

LTW450  
London TravelWatch Board Meeting  
15.10.2013



# National Rail Performance Report - Quarter 1 2013/14

October 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
Quarter 1 2013/14 – Apr to Jun	Oct 2013

Published by:

London TravelWatch  
Dexter House  
2 Royal Mint Court  
London EC3N 4QN

Phone: 020 3176 2999  
Fax: 020 3176 5991

---

## Contents

<b>1</b>	<b>Overview</b> .....	<b>4</b>
<b>2</b>	<b>London &amp; south east train service performance</b> .....	<b>5</b>
2.1	Public performance measure .....	5
2.2	Performance trends .....	6
2.3	Cancellations and significant lateness .....	14
2.4	Right time arrivals .....	15
<b>3</b>	<b>London &amp; South East passenger satisfaction</b> .....	<b>16</b>
<b>4</b>	<b>Passenger complaints</b> .....	<b>17</b>
4.1	Complaints by operator.....	18
<b>5</b>	<b>Passengers in excess of capacity (PiXC)</b> .....	<b>25</b>

## 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 first quarter (April to June) of 2013/14.

For definitions of the measures used, see Section 2.

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

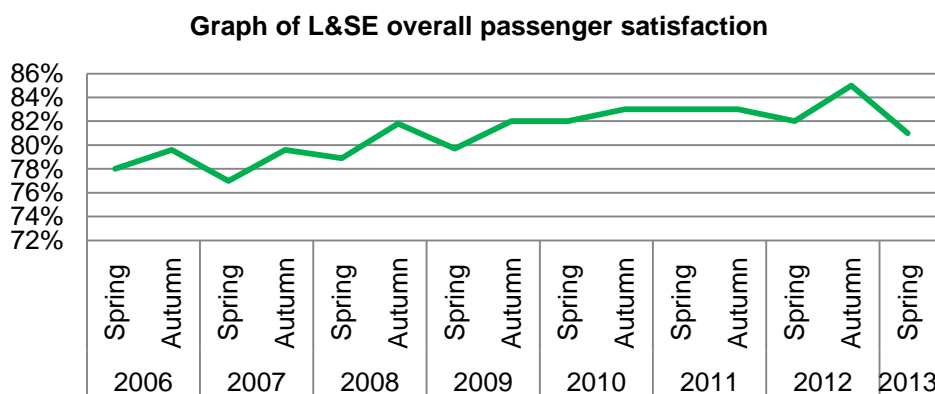
The L&SE east train operators' overall *public performance measure* (PPM) result was higher than the same quarter last year, averaging 93.3% - which was 0.94% higher than a year ago.

The train company with the highest average PPM in the first quarter of 2013/14 was c2c (with 96.7%), and the company with the lowest was London Midland (London & South East service, LSE) (with 83.3%).

The overall rate of *cancellations and significant lateness* was 2% in quarter 1 2013/14, which was 0.3% lower than the same period a year ago. Heathrow Express recorded the lowest percentage (with 1.1%), and London Midland (LSE) the highest (with 4.1%).

The overall percentage of '*right time*' arrivals was 73.1% in quarter 1 2013/14, which was 1.0% better than last year. The company with the highest percentage of 'right time' arrivals was Chiltern (with 89.1%), and that with the lowest was London Midland (LSE) (with 56.3%).

### London & South East (L&SE) passenger satisfaction



Overall, passenger satisfaction has decreased since the last survey. The percentage of passengers satisfied was 81% compared with 83% in

autumn 2011, and 82% in spring 2012. The highest rate of passenger satisfaction in Spring 2013 in London & south east was Heathrow Express, with 94%. First Capital Connect had the lowest score with 76%, and London Midland had the highest reduction with 80% of its passengers satisfied (87% were satisfied in spring 2012).

## 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

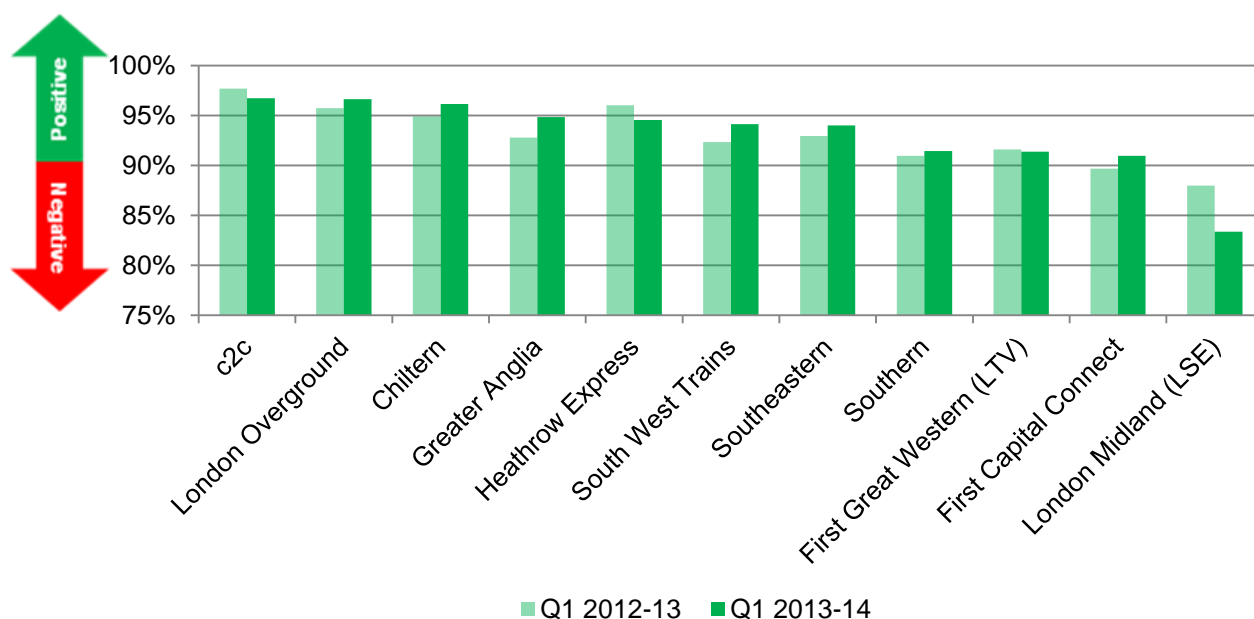
The public performance measure (PPM) tracks the performance of individual trains against their planned timetable.

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 L&SE 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 (so in the case of London Overground, it applies only to the Euston-Watford route). 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 96.7%, c2c had the highest average PPM for the quarter, while London Midland (LSE) had the lowest, with 83.3%. Most (seven out of eleven) operators' PPM scores increased in this quarter, when compared with the same period last year (Q1 2012/13), with Greater Anglia recording the highest increase and London Midland (which already had the lowest score) recording the highest decrease.

**Graph 1 – Public performance measure Q1 2012/13 & Q1 2013/14**


## 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 the entire 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.

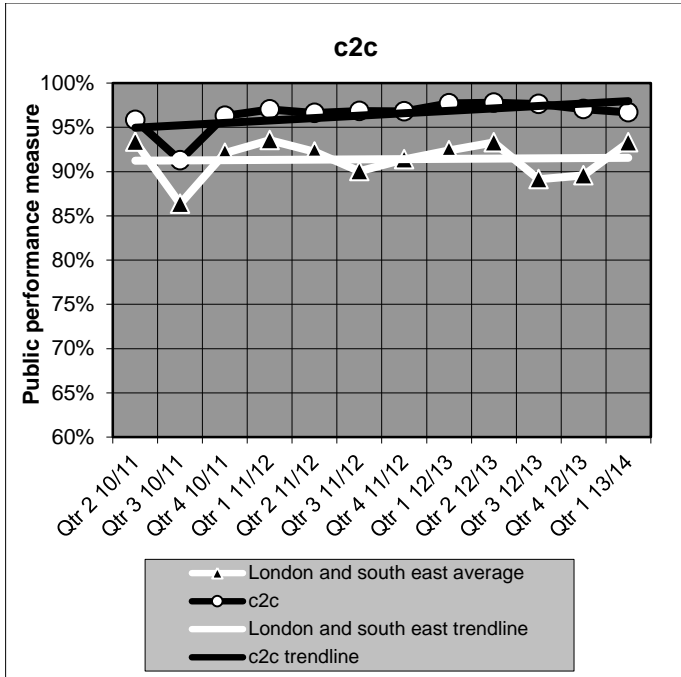
Most TOCs achieved an improvement in their performance this quarter. This was caused by a reduction in the number of infrastructure issues arising. Some operators did experience a decline. London Midland's performance was affected by various incidents such as cable theft and freight train failure on the West Coast main line. First Great Western was affected by unplanned engineering works, rolling stock and infrastructure issues. Heathrow Express and c2c also experienced severe disruption to their services as a result of signalling problems, and fatalities.

c2c, Chiltern, Greater Anglia, London Overground and Southeastern performance over the three year period, appears to be on an upward trend. The improvement in Greater Anglia's performance can be attributed at least in part to increased investment in the infrastructure through a joint initiative with Network Rail.

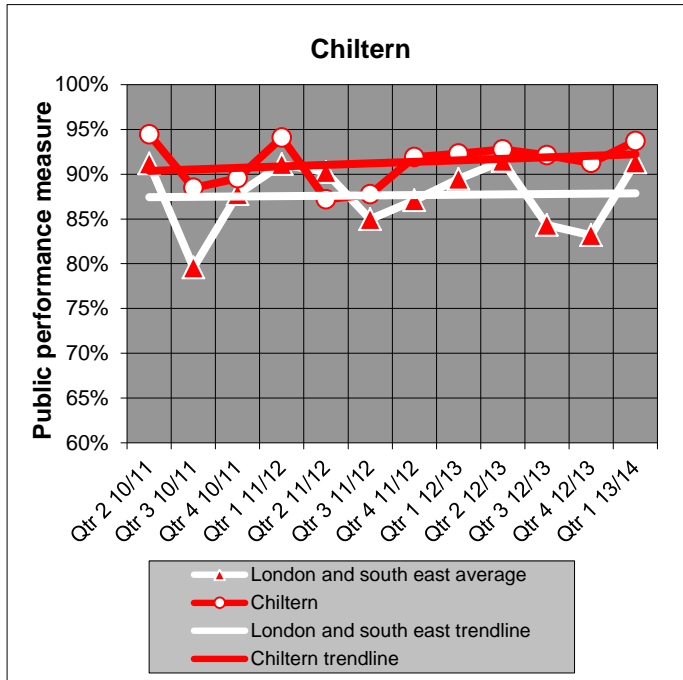
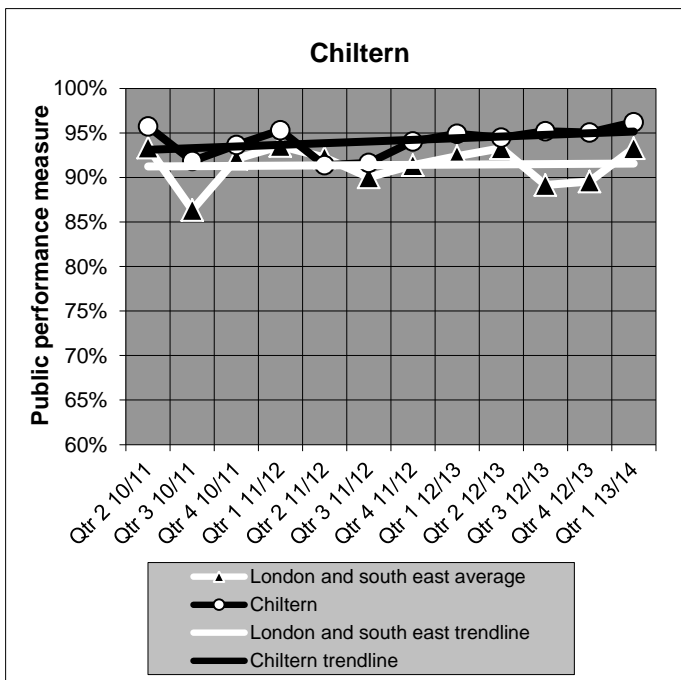
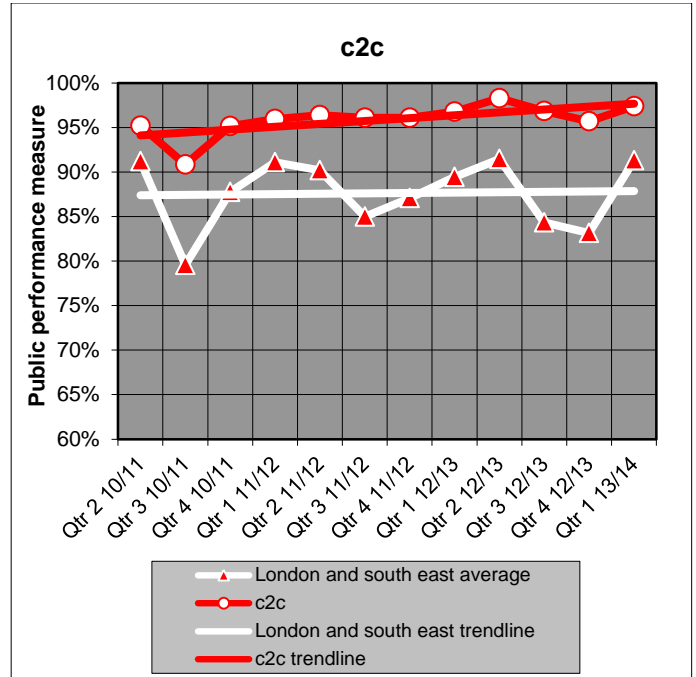
The performance of First Capital Connect, First Great Western, London Midland and Southern has been below the average of the TOCs in this group.

To reduce cancellations and improve performance, London Midland - in partnership with Network Rail - implemented a 'Strong Foundations' improvement programme including better incident management; full review of its performance and recruiting more staff.

All trains performance



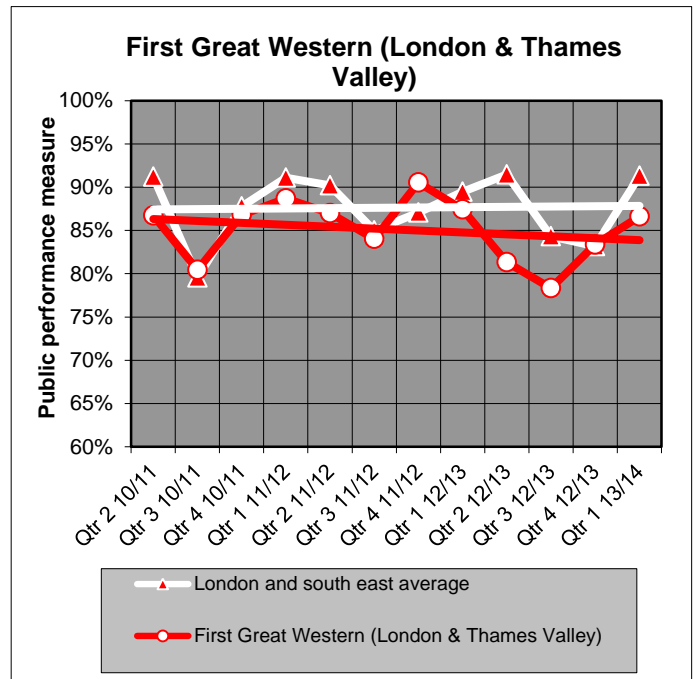
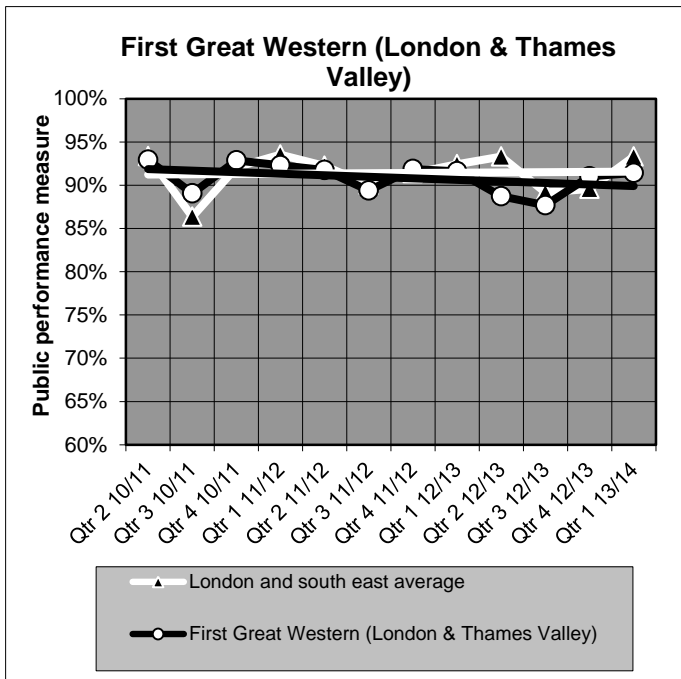
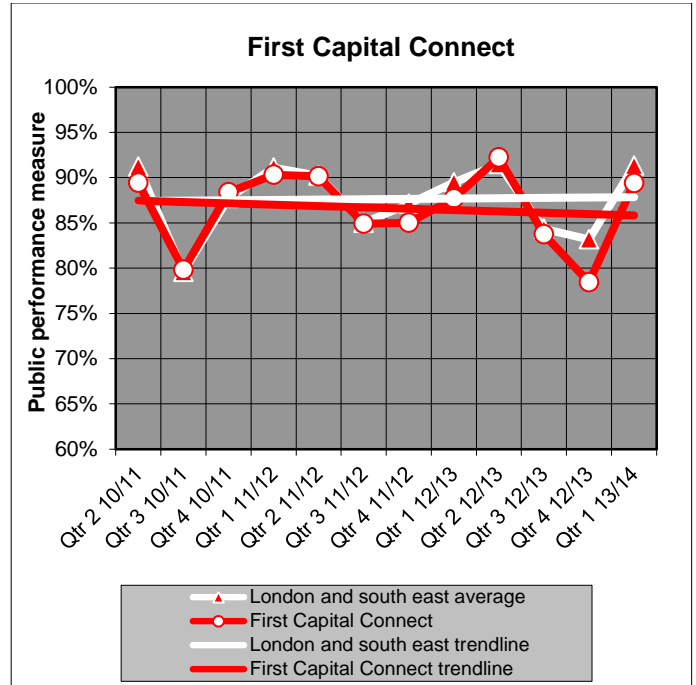
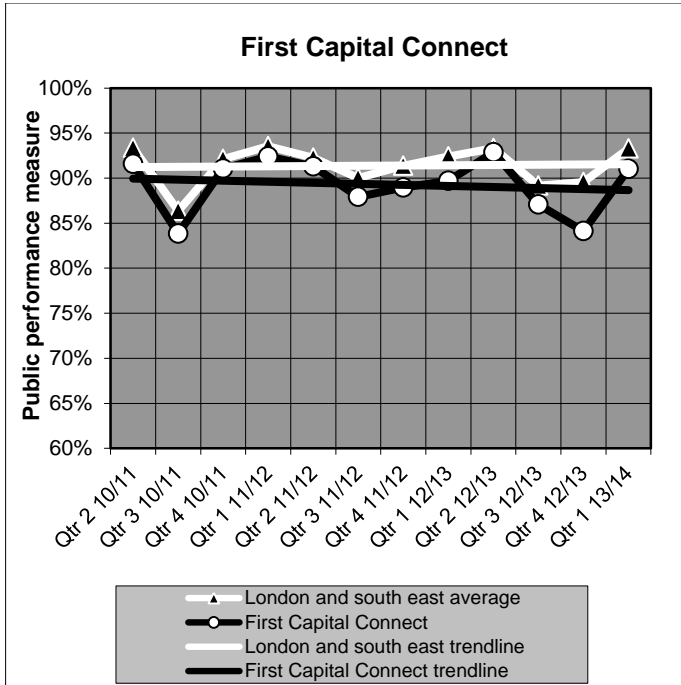
Peak trains performance



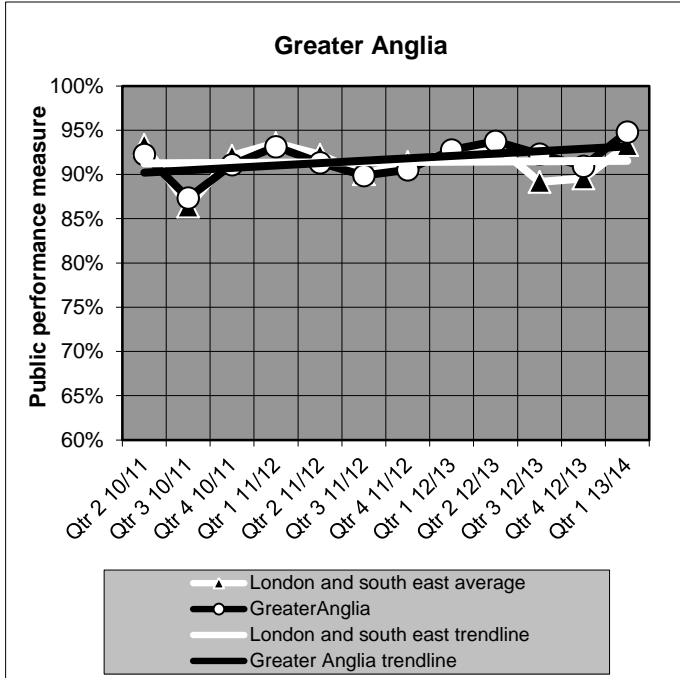


All trains performance

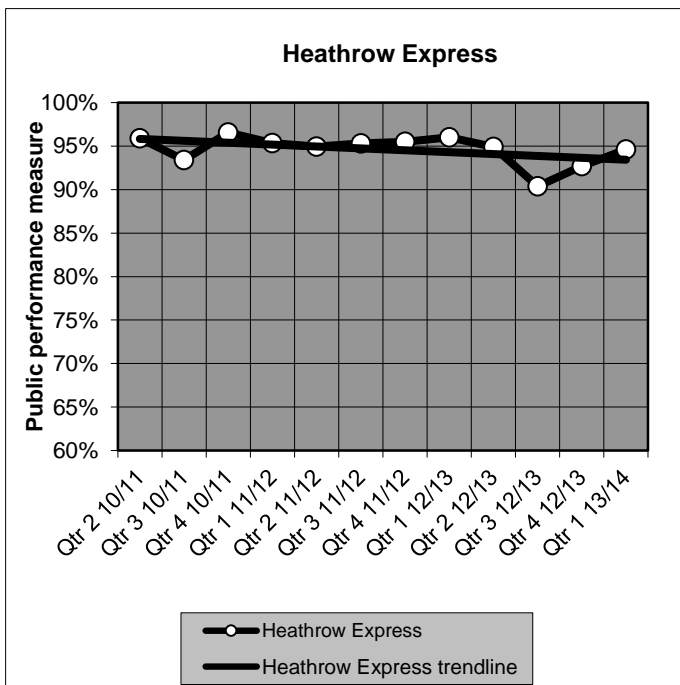
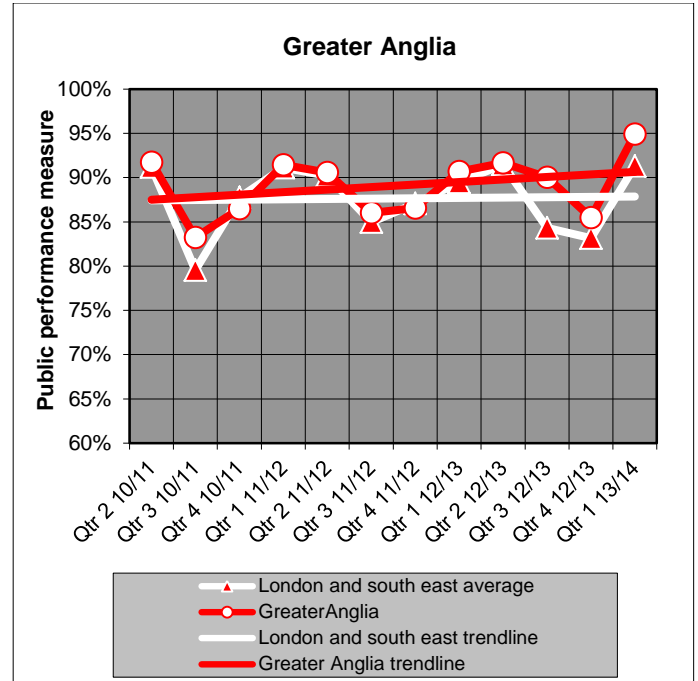
Peak trains performance



### All trains performance



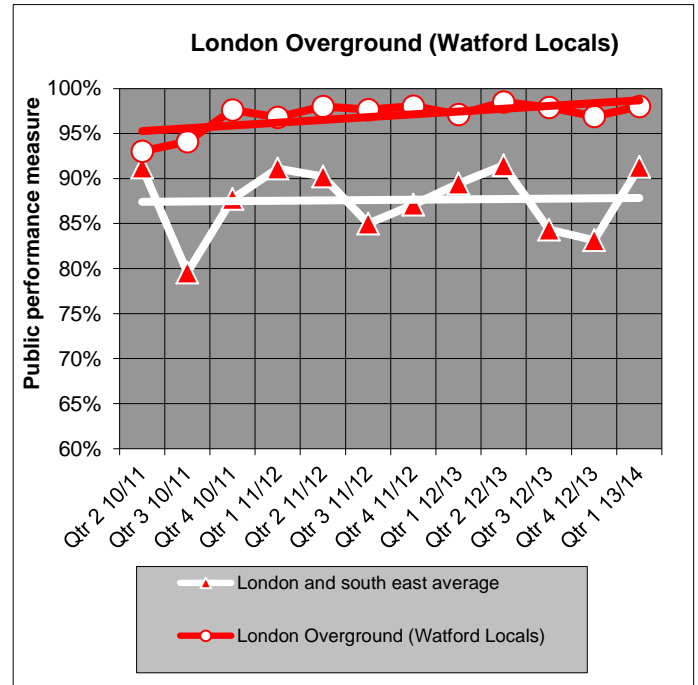
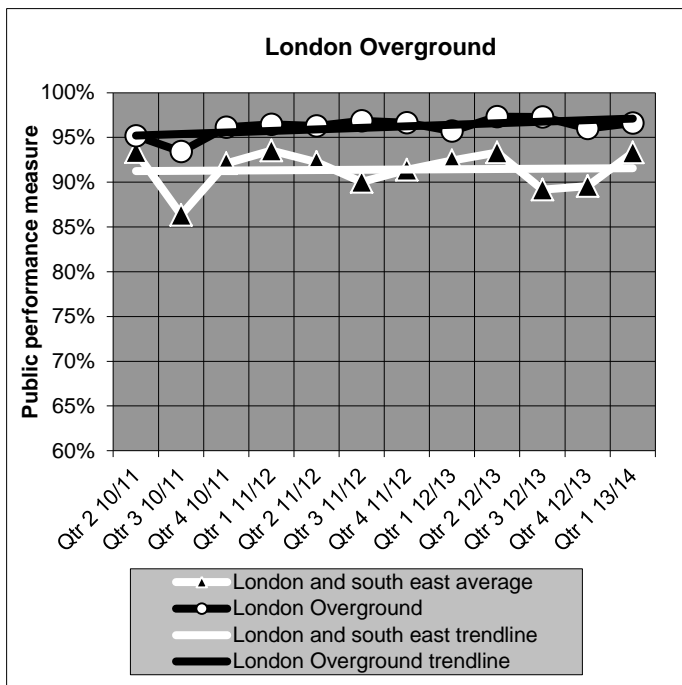
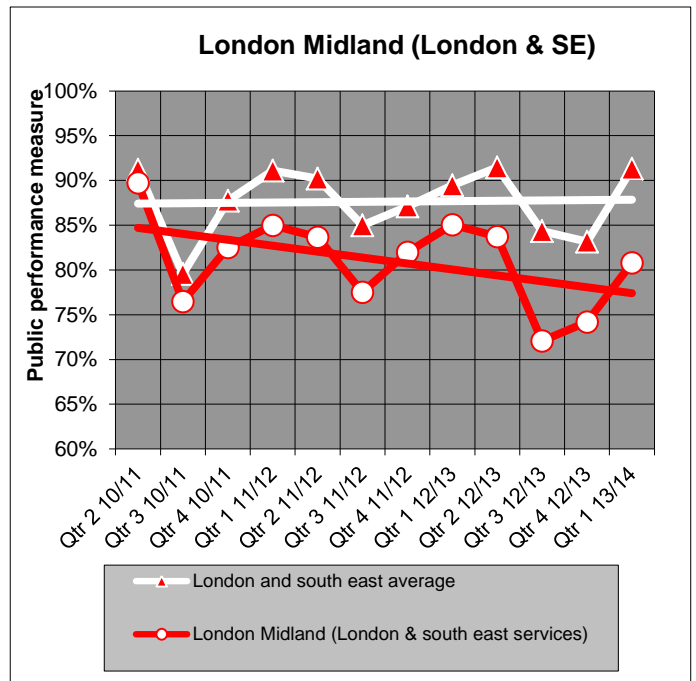
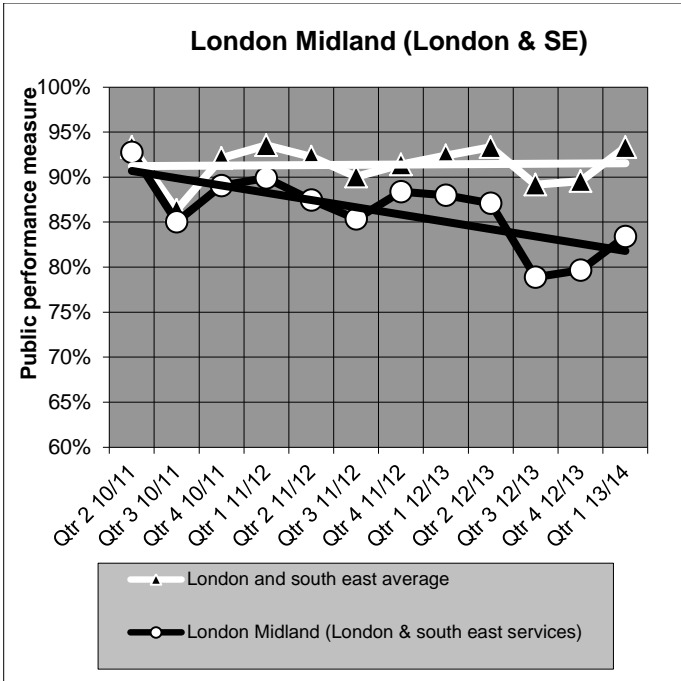
### Peak trains performance



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

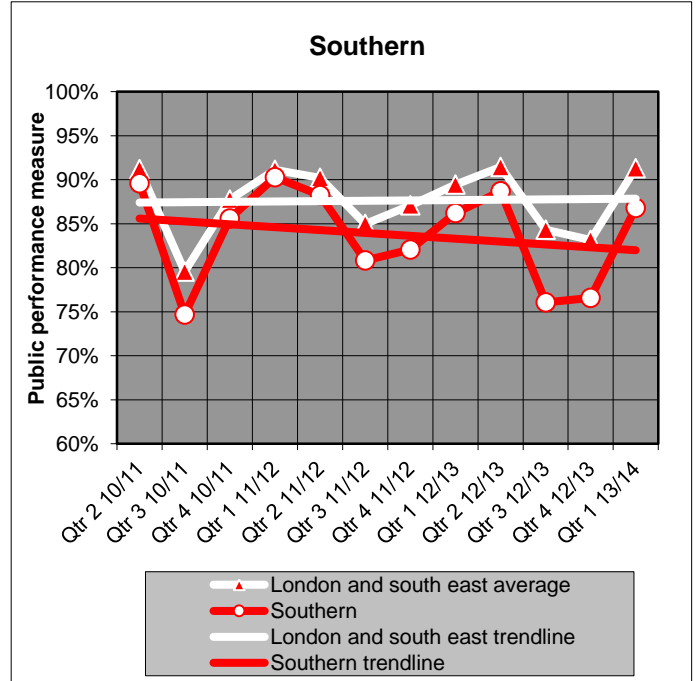
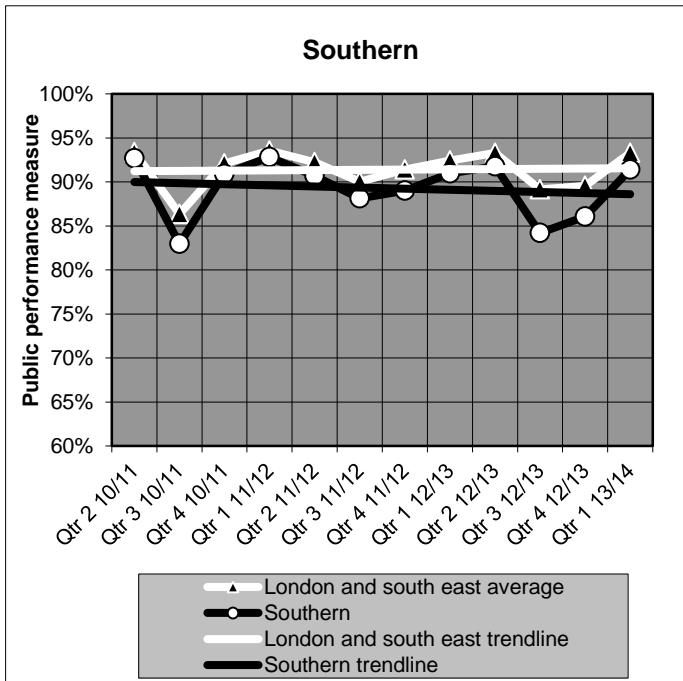
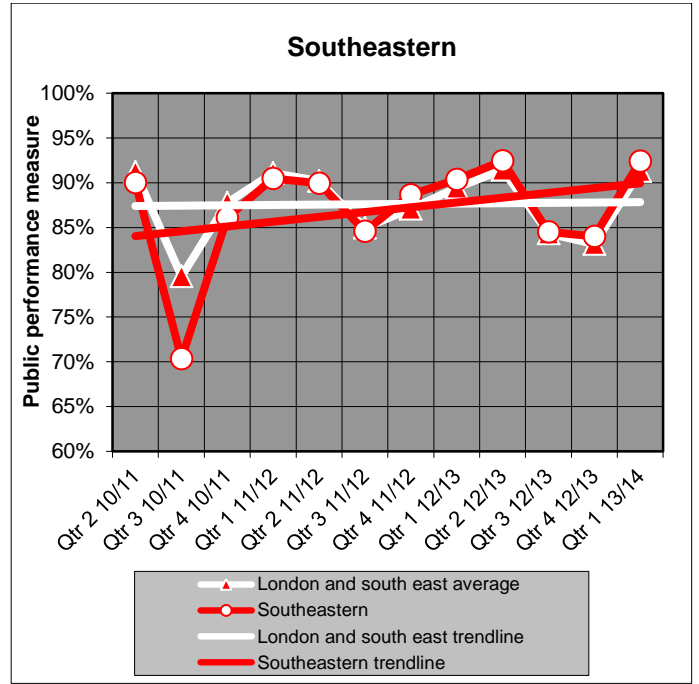
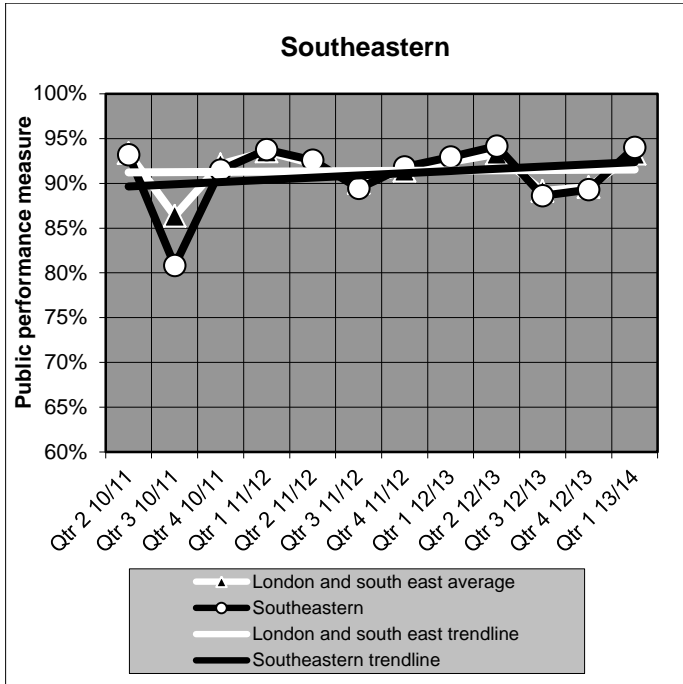
All trains performance

Peak trains performance

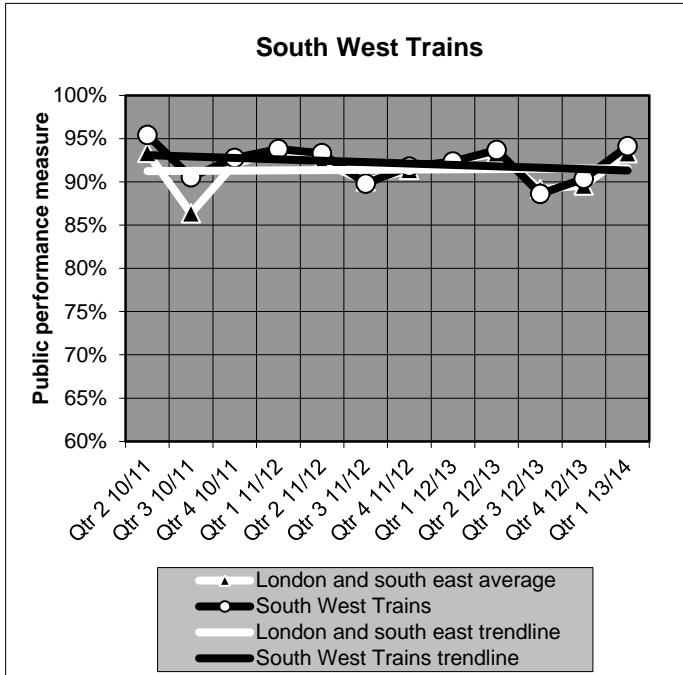


**All trains performance**

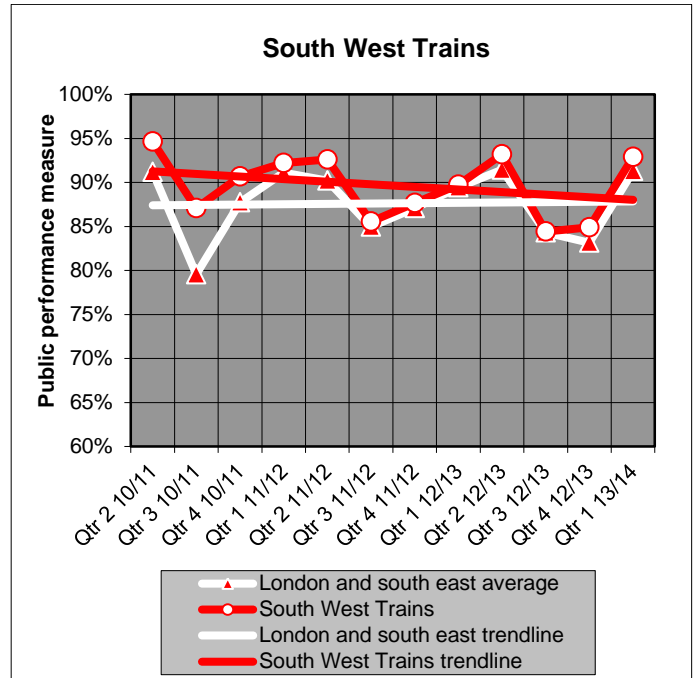
**Peak trains performance**



All trains performance



Peak trains performance

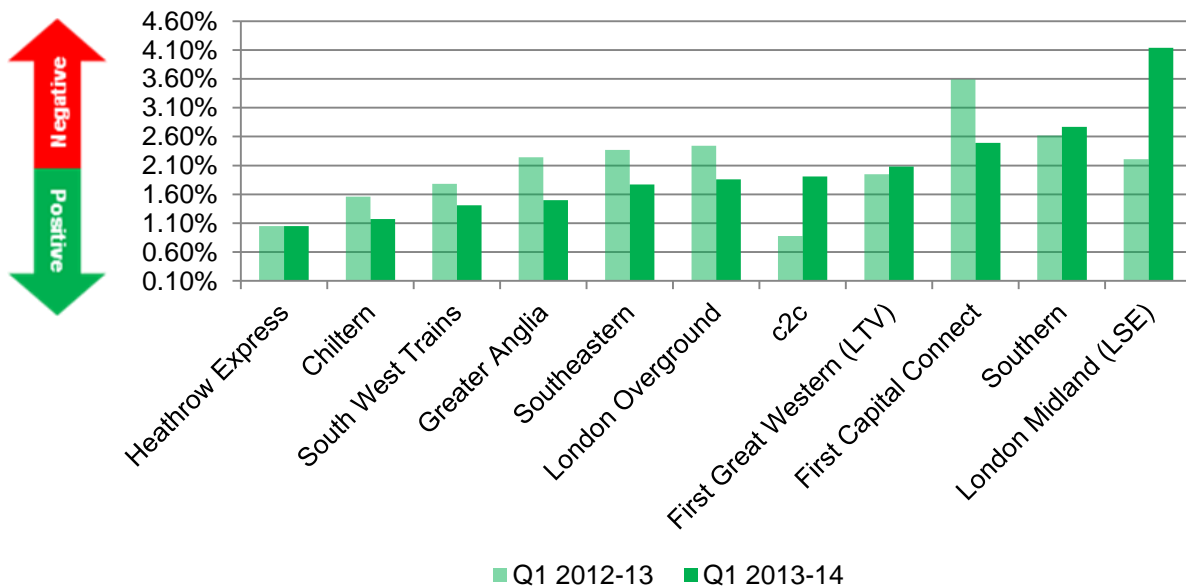


### 2.3 Cancellations and significant lateness

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.

Heathrow Express had the lowest rate of cancellations and significant lateness. London Midland (LSE) had the poorest performance, owing to the impact of infrastructure and staffing problems.

**Graph 2 – Cancellations and significant lateness Q1 2012/13 & Q1 2013/14**

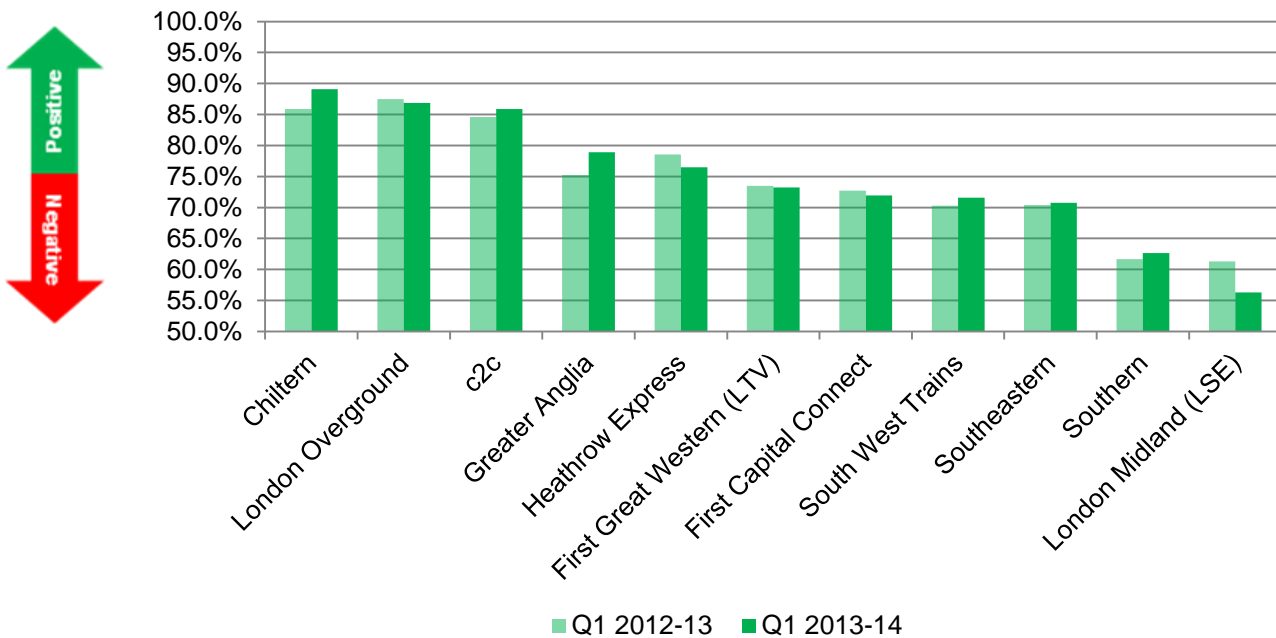


## 2.4 Right time arrivals

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. Greater Anglia had the highest increase for the same period. London Midland (LSE) had the lowest percentage of right time arrivals in this quarter, and the greatest decrease.

**Graph 3 – Right time arrivals Q1 2012/13 & Q1 2013/14**



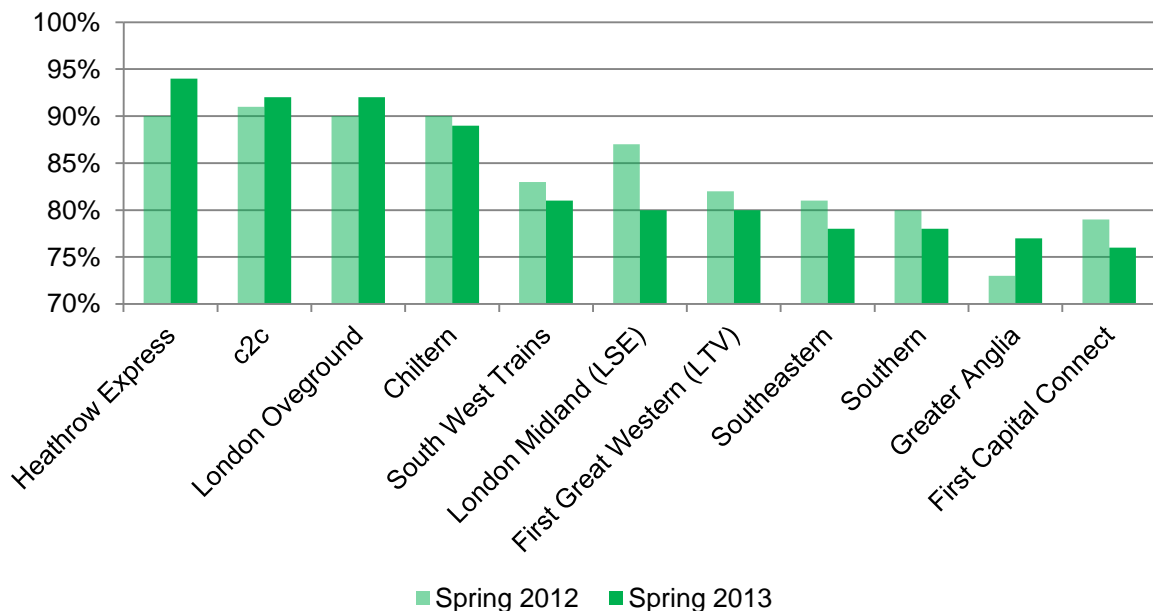
### 3 London & South East passenger satisfaction

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 spring 2013, the percentage of satisfied passengers, taking all London and south east operators together, decreased since they were surveyed in spring 2012.

The operator with the highest satisfaction was Heathrow Express, which had 94% of users rating the service as satisfied or good. Greater Anglia also experienced a significant increase in passenger satisfaction, which can be attributed to increased investment in the infrastructure through a joint Network Rail and Greater Anglia initiative. The lowest level of satisfaction was with First Capital Connect. This may in part reflect the prolonged disruption experienced as a result of engineering work taking place on the route as part of the Thameslink upgrade project.

London Midland (LSE) was the only company to experience a significant decrease in its passenger satisfaction rating. Infrastructure and staffing issues at the time of the survey, resulting in delays and cancellations, affected passengers' perception of the service.

**L & SE National Passenger Survey**





## 4 Passenger complaints

The Office of Rail Regulation issues data relating to the number of complaints received by various operators. The complaints data is set out as a proportion of each 100,000 journeys made, as this is the way train operating companies (TOC) are required to report it. This “normalisation” of the data compensates for the difference between companies in the number of passengers carried.

In the charts in this section, each train company’s quarterly complaints data for the past three years are shown graphically. The number of complaints an operator receives is a useful performance indicator 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. These data are provisional and subject to adjustments by the operator.

It should be noted that these are national statistics, applying to the whole of each company’s system. No distinction is made between local and longer-distance services, and it is not possible to isolate from them those which refer to journeys made to, from or within London TravelWatch’s geographical area.

As can be seen these results vary widely. The reasons for the differences between operators are complex. For example, L&SE operators have a high proportion of regular commuters, travelling on season tickets, who therefore make infrequent transactions, and are accustomed to the vagaries of their travel experiences. The longer distance train operators typically offer a wider range of fares and ticket types (and class of travel), and additional facilities such as reservations and catering. Not all operators control all or most (or even any) of the stations they serve. In addition, there is no fully effective industry-wide protocol relating to the definition and recording of complaints.

#### 4.1 Complaints by operator

The below complaints data is the latest available from the Office of Rail Regulation. The new data will be available in quarter 2, 2013-14. The table below shows the number of complaints rail passengers made, over a three year period, about their journey by train operating company. The shaded column shows the overall average complaints rate per operator per 100,000 journeys, although for some operators (e.g. London Midland) this disguises sharp quarter-on-quarter fluctuations.

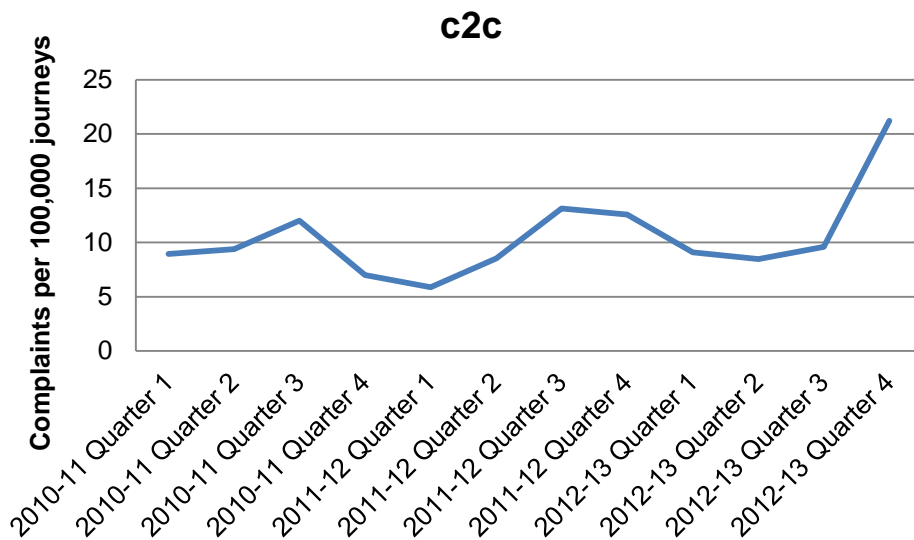
London Overground is conspicuous for its comparatively low level of complaints. A number of factors probably contribute to this, including high service frequencies, short journeys, a simple ticketing system, staffed stations and trains, and a generally high level of reliability. The reduction in Southern's complaints rate in the past six quarters is also striking. It is noteworthy that Chiltern has a high complaints rate despite its consistently good passenger satisfaction scores.

**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
Chiltern Railways	46	41	49	77	38	51	58	50	63	36	37	39	49
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
Greater Anglia	24	31	32	22	18	30	42	35	28	26	30	36	29
London Midland	49	39	70	73	97	66	85	74	64	77	149	96	78
London Overground	9	7	10	8	4	3	3	3	4	3	2	3	4
South West Trains	6	7	8	7	14	9	10	10	9	9	17	18	10
Southeastern	20	17	24	28	13	13	13	13	12	12	13	15	16
Southern	42	22	43	107	95	21	9	5	6	5	3	6	30

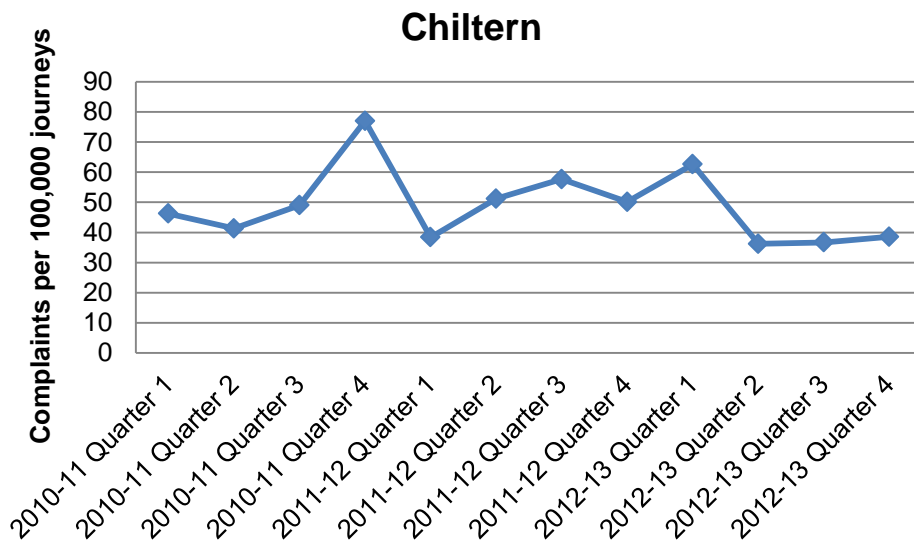
**c2c**

On average, there were 10.5 complaints to c2c per 100,000 journeys. Issues about service performance and staff conduct were the most frequent categories. The spike in the latest quarter 4 reflects severe disruption experienced by the operator due to defective rolling stock.



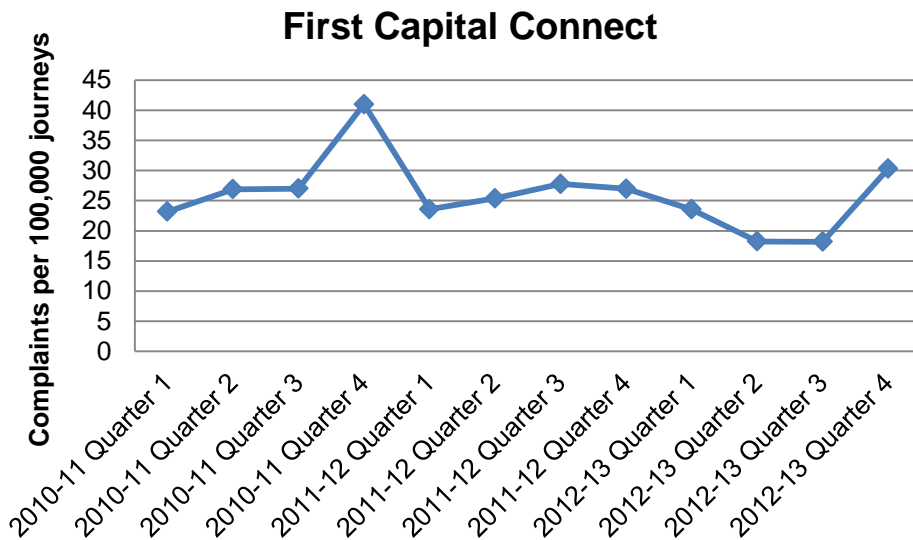
**Chiltern**

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



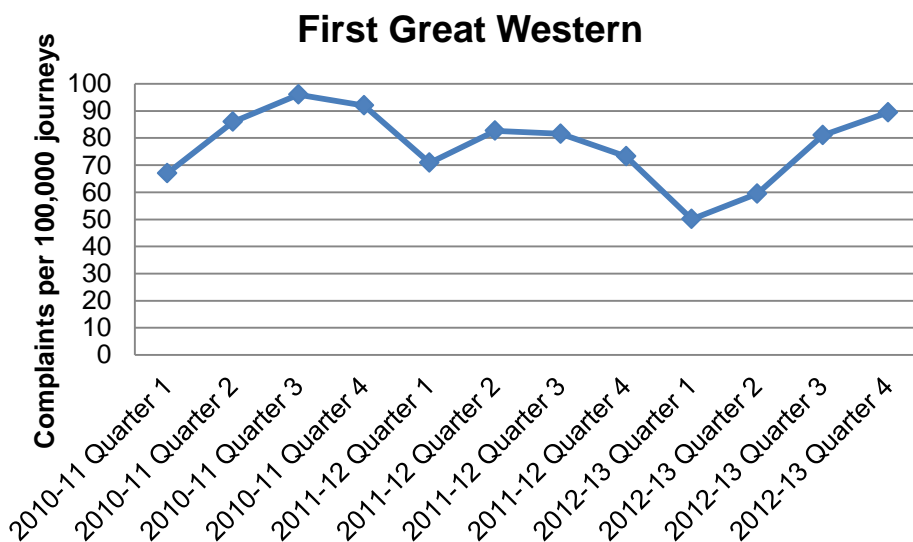
### First Capital Connect

There were 26 complaints to First Capital Connect per 100,000 journeys. Complaints about service performance and fares were the most common.



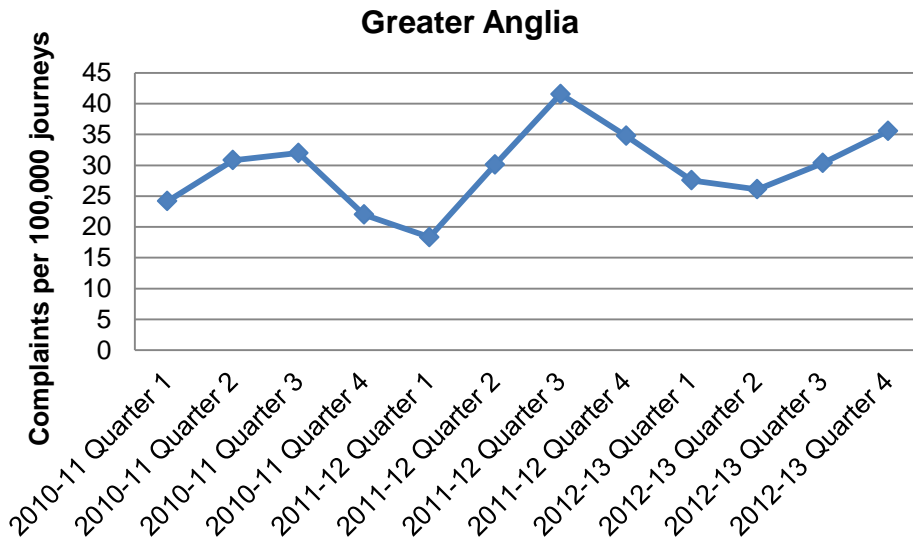
### First Great Western

There were 77.4 complaints to First Great Western per 100,000 journeys. This is higher than all other operators except London Midland. Complaints about service performance, quality issues on trains and fares were the most common.



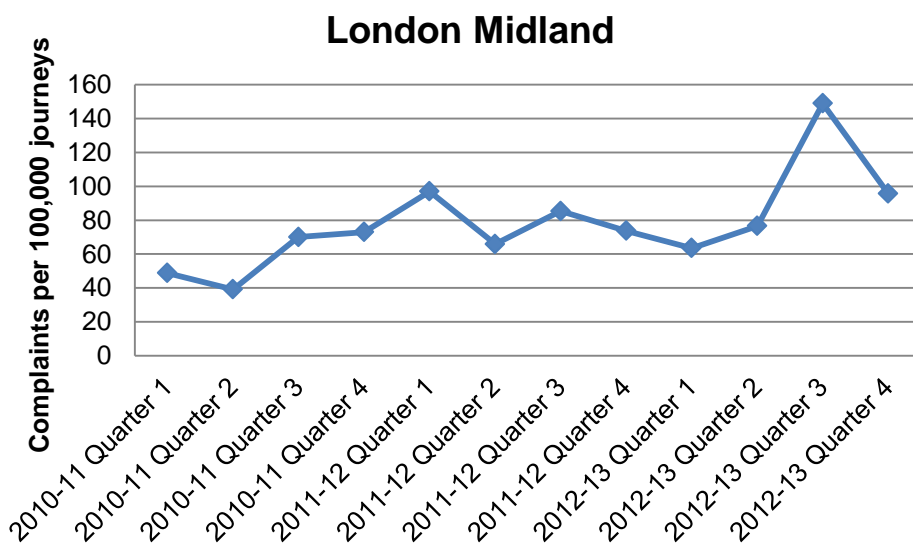
### Greater Anglia

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



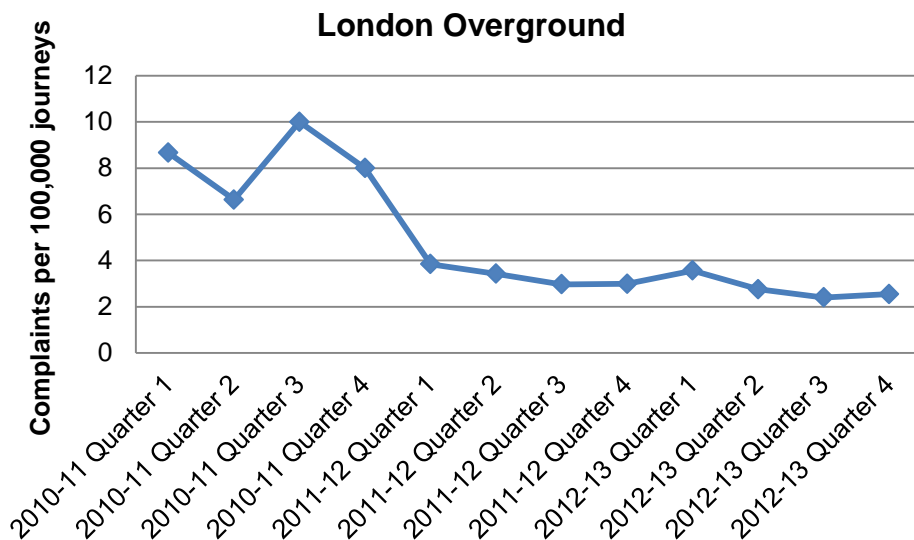
### London Midland

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 issues on trains and fares were the most common.



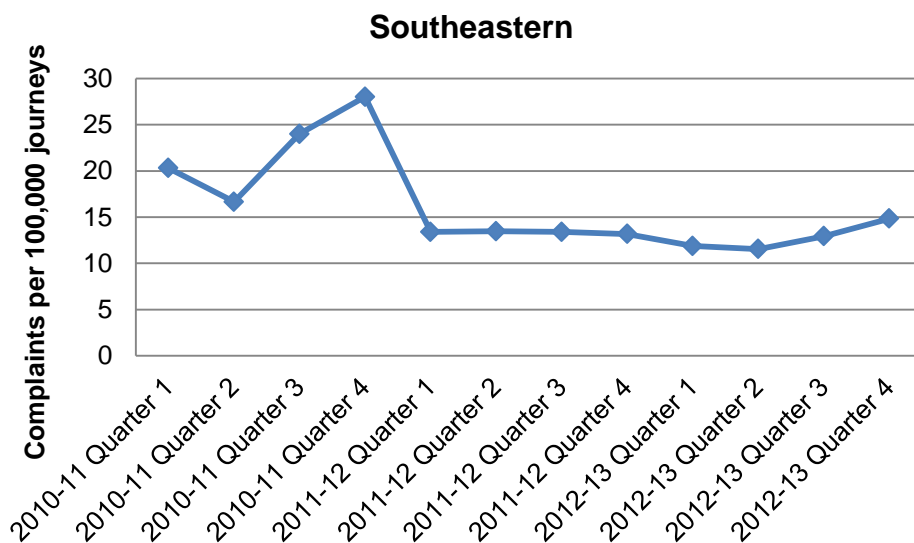
## London Overground

There were 4.8 complaints to London Overground per 100,000 journeys. TfL inherited a poorly performing route, and through significant investments in the service has turned it around to have the best performance of any TOC in Britain. Train performance and fares are the two most common categories of complaint.



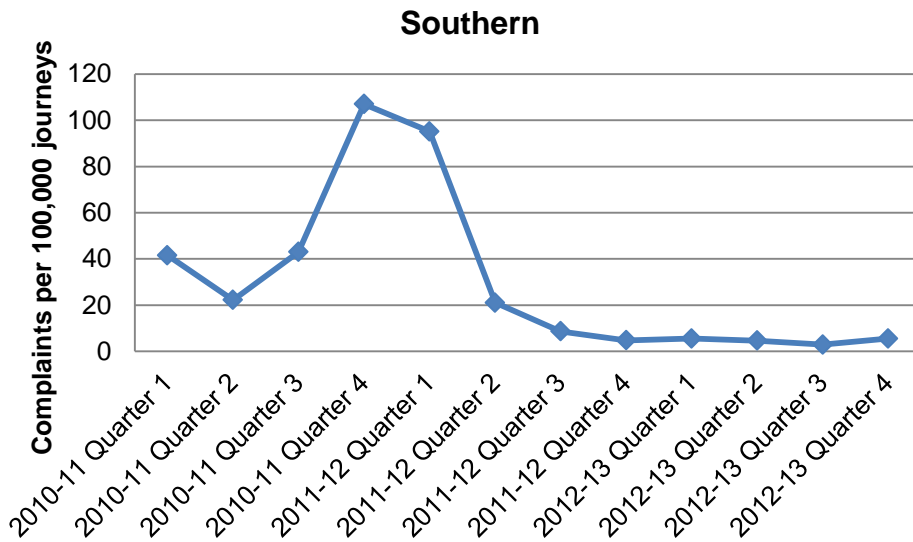
## Southeastern

There were 16.1 complaints to Southeastern per 100,000 journeys. Complaints about service performance and fares were the most common.



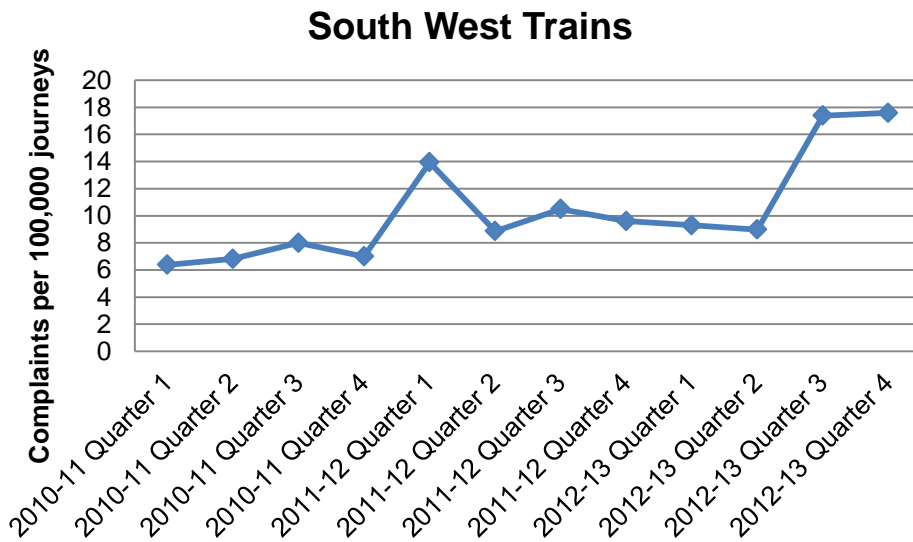
### Southern

There were 30.2 complaints to Southern per 100,000 journeys. Complaints about service performance and fares were the most common.



### South West Trains

There were 10.4 complaints to South West Trains per 100,000 journeys. Complaints about service performance and fares were the most common.





## 5 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 central 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 L&SE 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 compares the planned standard class capacity of each service arriving at or departing from London with 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 it is the difference between the two if the number of passengers on the service is greater than the capacity and zero if the number of passengers is within the capacity. It is expressed as a percentage of the total standard class load. No allowance is made for "undercrowding" on trains where the number of standing passengers is less than the planned 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 standard class seats.

For most train operators the standing allowance is based on an allowance of 0.45m<sup>2</sup> of floor space per passenger. However, for South West Trains a figure of 0.25m<sup>2</sup> is used and for Southeastern's class 376 'metro' style stock and for London Overground a figure of 0.35m<sup>2</sup> is used. In some cases train operators do not have standing capacities calculated for their rolling stock based on the available floor area. In these cases the standing capacities have been estimated as 20 per cent of the number of standard class seats for long distance rolling stock, and 35 per cent of the number of standard class seats for commuter rolling stock.

Under the historic PiXC system, the DfT set limits on the acceptable level of 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.

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.

The tables below show the calculation of PiXC for individual services and for train operators, and how PiXC and passengers standing are calculated.<sup>1</sup>

**For an individual service:**

PiXC = Standard class critical load ÷ standard class capacity (or zero if this is negative)

**For a train operator:**

PiXC percentage = 
$$\frac{\text{Sum of PiXC for all services}}{\text{Sum of standard class critical loads for all services}}$$

An example of how PiXC and passengers standing are calculated is shown below:

Service	Standard class seats	Standard class capacity	Standard class critical load	Passengers standing	PiXC
Service 1	150	150	160	10	10
Service 2	150	200	240	90	40
Service 3	150	200	100	0	0
Total	450	550	500	100	50

Overall percentage of passengers standing is 100 out of 500 = 20%, and overall PiXC percentage is 50 out of 500 = 10%

A survey of peak train loadings on the London and south east commuter network is conducted annually on behalf of the Department for Transport, normally in the autumn. The following table shows the results for 2012, with 2011 as a comparison, expressed in percentages. No similar data are collected for Heathrow Express.

<sup>1</sup> [DfT: Rail passenger numbers and crowding statistics. Pg7](#)

**Passengers in excess of capacity (PiXC): London & South East train operators: Autumn 2011 & 2012**

Train operating company	AM peak PiXC			PM peak PiXC			Overall PiXC		
	2011	2012	Change	2011	2012	Change	2011	2012	Change
c2c	3.9%	<b>4.6%</b>	0.7%	1.0%	<b>1.0%</b>	0.0%	2.6%	<b>2.9%</b>	0.4%
Chiltern Railways <sup>2</sup>	4.9%	<b>8.7%</b>	3.7%	1.2%	<b>0.9%</b>	-0.3%	3.3%	<b>5.2%</b>	1.9%
First Capital Connect	3.2%	<b>1.8%</b>	-1.3%	1.4%	<b>0.8%</b>	-0.6%	2.3%	<b>1.4%</b>	-1.0%
First Great Western <sup>3</sup>	10.7%	<b>9.6%</b>	-1.1%	8.9%	<b>4.4%</b>	-4.5%	9.9%	<b>7.1%</b>	-2.7%
Greater Anglia <sup>4</sup>	4.7%	<b>4.2%</b>	-0.5%	3.2%	<b>1.8%</b>	-1.4%	4.0%	<b>3.1%</b>	-1.0%
London Midland <sup>R</sup>	4.7%	<b>1.8%</b>	-2.8%	10.6%	<b>7.4%</b>	-3.2%	7.7%	<b>4.6%</b>	-3.1%
London Overground <sup>5, 6</sup>	0.0%	<b>0.0%</b>	0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	<b>0.0%</b>	0.0%
Southeastern <sup>6, 7</sup>	1.5%	<b>2.0%</b>	0.5%	0.0%	<b>0.2%</b>	0.2%	0.8%	<b>1.2%</b>	0.4%
Southern <sup>8</sup>	5.6%	<b>5.7%</b>	0.1%	1.5%	<b>1.7%</b>	0.1%	3.8%	<b>3.9%</b>	0.1%
South West Trains <sup>5</sup>	4.1%	<b>5.0%</b>	0.9%	2.4%	<b>3.1%</b>	0.7%	3.3%	<b>4.1%</b>	0.8%
<b>All London &amp; South East operators<sup>R</sup></b>	<b>4.0%</b>	<b>4.1%</b>	0.1%	<b>2.2%</b>	<b>1.8%</b>	-0.5%	<b>3.2%</b>	<b>3.0%</b>	-0.2%

<sup>2</sup> Percentage of standard class passengers in excess of the capacity on their train service

<sup>3</sup> Includes Heathrow Connect services

<sup>4</sup> The Greater Anglia franchise started in February 2012. Figures for years prior to 2012 are for its predecessor National Express East Anglia.

<sup>5</sup> Includes services to and from London Euston (Watford DC line services) only and excludes services on other London Overground lines.

<sup>6</sup> London Overground, Southeastern and South West Trains use a different standing allowance per passenger from other operators on some or all of their rolling stock (see definitions for details).

<sup>7</sup> From 2010 includes the high speed services which were introduced in December 2009.

<sup>8</sup> From 2009 includes Gatwick Express services

<sup>R</sup> 2011 London Midland and overall PiXC figures have been revised.

Overall, in London and the south east, 3.0% of all passengers travelled in excess of train capacity, including 4.1% in the morning peak and 1.8% in the evening peak. The morning peak is traditionally more concentrated than in the evening, so crowding is always more acute. The total proportion of passengers travelling in excess of capacity was 0.2% less than in 2011.

It is pleasing to note that there have been some reductions 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 Chiltern) to make efforts to reduce this.