



The voice of transport users

National Rail Performance Report - Quarter 2 2014/15

December 2014



London TravelWatch is the official body set up by Parliament to provide a voice for London's travelling public, including the users of all forms of public transport. We are funded by and accountable to the London Assembly.

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 in or visiting London and its surrounding region.

Financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
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
Quarter 2 2013/14 – Jul to Sept	Dec 2013
Quarter 3 2013/14 – Oct to Dec	Feb 2014
Quarter 4 2013/14 – Jan to Mar	July 2014
Quarter 1 2014/15 – Apr to Jun	Sept 2014
Quarter 2 2014/15 – Jul to Sept	Dec 2014

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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 second quarter (July to Sept) of 2014/15.

For definitions of the measures used, see Section 2.

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

The L&SE train operators' overall *public performance measure* (PPM) result was lower than the same quarter last year, averaging 90.6% - which was 1.3 percentage points lower than a year ago.

London Overground and c2c both achieved the highest PPM of 96.1% this quarter. The latter operates on routes with minimal interaction with other TOC's, minimising TOC on TOC delays. London Midland's (LSE) PPM score increased compared to the previous quarter, but it still had the lowest percentage of trains arriving on time, with 84.6%.

A fall in PPM generally brings about a rise in cancellations and significant lateness. The overall rate of *cancellations and significant lateness* was 2.8% in quarter 2 2014/15, which was 0.5 percentage points higher than the same period a year ago. Chiltern recorded the lowest percentage (with 0.8%), and London Midland (LSE) the highest (with 3.7%).

The overall percentage of '*right time*' arrivals was 67.4% in quarter 2 2014/15, which was 2.6 percentage points lower than last year. The company with the highest percentage of 'right time' arrivals was Chiltern (with 86.2%), and that with the lowest was Southern (with 56.0%).

Most (eight out of 11) operators' PPM scores decreased this quarter, when compared with the same period last year (Q2 2013/14), with Southern and Southeastern recording the highest decrease.

Performance in Q2 2014-15 was affected by numerous factors, including signalling and track circuit failures, infrastructure damage, faulty rolling stock and a large number of suicide incidents.

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 (L&SE) 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 are run and 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 published 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.

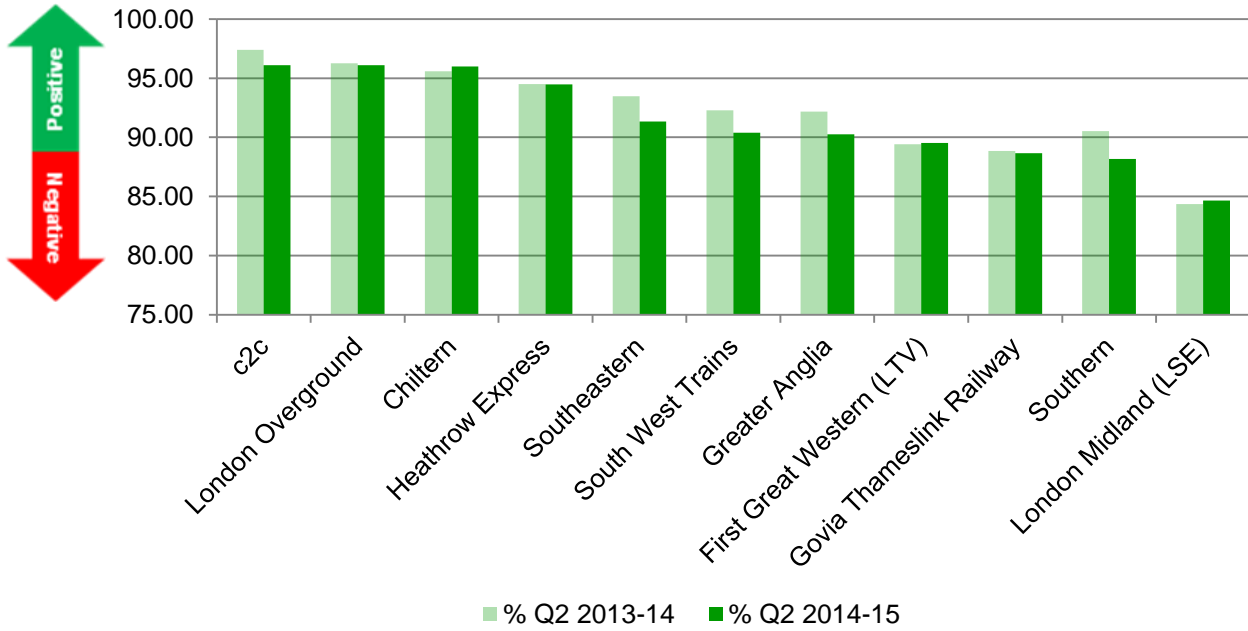
London Overground and c2c both achieved the highest PPM of 96.1% this quarter. The latter operates on routes with minimal interaction with other TOC's, minimising TOC on TOC delays. London Midland's (LSE) PPM score increased compared to the previous quarter, but it still had the lowest percentage of trains arriving on time, with 84.6%.

Most (eight out of 11) operators' PPM scores decreased this quarter, when compared with the same period last year (Q2 2013/14), with Southern and Southeastern recording the highest decrease.

Performance in Q2 2014-15 was affected by numerous factors, including signalling and track circuit failures, infrastructure damage, faulty rolling stock and a large number of suicide incidents.

During Q2 2014-15, the First Capital Connect franchise was replaced by Govia Thameslink Railway, managed by Govia. This came into effect, 14 September 2014.

Graph 1 – Public performance measure Q2 2013/14 & Q2 2014/15



2.2 Performance trends

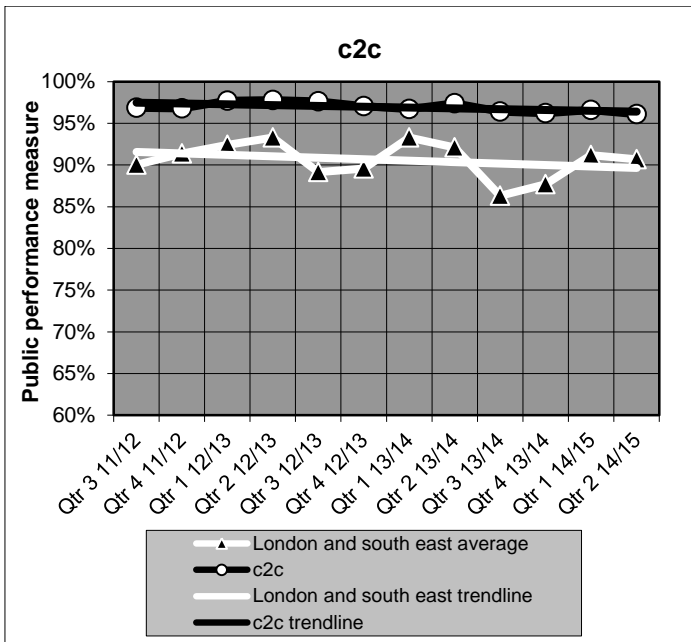
In the charts in this section, each train company's quarterly all-trains PPM results for the past three years are shown graphically, together with the results for with-flow peak period trains. In each case, the individual company's performance is shown alongside the combined result for the entire L&SE 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 to adequately manage the service elements (such as rolling stock and train crews) for which they are wholly responsible.

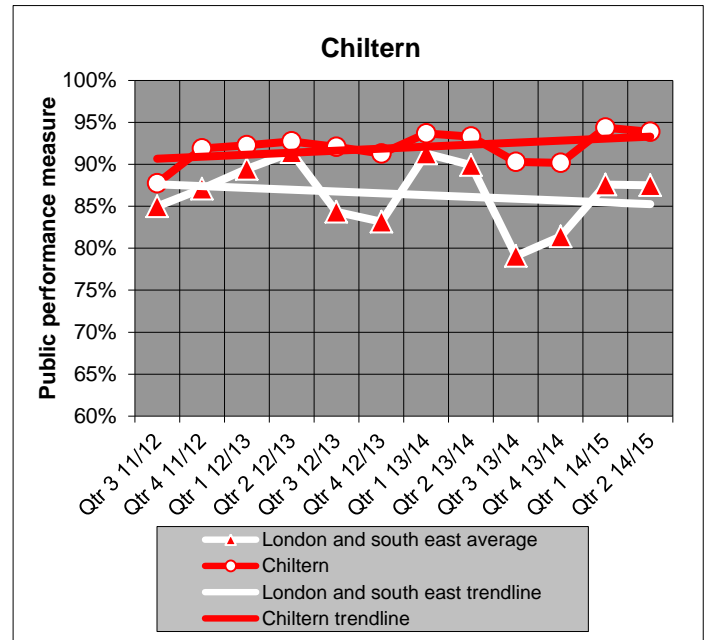
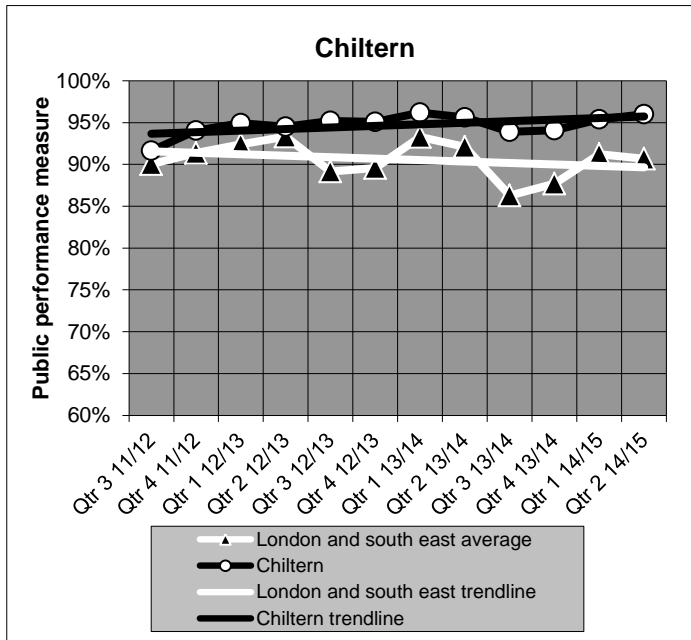
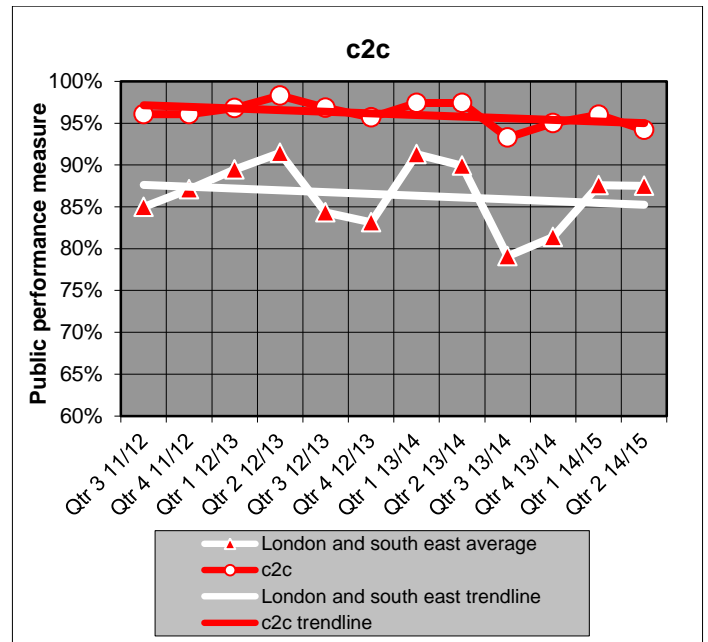
The performance of c2c, Chiltern, Greater Anglia and London Overground has been on a stable or upward trend over the three year period. Overall, there was an improvement in Greater Anglia's performance, which is attributed at least in part to increased investment in the infrastructure through a joint initiative with Network Rail.

All train companies were affected by infrastructure failures, due either to overrunning engineering works or equipment failures. The performance of First Capital Connect, First Great Western, London Midland, Southeastern and Southern was below the average of the London & SE group as a whole.

All trains performance

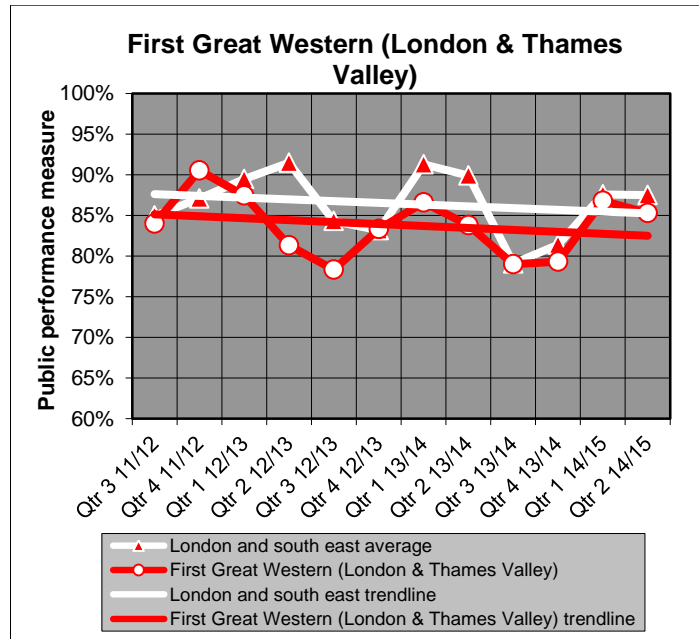
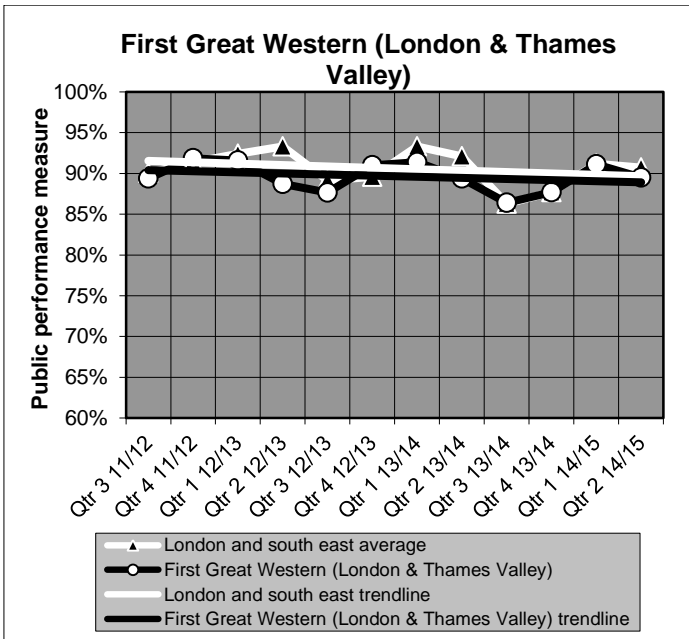
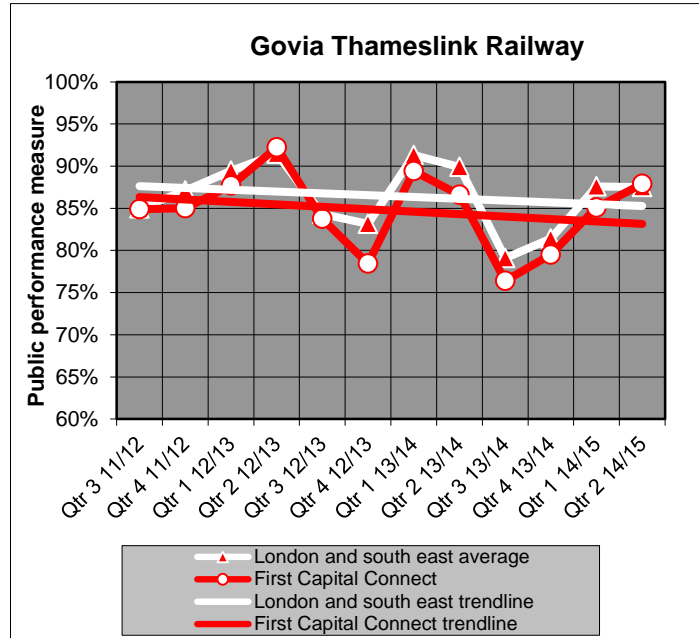
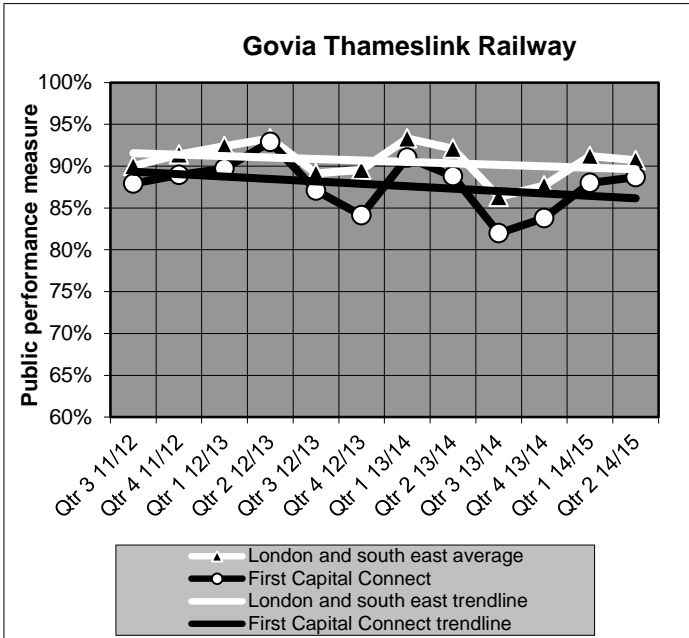


Peak trains performance

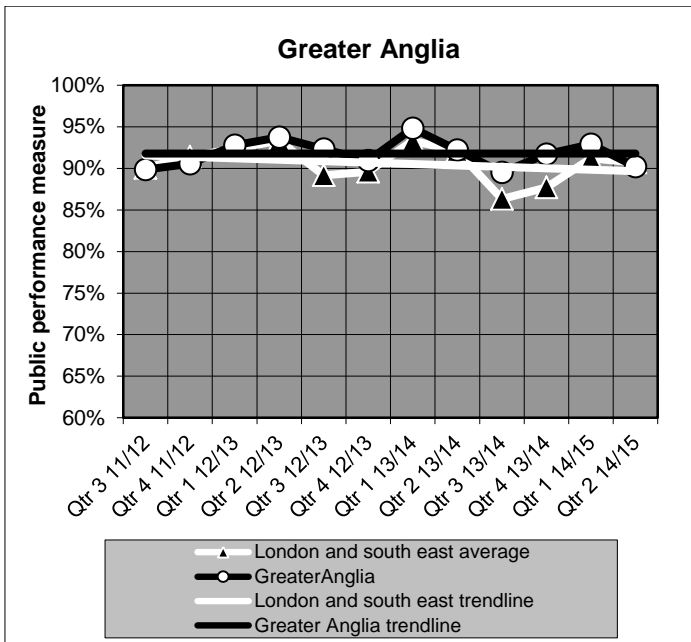


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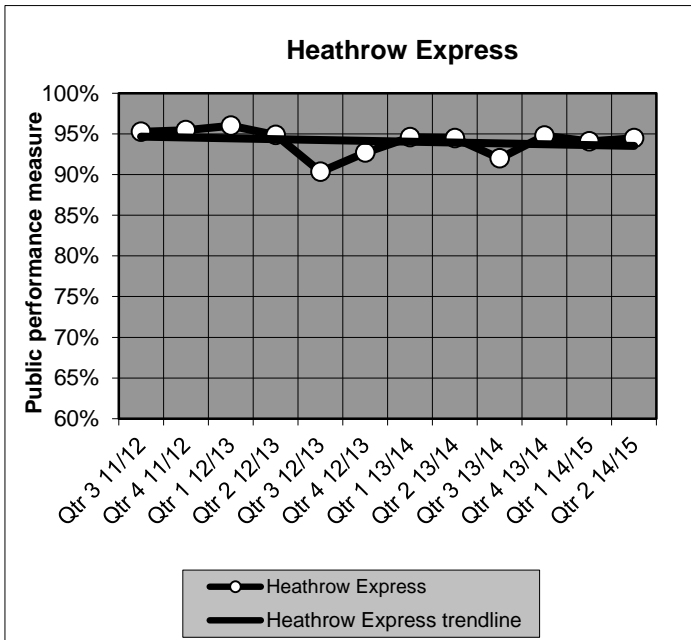
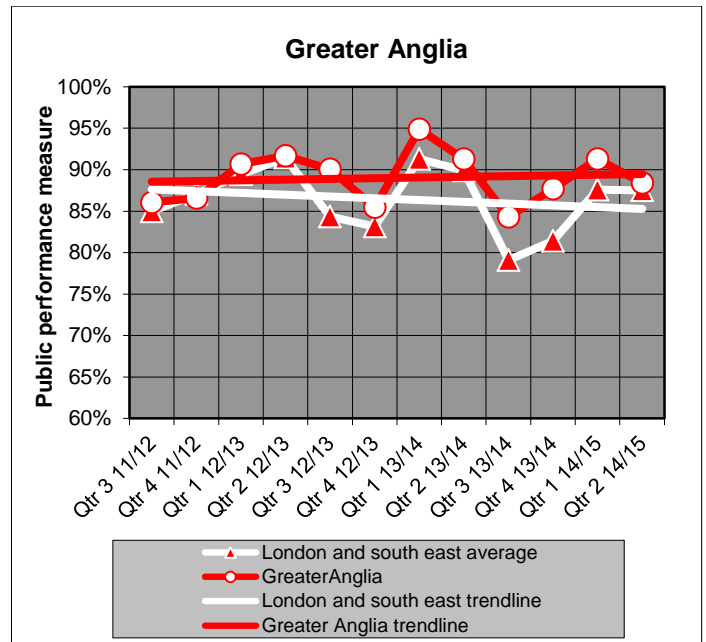
Peak trains performance



All trains performance



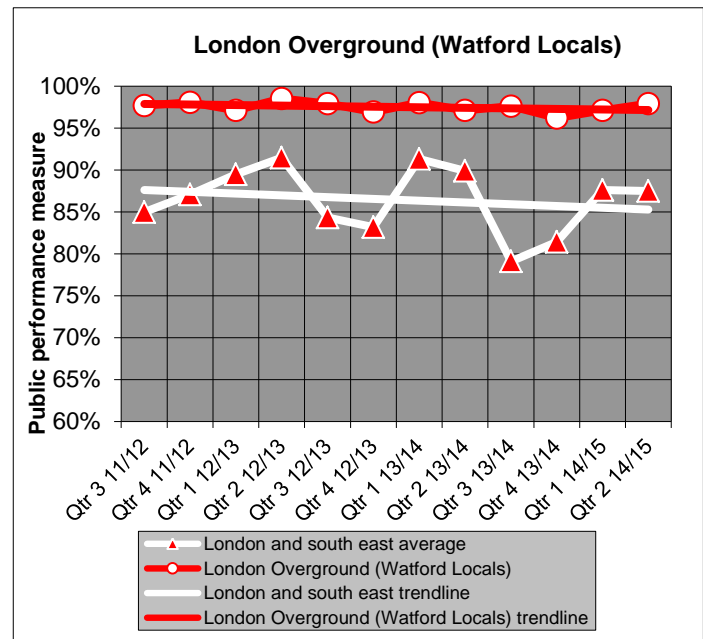
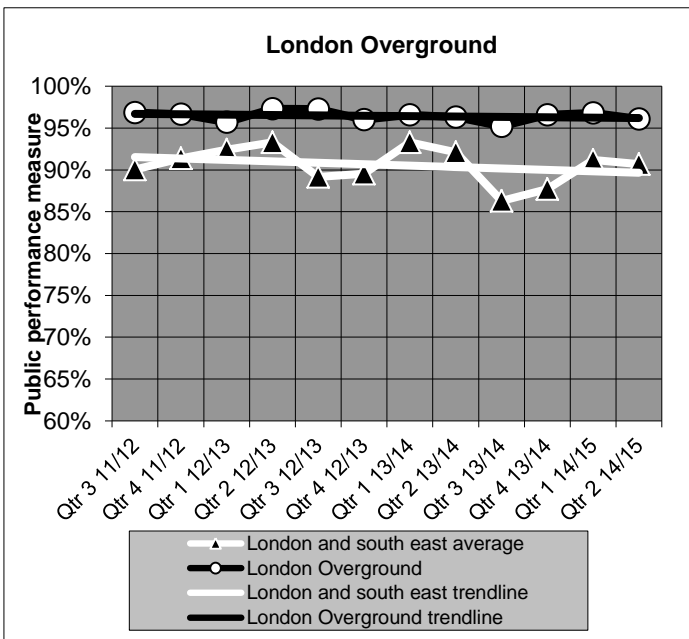
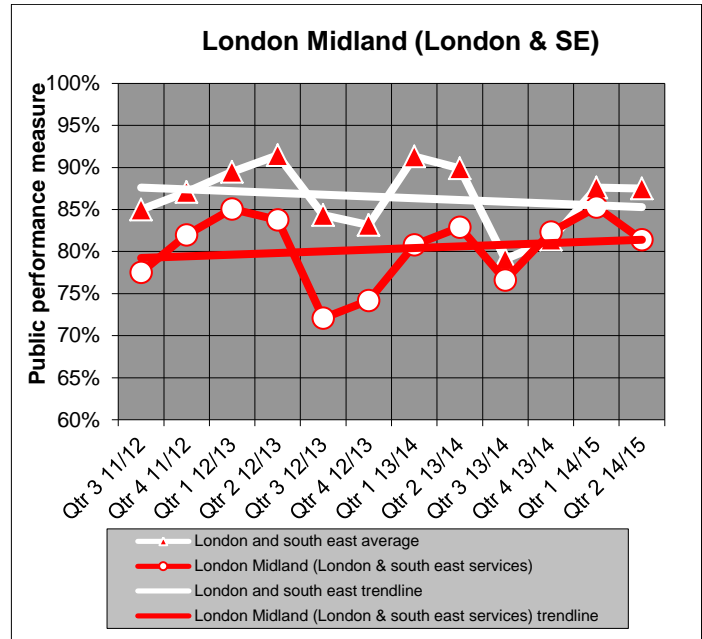
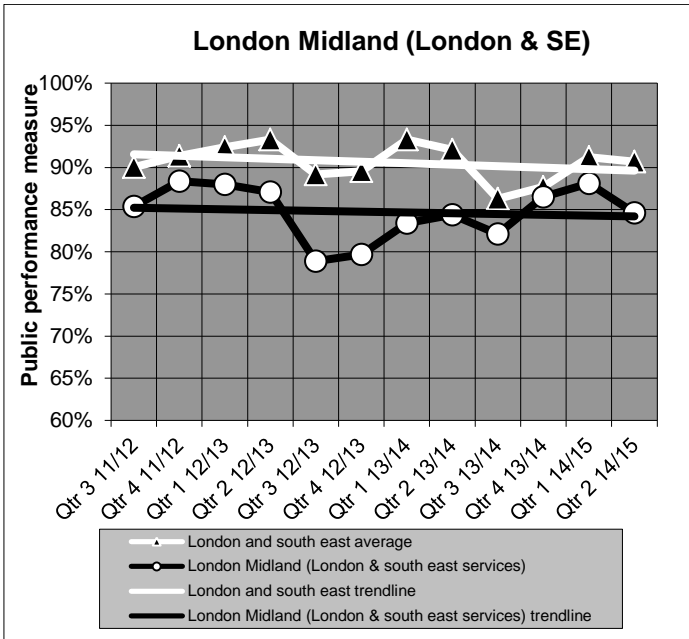
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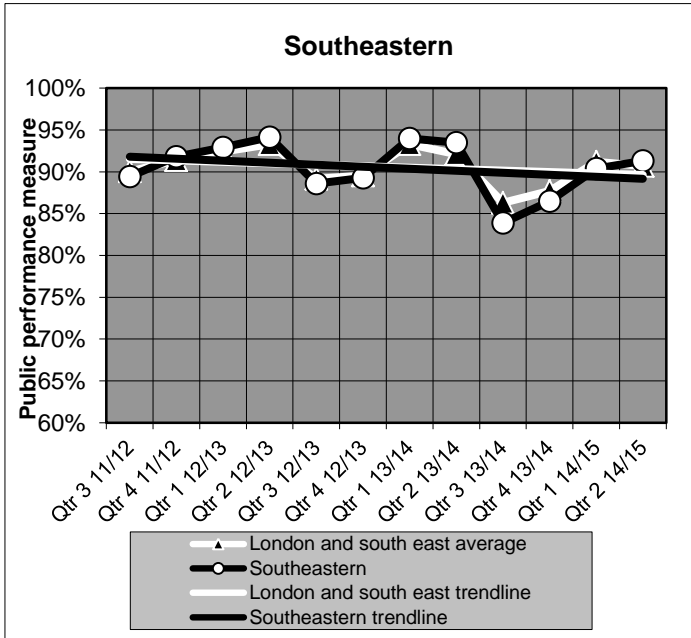
Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately

All trains performance

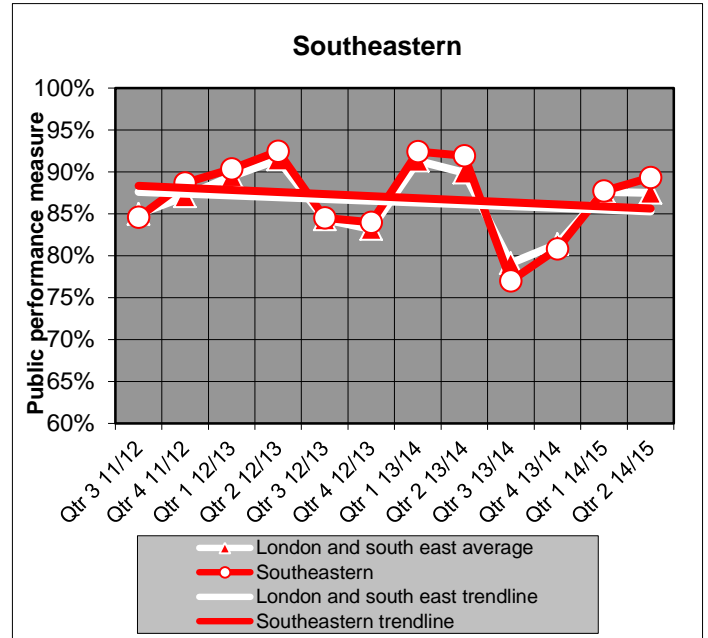
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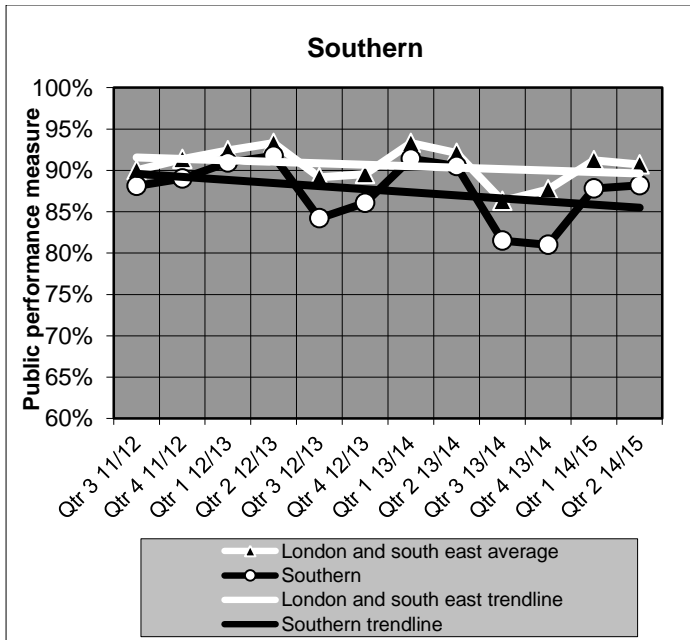
All trains performance



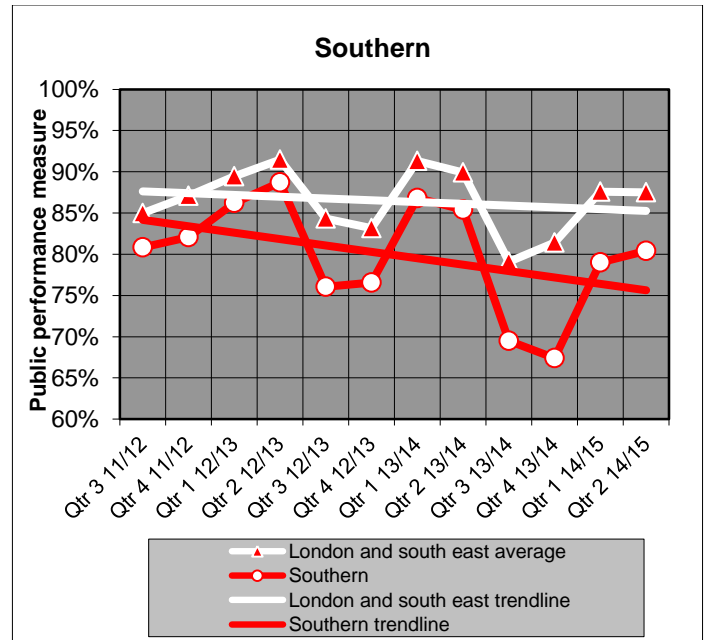
Peak trains performance



Southern

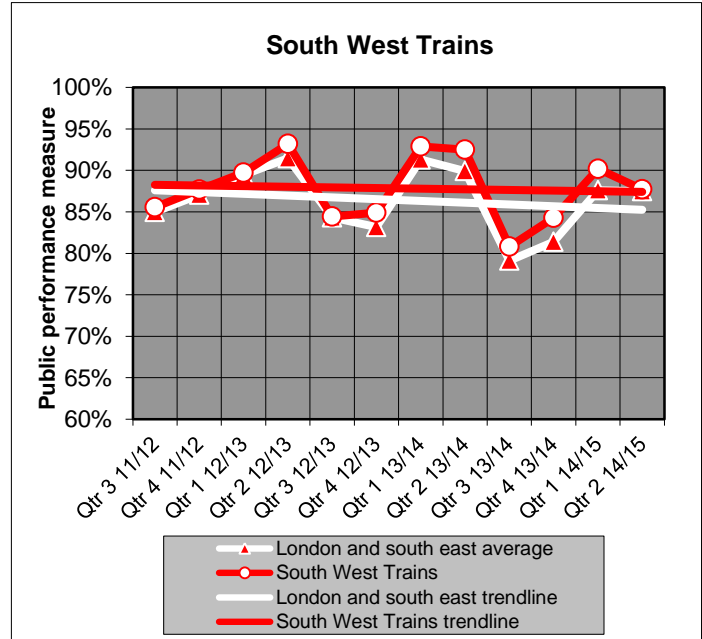
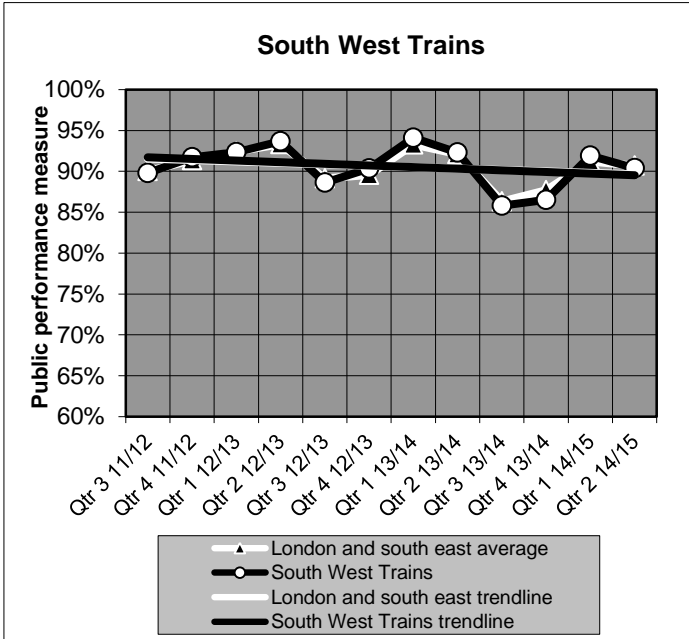


Southern



All trains performance

Peak trains performance

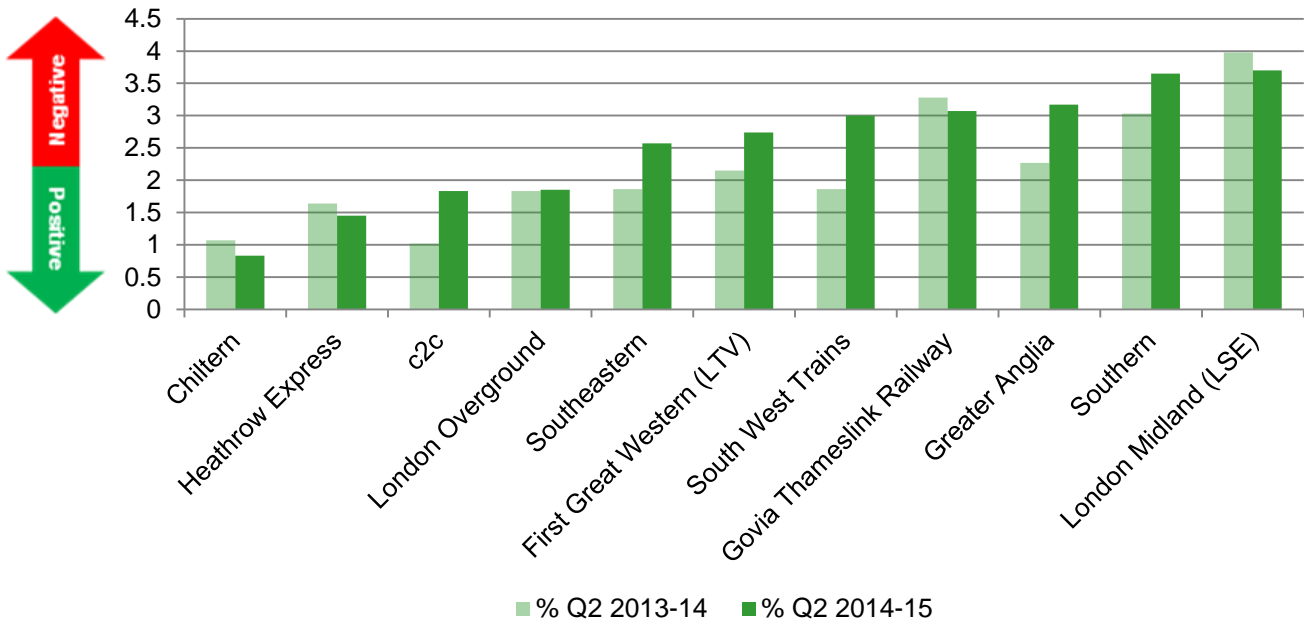


2.3 Cancellations and significant lateness

Cancellations and significant lateness (CaSL) 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 with 0.8%, a 0.2 percentage point reduction. London Midland (LSE) had the highest (poorest) performance with a CaSL score of 3.7.

Graph 2 – Cancellations and significant lateness Q2 2013/14 & Q2 2014/15

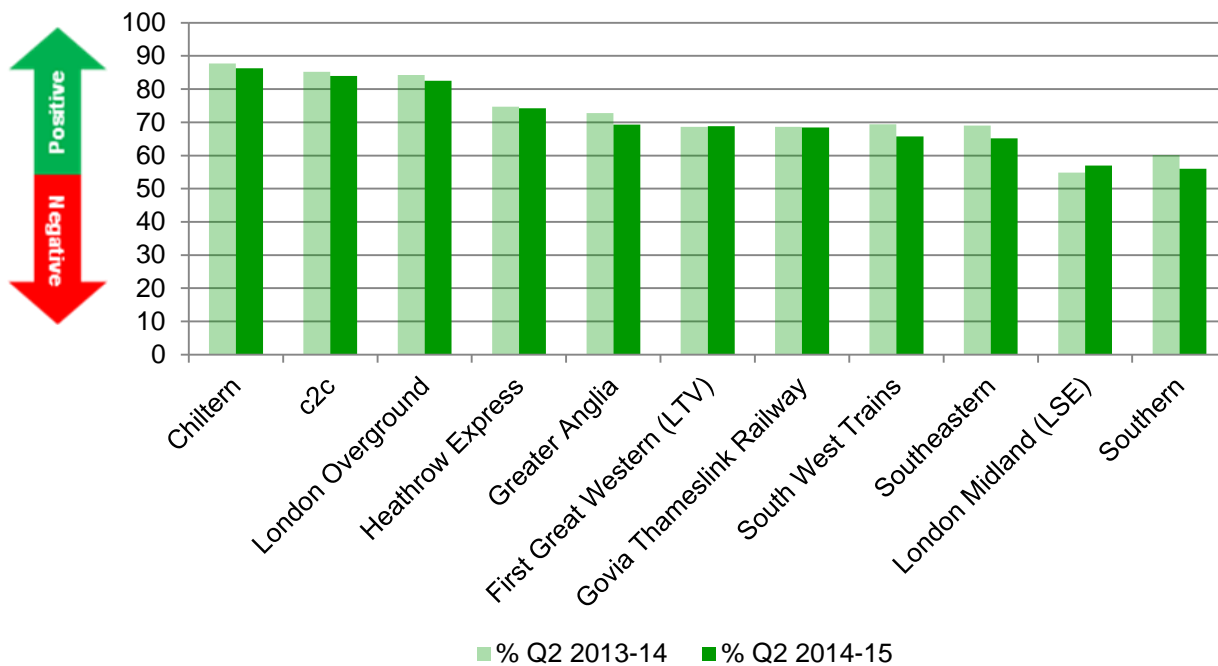


2.4 Right time arrivals

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 for PPM purposes).

Chiltern performed best in terms of the average percentage of trains arriving at the right time. Southern had the highest decrease and also the lowest percentage of right time arrivals in this quarter.

Graph 3 – Right time arrivals Q2 2013/14 & Q2 2014/15



2.5 NRPS London

The NRPS data is produced twice a year, in autumn and spring. For the latest available data, please refer to Q1 2014-15, National Rail Performance report on the London TravelWatch website.

3 Passenger complaints

The Office of Rail Regulation issues data relating to the number of complaints received by franchised operators. The complaints data are expressed as a proportion of each 100,000 journeys made, as this is the way train operating companies (TOC) are required to report them. 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 rate of complaints an operator receives can be 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.

It will be seen that these results range 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 classes of travel), and additional facilities such as reservations and catering, which can give rise to more potential sources of difficulty. Their services are often less frequent, and passengers are more likely to be accompanied by luggage. Not all operators control all or most (or even any) of the stations they serve. The social profile of an operators' client base may materially affect its users' propensity to complain. Complainants who have had a good experience when dealing with a train company may be encouraged by this to do so again. In addition, there is no fully effective industry-wide protocol relating to the definition and recording of complaints. Inter-operator comparisons are generally less revealing than trends over time in individual companies' data.

3.1 Complaints by operator

The complaints data below are the latest available from the Office of Rail Regulation. The table shows the number of complaints passengers made about their journeys each quarter, over a three year period, to each train operating company. The shaded column shows the overall average complaints rate per operator per 100,000 journeys. For some operators (e.g. London Midland) this disguises sharp quarter-on-quarter fluctuations. The totals cover the whole of each company's services, including those which are outside London and the south east. Heathrow Express is an unfranchised (or "open access") operator, for which complaints data are not published, and is therefore omitted.

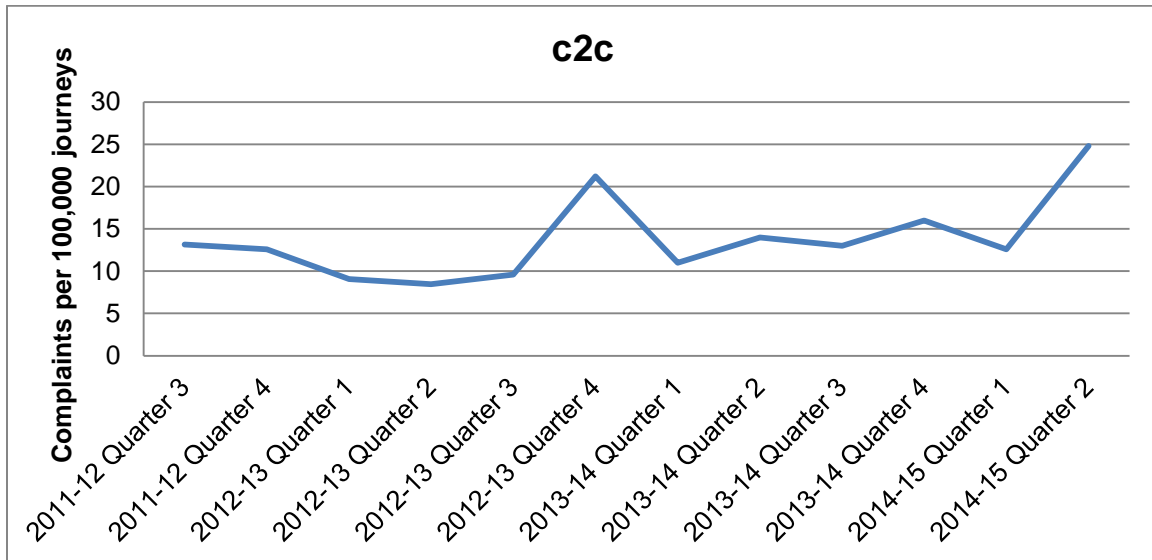
London Overground is conspicuous for its comparatively low rate of complaints. A number of factors probably contribute to this, including high service frequencies, short journeys, a simple ticketing system, fully staffed stations, and a generally high level of reliability. It is noteworthy that Chiltern has a high complaints rate despite its consistently good passenger satisfaction scores. This probably reflects the longer distance character of most of its services, and the inclusion of 'delay-repay' applications in its complaint totals, a practice which is not universal among other TOCs.

Quarterly passenger complaints per 100,000 journeys

TOC	Q3 11-12	Q4 11-12	Q1 12-13	Q2 12-13	Q3 12-13	Q4 12-13	Q1 13-14	Q2 13-14	Q3 13-14	Q4 13-14	Q1 14-15	Q2 14-15	Average
London Midland	85	74	64	77	149	96	57	35	40	40	28.6	27.6	64.4
Chiltern Railways	58	50	63	36	37	39	31	76	84	127	63	78.5	61.9
First Great Western	82	73	50	59	81	89	44	48	56	68	41.8	38.3	60.8
Greater Anglia	42	35	28	26	30	36	24	26	42	29	30.2		31.7
Govia Thameslink Railway	28	27	24	18	18	30	21	16	20	33	14.8	10.5	21.7
c2c	13	13	9	8	10	21	11	14	13	16	12.6	24.8	13.8
South West Trains	10	10	9	9	17	18	9	11	15	17	13.2	15.2	12.8
Southeastern	13	13	12	12	13	15	9	9	14	20	8.1	9.2	12.3
Southern	9	5	6	5	3	6	5	6	9	9	9.5	8.9	6.8
London Overground	3	3	4	3	2	3	3	2	3	3	2.8	2.8	2.9

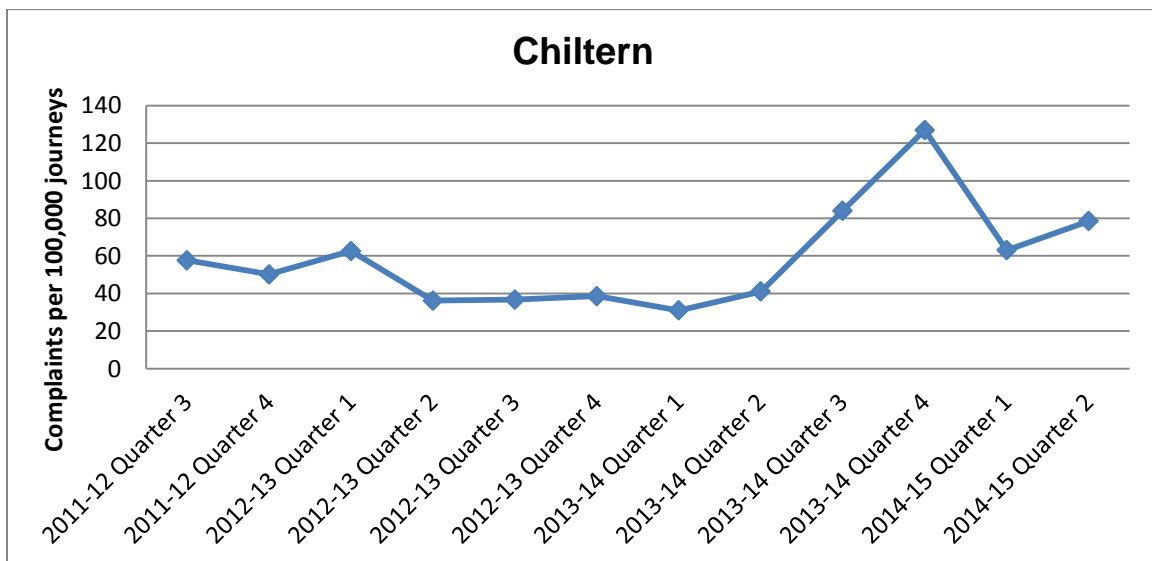
c2c

On average, there were 13.8 complaints to c2c per 100,000 journeys over the previous 12 quarters. Issues about service performance, staff conduct and ticketing were the most frequent categories.



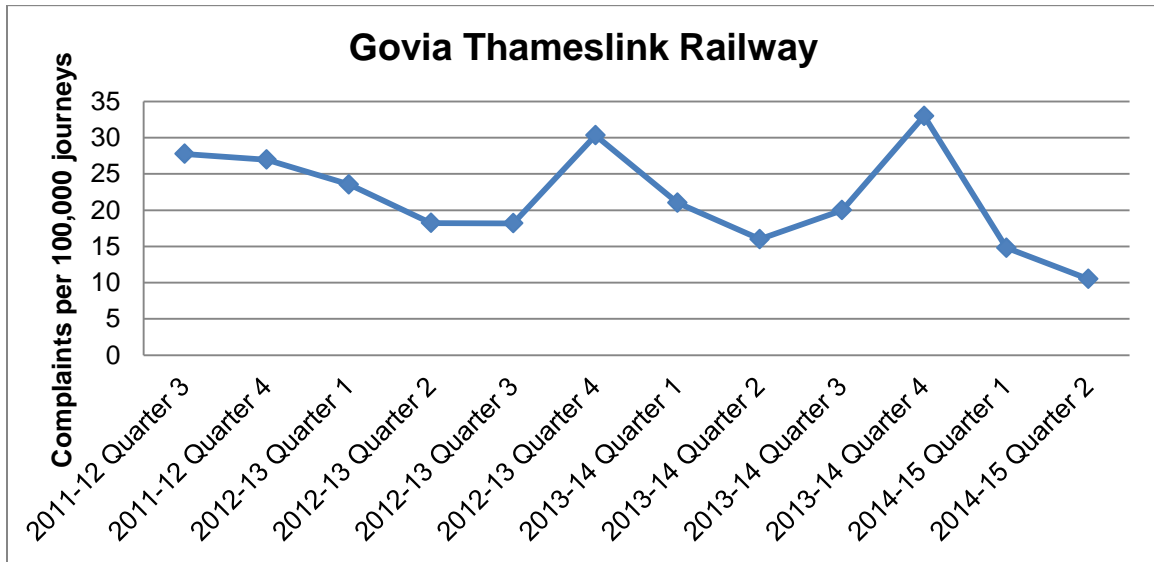
Chiltern

On average, there were 61.9 complaints to Chiltern per 100,000 journeys over the previous 12 quarters. This is higher than all other operators except London Midland. Complaints about service performance and ticketing were the most frequent categories.



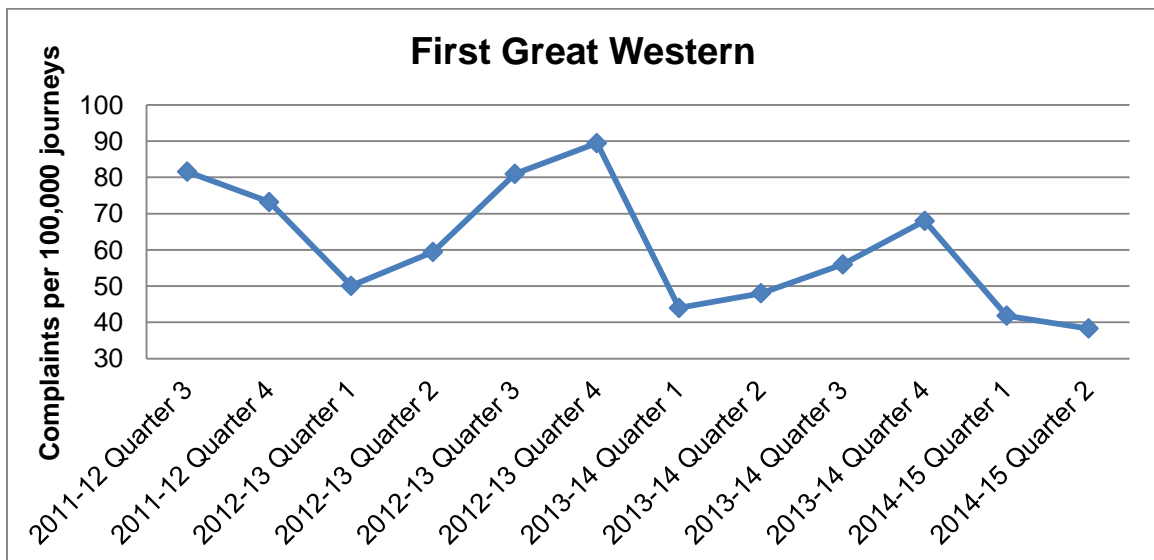
Govia Thameslink Railway

On average, there were 21.7 complaints to Govia Thameslink Railway per 100,000 journeys over the previous 12 quarters. Complaints about service performance, ticketing and complaints handling were the most common. During Q2 2014-15, the First Capital Connect franchise was replaced by Govia Thameslink Railway, managed by Govia. This came into effect on 14 September 2014



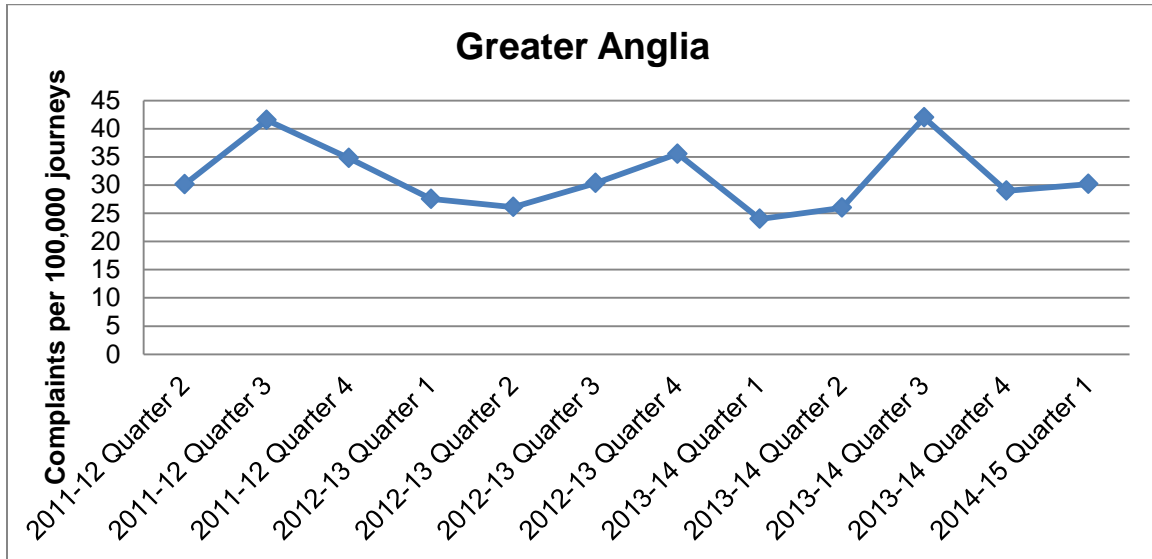
First Great Western

On average, there were 60.8 complaints to First Great Western per 100,000 journeys over the previous 12 quarters. Complaints about service performance and ticketing were the most common.



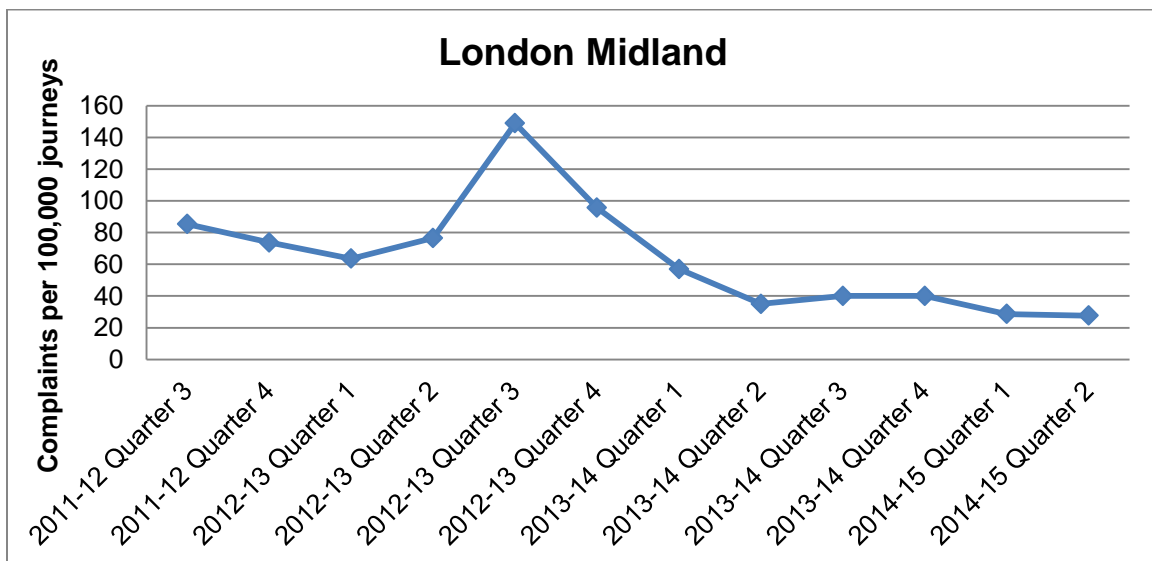
Greater Anglia

On average, there were 31.7 complaints to Greater Anglia per 100,000 journeys over the previous 11 quarters (quarter 2 14-15 figures not yet available). Complaints about service performance, staff conduct and ticketing were the most common. Greater Anglia took over the franchise from National Express East Anglia in February 2012.



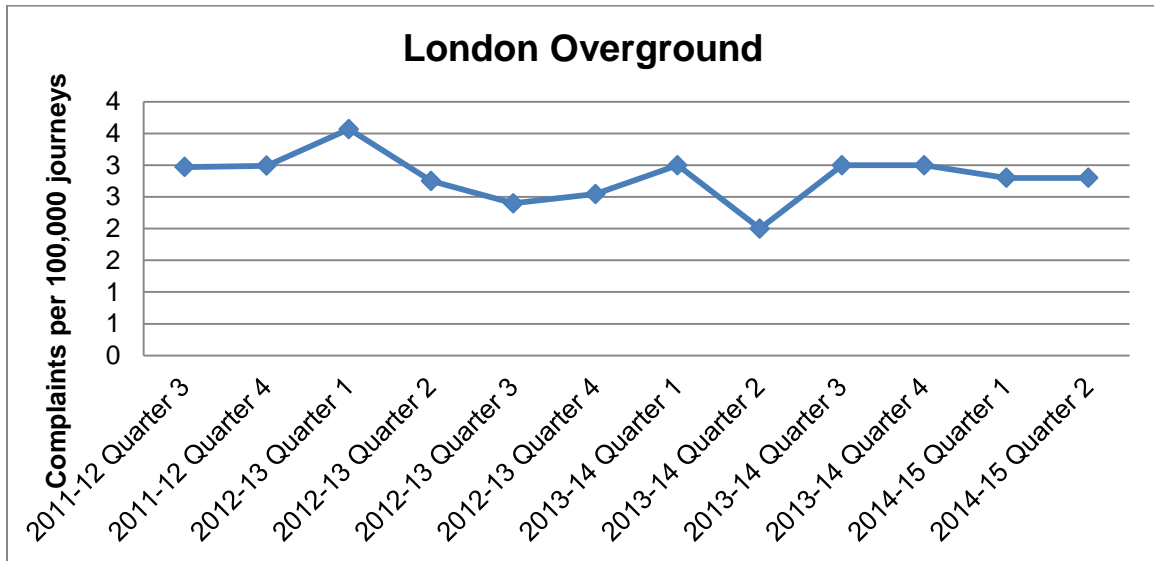
London Midland

On average, there were 64.4 complaints to London Midland per 100,000 journeys over the previous periods. Quarter 2 saw a reduction in complaints compared to the previous quarters. Complaints about service performance were the most common.



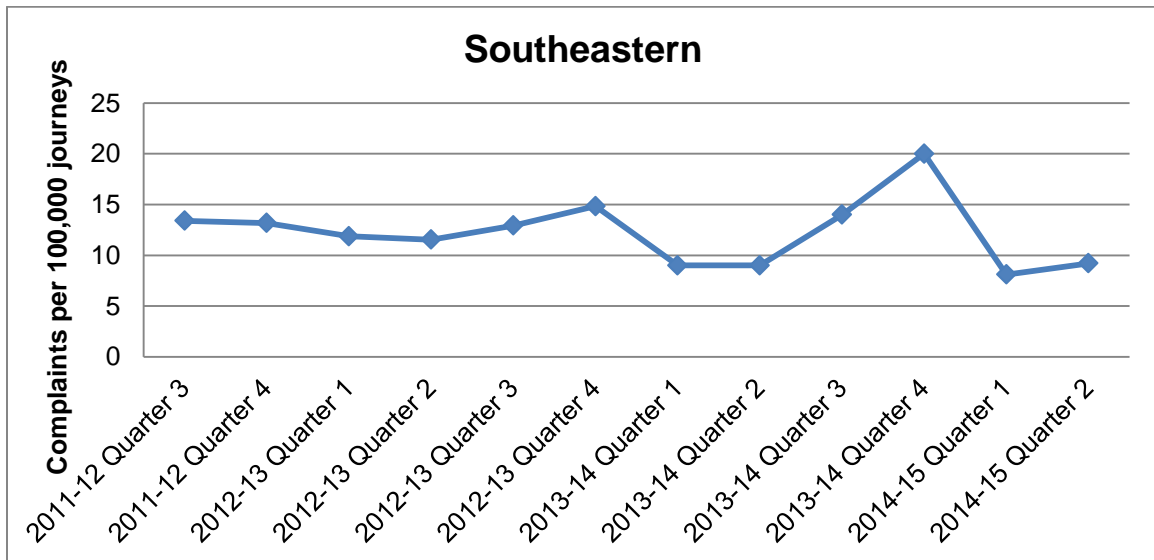
London Overground

On average, there were 2.8 complaints to London Overground per 100,000 journeys over the previous periods. Train performance and ticketing are the two most common categories of complaint.



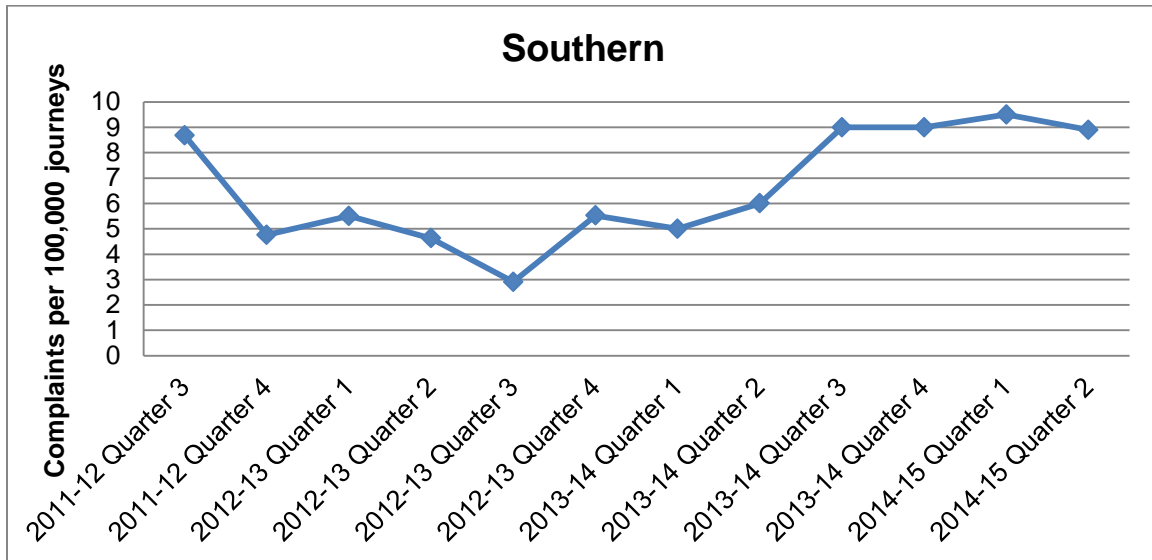
Southeastern

On average, there were 12.3 complaints to Southeastern per 100,000 journeys over the previous periods. Complaints about service performance and ticketing were the most common.



Southern

On average, there were 6.8 complaints to Southern per 100,000 journeys over the previous periods. Complaints about service performance and ticketing were the most common.



South West Trains

On average, there were 12.8 complaints to South West Trains per 100,000 journeys over the previous 12 quarters. Complaints about service performance, staff conduct and ticketing were the most common.

