	96	78.1
London Overground	9	7	10	8	4	3	3	3	4	3	2	3	4.5
South West Trains	6	7	8	7	14	9	10	10	9	9	17	18	10.4
Southeastern	20	17	24	28	13	13	13	13	12	12	13	15	16.1
Southern	42	22	43	107	95	21	9	5	6	5	3	6	30.2

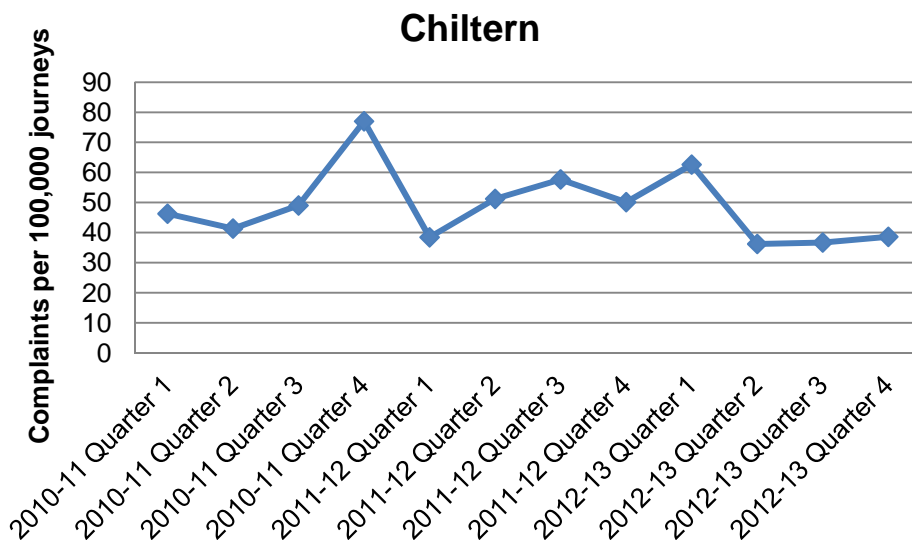
c2c

On average, there were 10.5 complaints to c2c per 100,000 journeys. Issues about service performance and staff conduct were the highest complaint categories. The spike in quarter 4 may represent the severe disruptions experienced by the operator, due to defective rolling stock.



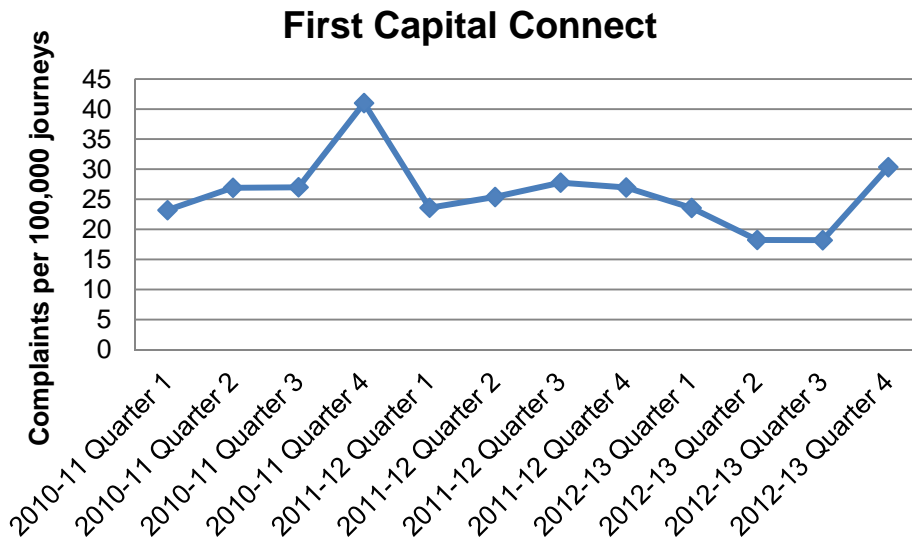
Chiltern

There were 48.8 complaints to Chiltern per 100,000 journeys. Complaints about service performance and fares were the highest categories of complaint.



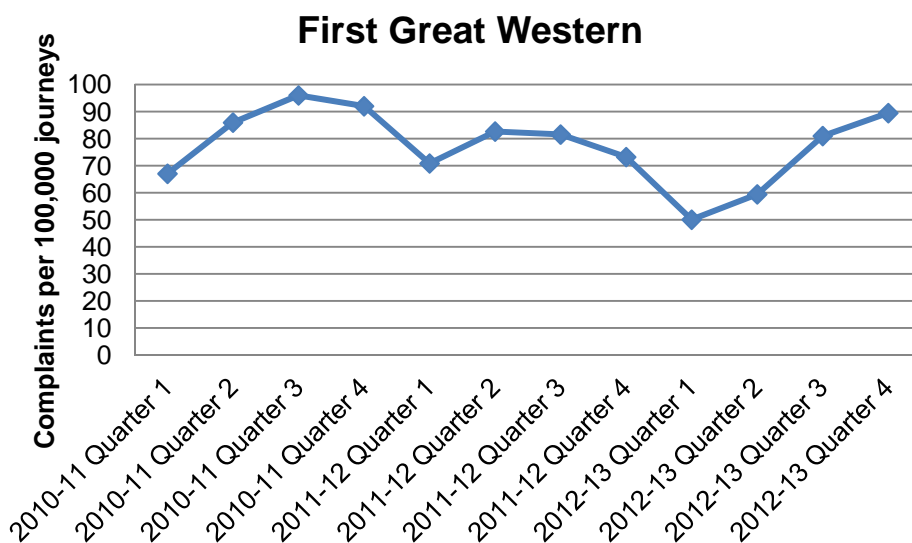
First Capital Connect

There were 26 complaints to First Capital Connect per 100,000 journeys. Complaints about service performance and fares were the highest categories of complaint. The spike in complaints may be attributed to the multiple infrastructure issues experienced by the operator.



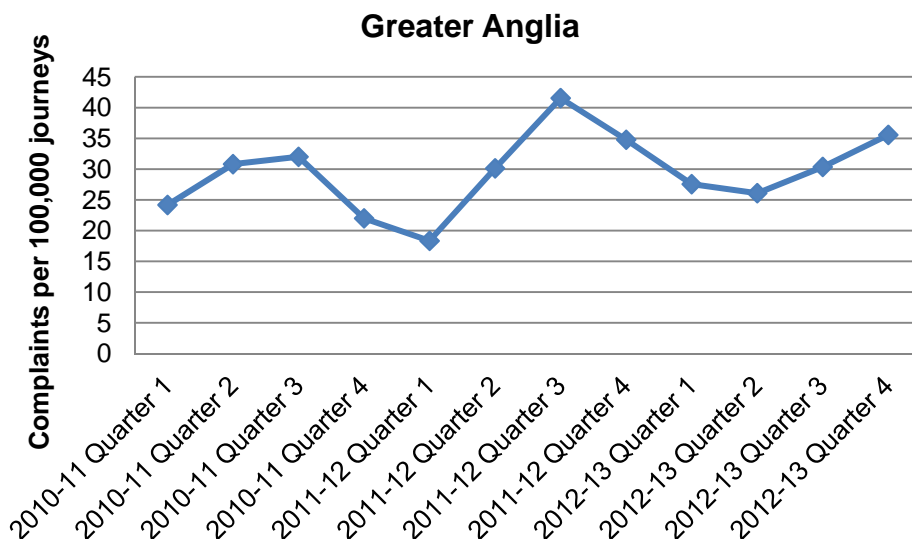
First Great Western

There were 77.4 complaints to First Great Western per 100,000 journeys. This is the second highest number as a proportion of 100,000 journeys and much higher than all other operators, bar London Midland. Complaints about service performance, quality on trains and fares were the highest categories of complaint. The increase in complaints may be attributed to infrastructure issues.



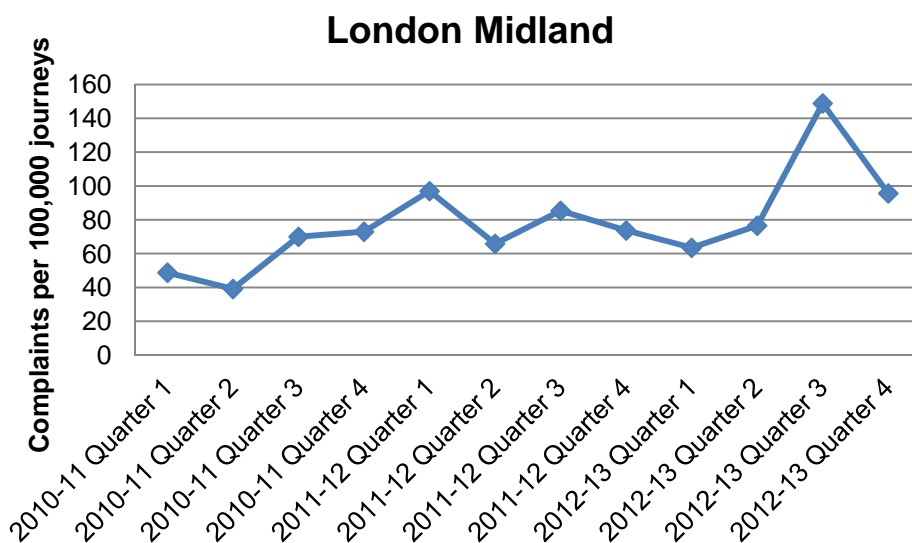
Greater Anglia

There were 29.4 complaints to Greater Anglia per 100,000 journeys. Complaints about service performance and fares were the highest categories of complaint. Greater Anglia took over the Greater Anglia franchise from National Express East Anglia in February 2012.



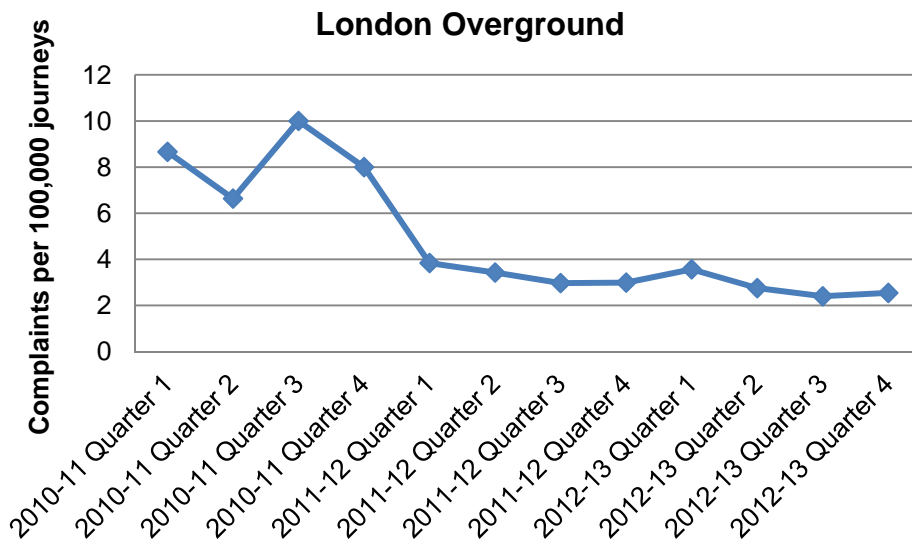
London Midland

There were 78.1 complaints to London Midland per 100,000 journeys. This is the highest number as a proportion of 100,000 journeys and much higher than all other operators. Complaints about service performance, quality on trains and fares were the highest categories of complaint. The increase in complaints may be attributed to staff and infrastructure issues.



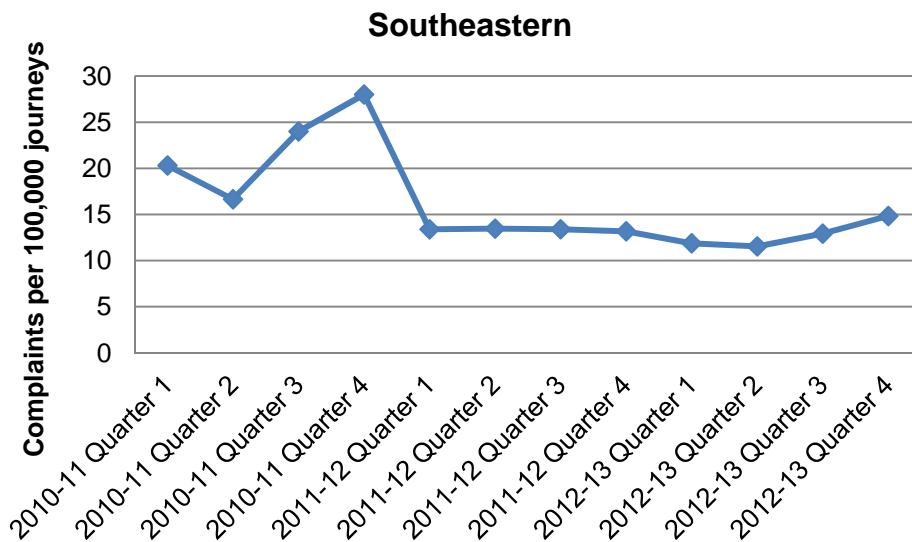
London Overground

There were 4.8 complaints to London Overground per 100,000 journeys. TfL inherited a poorly performing route and have turned it around to have the best performance of any TOC in the UK. Train performance and fares are the two highest categories of complaint.



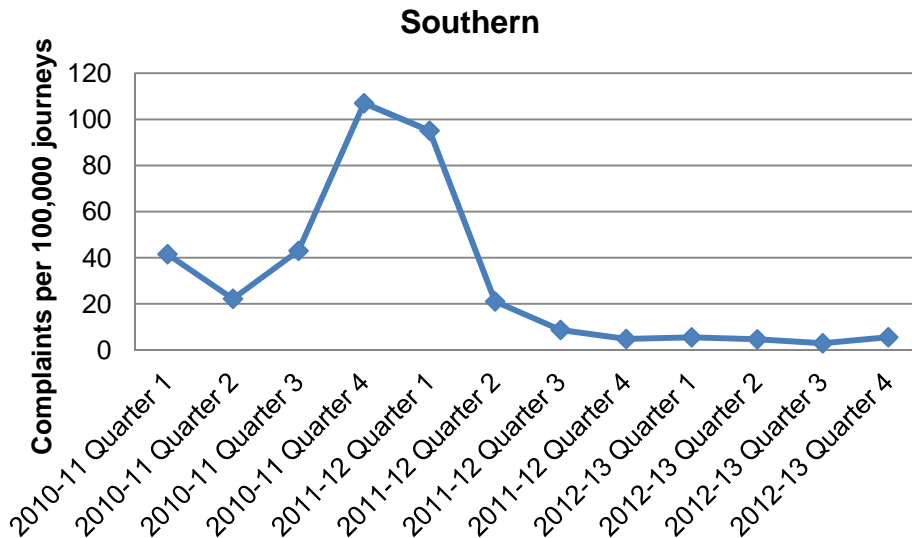
Southeastern

There were 16.1 complaints to Southeastern per 100,000 journeys. Complaints about service performance and fares were the highest categories of complaint.



Southern

There were 30.2 complaints to Southern per 100,000 journeys. Complaints about service performance and fares were the highest categories of complaint.



South West Trains

There were 10.4 complaints to South West Trains per 100,000 journeys. Complaints about service performance and fares were the highest categories of complaint.

