

---

## Secretariat memorandum

Author : Tim Bellenger

Agenda item: 11

LTW530A

Drafted:12.07.16

---

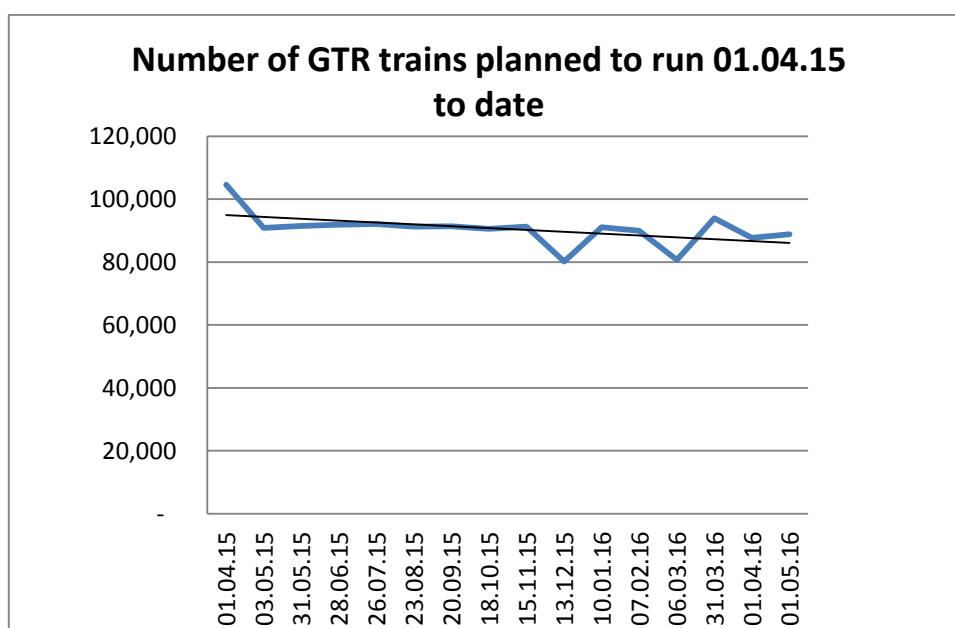
### Govia Thameslink Railway performance

#### 1 Purpose of report

- 1.1 To inform members about Govia Thameslink Railway (GTR) current performance particularly in relation to the Southern Rail part of the franchise.

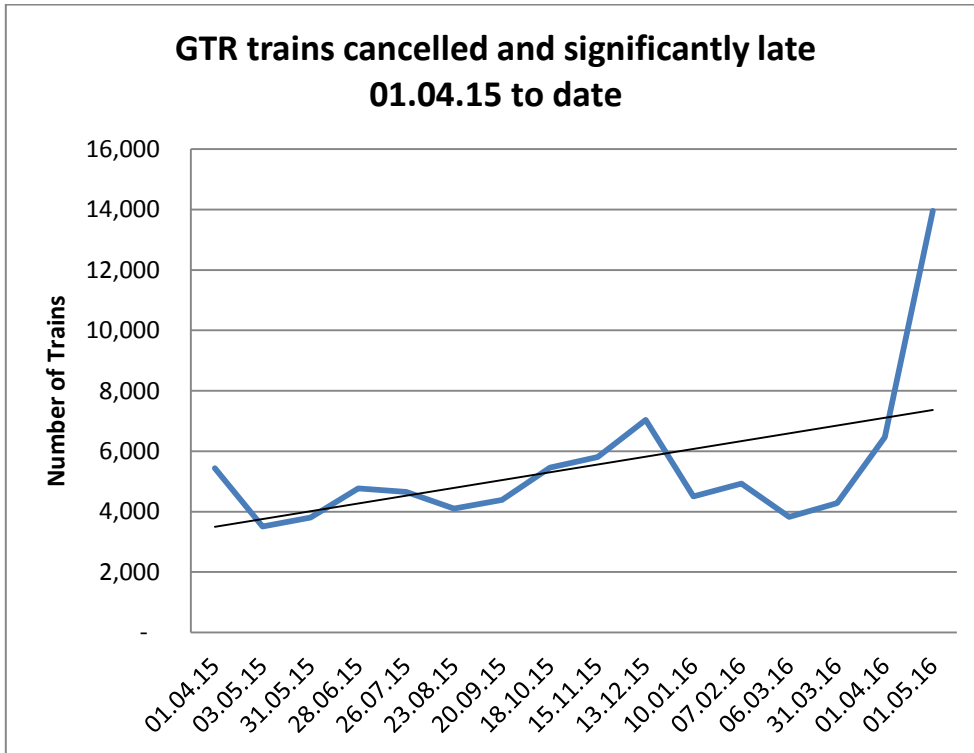
#### 2 Information

- 2.1 We have extracted from the latest GTR performance data the following four graphs, which show what is happening to GTR performance over the past 15 months. Each graph includes a linear trendline.
- 2.2 The graphs include data on all GTR performance, including Great Northern, Thameslink, Gatwick Express and Southern. While Southern and Gatwick Express have constituted the majority of the poor performance, there have also been issues on the Great Northern route which have not received the same levels of publicity.
- 2.3 Each graph covers a 15-month period, beginning on 1 April 2015. The rail industry measures performance in periods of 4 weeks, with 13 4-week periods in each year. Each date on the horizontal axes relates to the start of a 4-week period.
- 2.4 **Number of trains planned to run:**



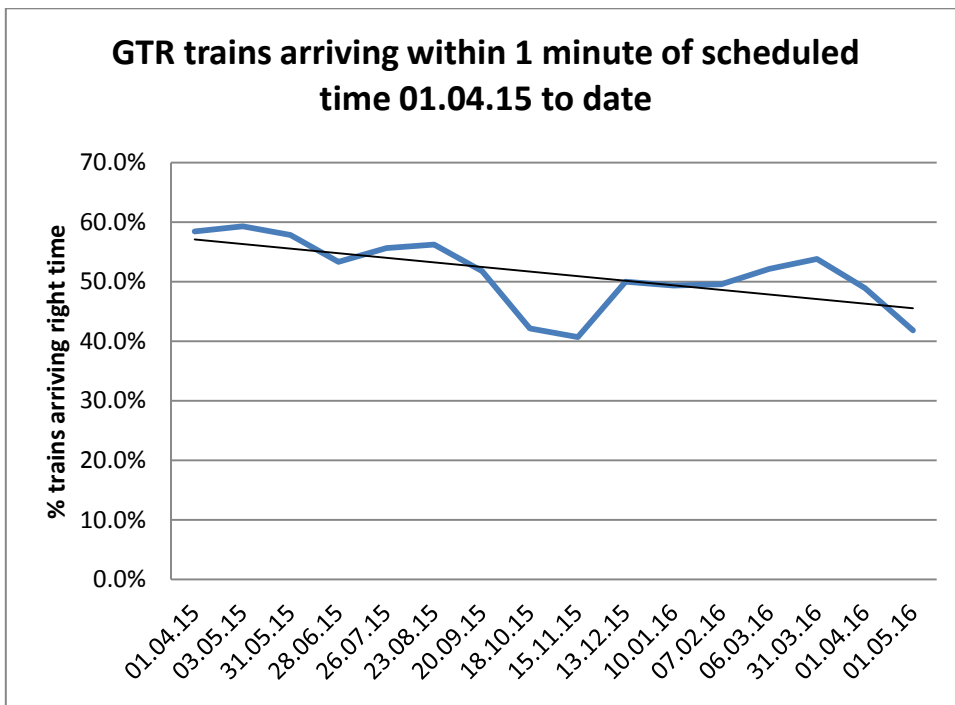
2.5 The graph above shows the number of trains GTR planned to run in each 4-week period. Over 100,000 trains were planned for the first 4-week period; this had fallen to below 90,000 for four of the final five 4-week periods.

**2.6 Number of trains cancelled or significantly late:**



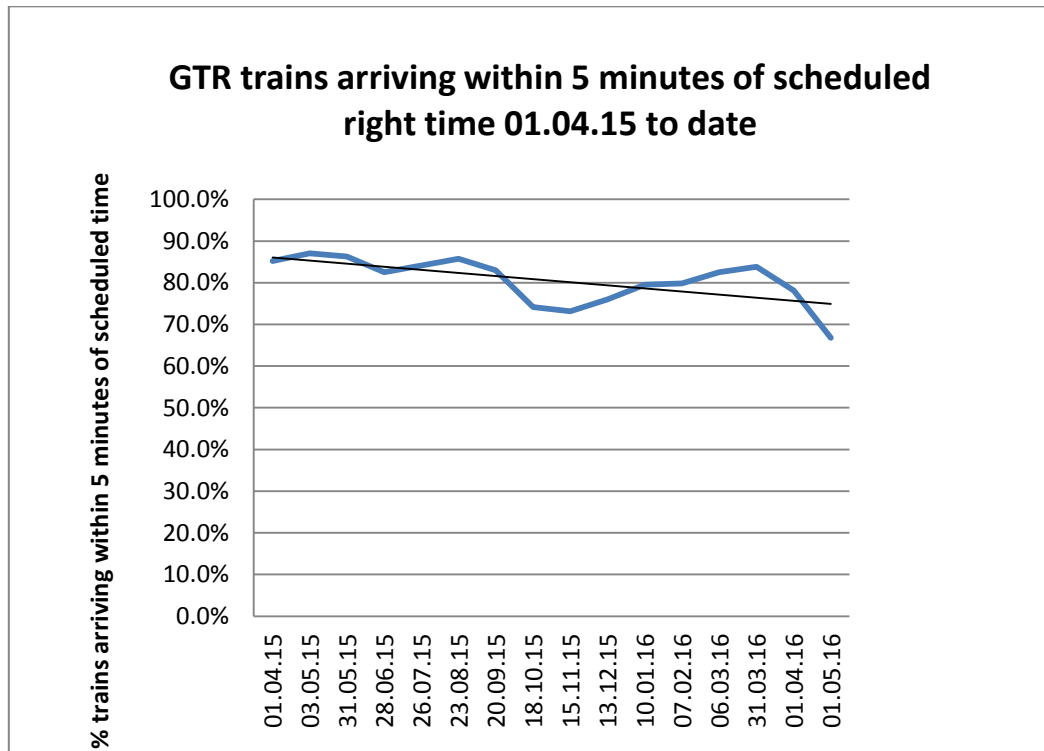
2.7 The graph above shows the number of GTR trains that were either cancelled or significantly late (between 30 and 120 minutes late) for each 4-week period.

**2.8 Right time arrivals:**



2.9 Right time arrival is a measure of the percentage of trains that arrive at their final 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 below). The graph above shows the percentage of GTR right time arrivals in each 4-week period.

**2.10 Public performance measure:**



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

2.12 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 are run and which complete their journeys “on time”. The graph above shows the percentage of GTR trains that arrived within 5 minutes of the scheduled time.

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

2.14 The “on time” arrivals should not be confused with the “right time” arrivals set out above.

### **3 Commentary**

- 3.1 The graphs show the significant decline in GTR performance over the last 15 months. The number of trains planned to run has decreased significantly since the beginning of 2016. At the same time, the number of trains cancelled or severely late has climbed dramatically, since the industrial action by the RMT in April 2016 and subsequent rise in staff sickness. In addition, right time arrivals and the public performance measure have significantly fallen over the same period.

### **4 London TravelWatch priority**

- 4.1 This issue falls within the core remit of London TravelWatch and the impact of the proposed changes is substantial amongst the high number of current and future passengers using this network.

### **5 Equalities and inclusion implications**

- 5.1 There are no equality and inclusion implications arising from this report.

### **6 Legal powers**

- 6.1 Section 252A of the Greater London Authority Act 1999 places a duty upon London TravelWatch (as the London Transport Users 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 Financial implications**

- 7.1 There are no financial implications arising from this report for London TravelWatch.