

# National Rail Performance Report - Quarter 2 2019-20 (July-September 2019)

January 2020



**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 for 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 2015-16 – Oct to Dec	Feb 2016
Quarter 4 2015-16 – Jan to March	May 2016
Quarter 1 2016-17 – April to June	Oct 2016
Quarter 2 2016-17 – July to Sept	Dec 2016
Quarter 3 2016-17 – Oct to Dec	March 2017
Quarter 4 2016-17 – Jan to March	June 2017
Quarter 1 2017-18 – April to June	Sept 2017
Quarter 2 2017-18 - July to Sept	Dec 2017
Quarter 3 2017-18 – Oct to Dec	March 2018
Quarter 4 2017-18 – Jan to March	June 2018
Quarter 1 2018-19 – April to June	Sept 2018
Quarter 2 2018-19 – July to Sept	Dec 2018
Quarter 3 2018-19 – Oct to Dec	March 2019
Quarter 4 2018-19 – Jan to March	June 2019
Quarter 1 2019-20 – April to June	Sept 2019
Quarter 2 2019-20 – July to Sept	Jan 2020

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## 1 Executive summary

In this report, London TravelWatch brings together, in a single place, a wide range of data from different sources. It shows how things have been changing over time for passengers on the rail network in London and the South East (L&SE) during the second quarter (July to Sept) of 2019-20.

The analysis uses information from various sources including the Office of Rail and Road and Network Rail. To this data, we have added our independent assessment of each operator's performance from the passenger perspective.

Train operating companies' (TOCs') performances are assessed using various measures; Public Performance Measures (PPM), Right Time Arrivals (RTA) and Cancellations and Significant Lateness (CaSL). Please see the Appendix for definitions of the measures.

### London and the South East train service performance

There was an overall improvement in **PPM** in L&SE during Q2 2019-20, to 87%, 2.1% higher than in Q2 2018-19. All TOCs except London Overground and London Northwestern recorded an improved performance. The biggest increases were recorded by Gatwick Express and Great Northern although they remain two of the three worst performing TOCs. TfL Rail achieved the highest score followed by c2c and Heathrow Express. London Northwestern Railway recorded the largest PPM reduction and the lowest PPM score.

The overall **peak performance** score for Q2 2019-20 was 83.7%, 3.0% higher than in Q2 2018-19. c2c had the highest proportion of on time trains in the peak whilst Great Western Railway had the largest increase in the proportion of its peak services arriving on time. London Northwestern Railway recorded both the lowest peak PPM score and the largest reduction in score compared to Q2 2018-19.

The average **right time performance** score in Q2 2019-20 was 65.2%, 2.8% rise than in Q2 2018-19. TfL Rail obtained the highest score followed by c2c and Heathrow Express.

Gatwick Express, a sub-group within the Govia Thameslink Railway (GTR) franchise, reported the lowest score (albeit that this represented the largest improvement of any L&SE operator compared to Q2 2018-19). In every quarter since Q4 2016-17, Gatwick Express has recorded the worst right time performance score of any L&SE operator. This is a particular concern given the higher average fare paid by passengers on this service. Gatwick Express suffers from using the congested infrastructure of the Brighton Mainline and the effects of major engineering work (such as at Balcombe). It highlights the need to resolve the bottleneck at Croydon in the proposed remodelling scheme.

London Northwestern Railway was the only TOC to report a decline in right time performance in the quarter, with their performance the second lowest right time score of any L&SE operator. The ongoing poor implementation of the operator's May 2019 timetable, which included the difficulty in practice of linking together separate services as through trains via Birmingham New Street, has impacted upon already poor performance. The operator also suffered because of multiple issues with signalling faults.

The overall rate of **cancellations and significant lateness** (CaSL) was 5.3% in Q2 2019-20, a 0.5% improvement compared to Q2 2018-19. Heathrow Express achieved the best score. London Northwestern Railway recorded the worst levels of CaSL and the largest increase of CaSL. Although Great Northern had the largest reduction in CaSL, they still have the second worst CaSL figure of all L&SE operators.

## Complaints

The latest available complaints data from the Office of Rail and Road relates to the first quarter (April to June) of 2019-20. Overall, three operators had higher complaints rates and seven operators had lower complaints rates in Q1 2019-20 compared to Q1 2018/19.

Punctuality and reliability of trains was the most common cause for complaints to TOCs, followed by train on board facilities and sufficient room for all passengers to sit/stand.

Great Western Railway received the highest number of complaints per 100,000 passenger journeys (52) although this was 15% lower than in Q1 2018-19. The main topics of complaint were about ticket buying facilities and sufficient room for passengers to sit or stand.

London Northwestern Railway had the largest percentage increase in complaints (10%). They received 23 complaints compared to 21 in Q1 2018-19. Southeastern received 17 complaints per 100,000 journeys, a 54% reduction in complaints.

TfL Rail and London Overground had the lowest complaints rates in Q1 2019-20, with two and one complaints respectively per 100,000 passenger journeys. Both operate a metro style service and are managed by TfL.

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## 2 London and the South East train service performance

This report presents a set of measures of the performance of train operating companies in L&SE, which are particularly relevant to passengers.

With two exceptions, the data refers 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 Great Western Railway, they refer only to its London and Thames Valley (LTV) operations. In the case of London Northwestern Railway, they refer only to its L&SE services.

TOCs' performances are assessed using various measures:

- Right Time Arrivals (RTA);
- Public Performance Measures (PPM); and
- Cancellations and Significant Lateness (CaSL)

Please see the Appendix for definitions of the measures.

## 2.1 Right time arrivals

Overall L&SE right time performance improved during Q2 2019-20, to 65.2%, 2.8% higher than in Q2 2018-19. Every L&SE operator except London Northwestern Railway saw improved performance compared to Q2 2018-19.

TfL Rail obtained the highest right time performance score, with 84.5% of its trains arriving on time, a 1.3% increase compared to Q2 2018-19.

c2c and Heathrow Express both achieved the next highest performance score of 77.9%, which were 5.0% and 6.2% increases respectively compared with Q2 2018-19.

Gatwick Express had the largest increase of any L&SE operators, with an 11.7% rise compared to Q2 2018-19. However, it should be noted that this only improved their performance to 39.8%, which remains the worst of any L&SE operator and is still below the 40.6% figure they reported in Q1 2019-20. Indeed, in every quarter since Q4 2016-17, Gatwick Express has recorded the worst right time performance score of any operator in L&SE. Gatwick Express suffers from using the congested infrastructure of the Brighton Mainline and also the effects of major engineering work (such as at Balcombe). It highlights the need to resolve the bottleneck at Croydon in the proposed remodelling scheme.

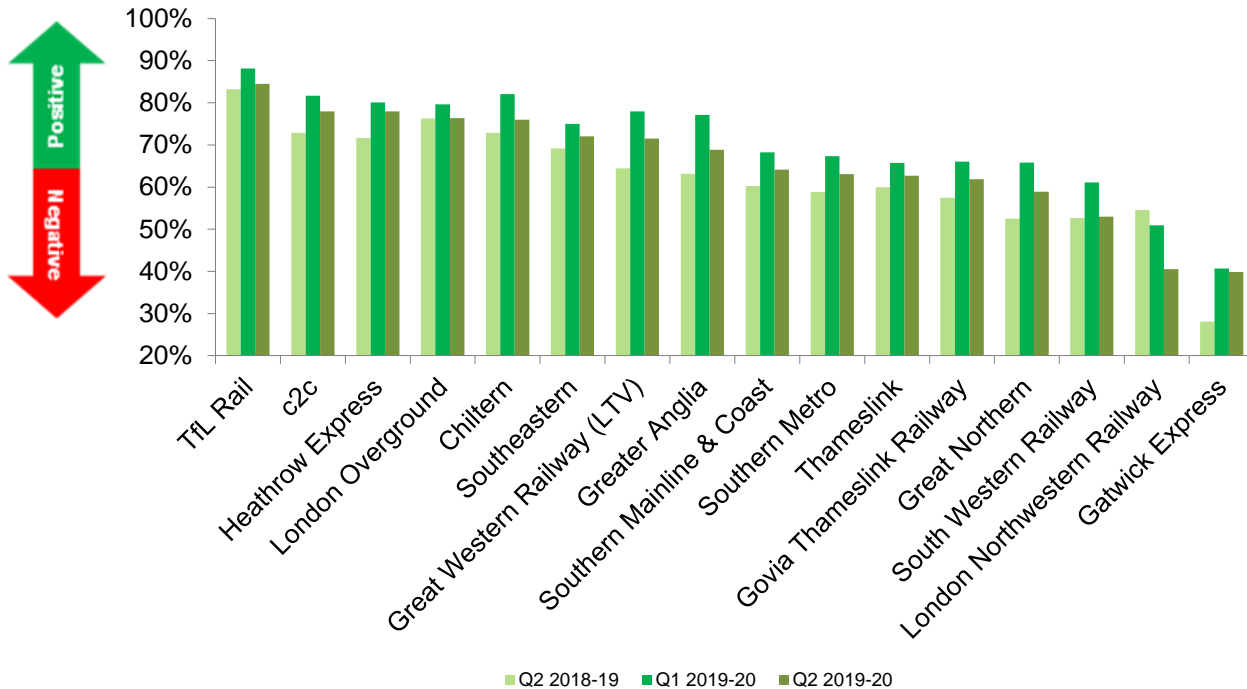
Great Western Railway had a 7.0% increase of their services arriving on time, with 71.4% of its services arriving on time. A decrease in delays can be attributed to timetable planning, fewer signalling systems and power supply failures, and a reduction in fleet delays. Performance may also be benefitting from electric trains running to diesel timings (ahead of the December 2019 timetable changes when scheduled journey times are reduced).

Great Northern had a 6.3% increase of their services arriving on time, with 68.8% of its services arriving on time. The rollout of new trains into service was completed in Q2 2019-20, which contributed to the improved performance.

Greater Anglia had a 5.7% increase of their services arriving on time, with 68.8% of its services arriving on time. External fatalities, trespass incidents, and points failures were significantly reduced compared to Q2 2018-19.

London Northwestern Railway recorded right time performance of 40.5%, a drop of 14.0% compared with Q2 2018-19. Only Gatwick Express had a lower right time performance score in Q2 2019-20. London Northwestern Railway's ongoing poor performance was compounded by the ineffective implementation of the new May 2019 timetable, which included the difficulty in practice of linking together separate services as through trains via Birmingham New Street. The operator also suffered because of multiple issues with signalling faults.

**Graph 1 – Right time arrivals Q2 2018-19, Q1 2019-20 & Q2 2019-20**



**2.2 Public performance measure results**

There has been an overall improvement in the PPM of L&SE operators during Q2 2019-20 compared to Q2 2018-19, with PPM increasing overall by 2.1% to 87.0%.

All TOCs except London Overground and London Northwestern recorded improved performance.

Govia Thameslink Railway’s (GTR’s) overall PPM rose from 80.9% in Q2 2018-19 to 85.2% in Q2 2019-20, a 4.3% increase. During the quarter, the operator introduced more weekday services to increase capacity and add additional journey options for passengers.

The biggest PPM increases of all L&SE operators were recorded by two operations in the GTR franchise - Gatwick Express, with a 12.4% rise, and Great Northern, with a 6.5% rise. However, they remain two of the three worst performing TOCs, with performances of 76.2% and 80.0% respectively. Thameslink reported a 4.4% increase to 83.4% but remain below the average 87.0% performance of L&SE operators. Only Southern’s Metro and Mainline & Coast services, with scores of 89.2% and 87.6% respectively, are above the 87.0% average.

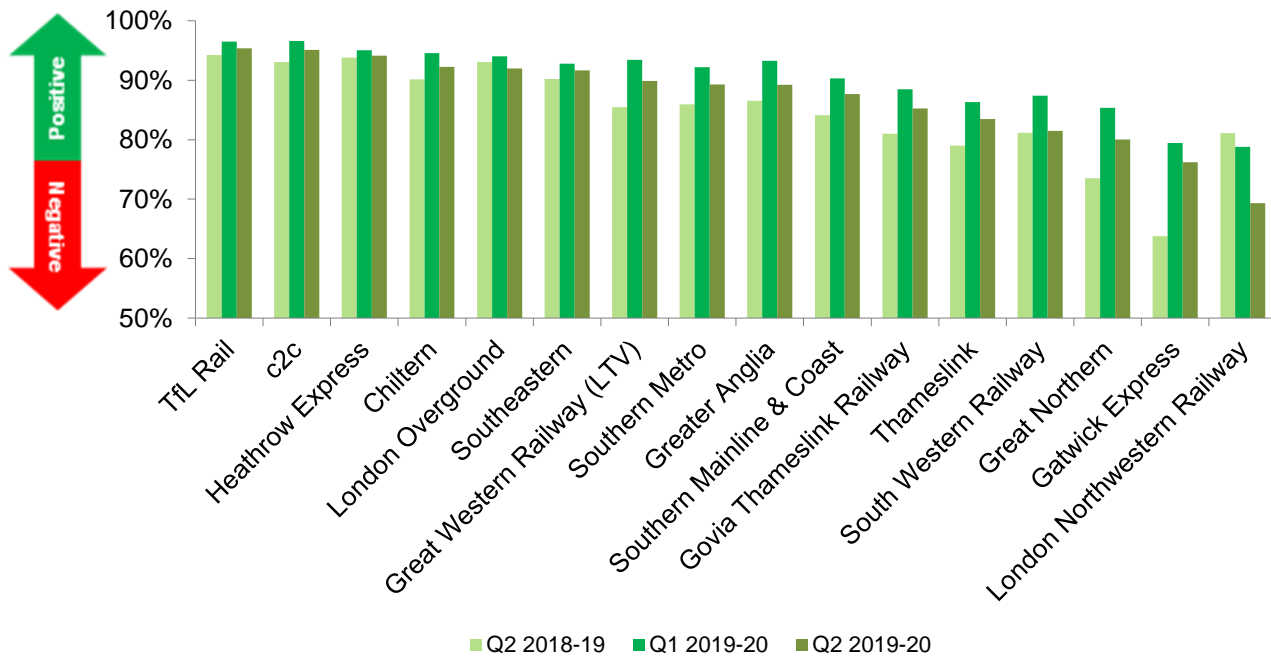


TfL Rail achieved the highest score (95.3%), a 1.0% increase on Q2 2018-19. The next best performance was by c2c (95.1%) and Heathrow Express (94.1%).

Of all L&SE operators, London Northwestern Railway recorded the largest PPM reduction (11.7%) compared to Q2 2018-19 and the lowest PPM score (69.3%).

The only other fall in performance was by London Overground, who reported PPM of 91.9%, 1.0% down on their performance in Q2 2018-19.

**Graph 3 – Public Performance Measure Q2 2018-19, Q1 2019-20 & Q2 2019-20**



**2.2.1 Peak services**

For weekday morning (0700 to 0959) and evening (1600 to 1859) peak services, the overall peak PPM score for Q2 2019-20 was 83.7%. This is 3.0% higher than in Q2 2018-19.

c2c had the highest proportion of trains on time in the peak for Q2 2019-20, with a score of 94.6%, a 2.3% increase on Q2 2018-19.

Great Western Railway had the largest increase in the proportion of its peak services arriving on time, to 78.6%, a 6.0% increase on Q2 2018-19.

London Northwestern Railway recorded both the lowest peak PPM score (63.5%) and the largest reduction in score (5.7%) compared to Q2 in 2018-19.

### 2.3 Performance trends

In the charts in this section, each train company's quarterly PPM results for the past three years are shown graphically, together with the results for peak trains. In each case, the individual company's performance is shown alongside the combined result for the entire L&SE network (shown as the blue coloured line).

The performance of individual train companies is partially dependent on the ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably, and operators managing the service elements (such as rolling stock and train crews) for which they are wholly responsible. The balance between the responsibilities of different parties has been a major ongoing issue.

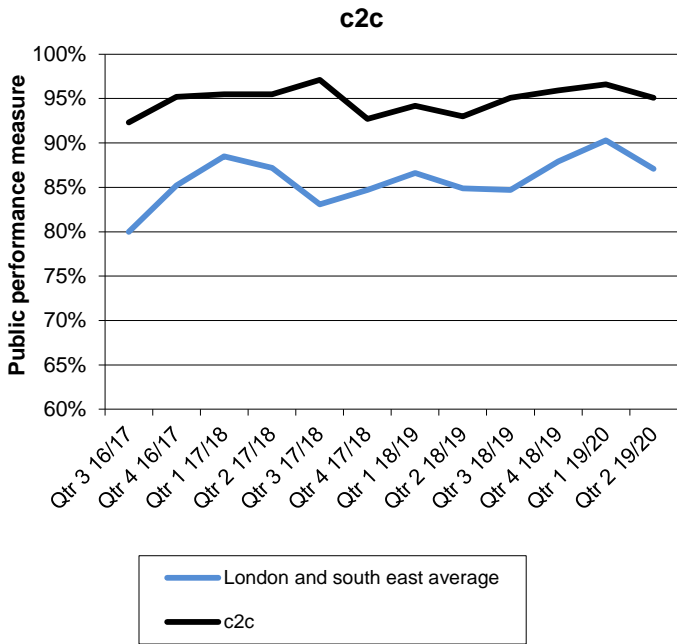
The performance of c2c, Chiltern, Greater Anglia, London Overground, Southeastern and TfL Rail has been on a stable or upward trend over the three-year period, **above the average of the L&SE group as a whole.**

The performance figures for GTR (including all of the sub-groups in its franchise) Great Western Railway, London Northwestern Railway and South Western Railway **were at or below the average of the L&SE group as a whole.**

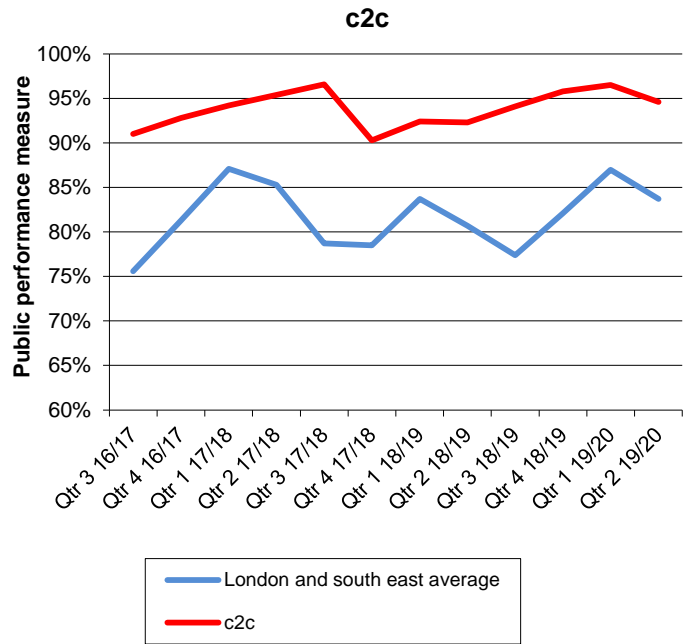
The poor performance of South Western Railway, in recent years, coincides with industrial action across the network, an increasing number of speed restrictions, and ageing infrastructure. A delay of the electrification programme has had a significant impact on the Great Western fleet, which has impacted on performance. The delay meant new trains being introduced at very short notice that caused delays and cancellations.

Quarterly PPM figures for the past three years

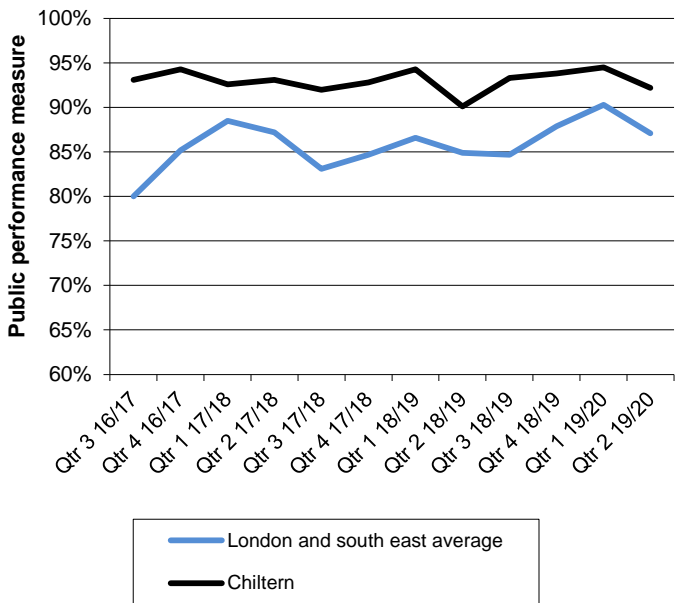
All trains performance



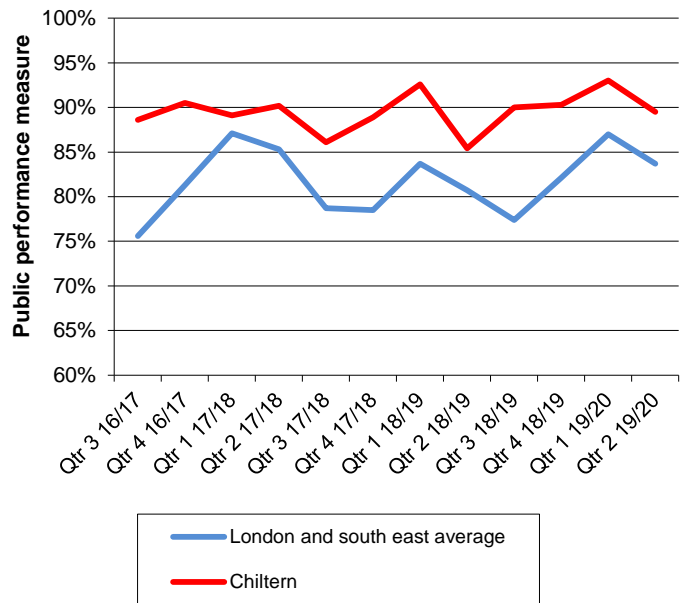
Peak trains performance



Chiltern Railways



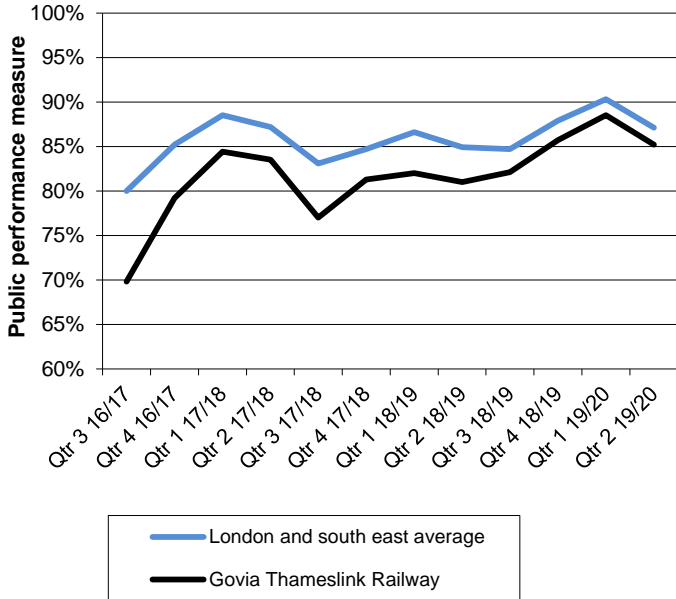
Chiltern Railways



Quarterly PPM figures for the past three years

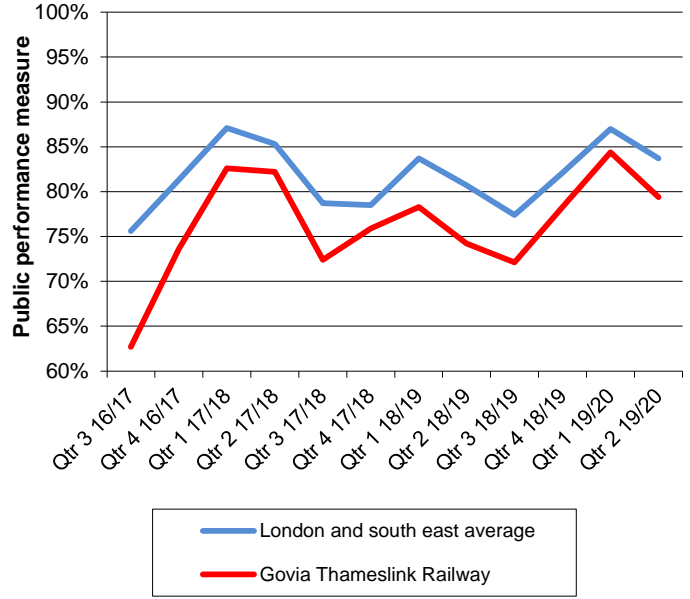
All trains performance

Govia Thameslink Railway

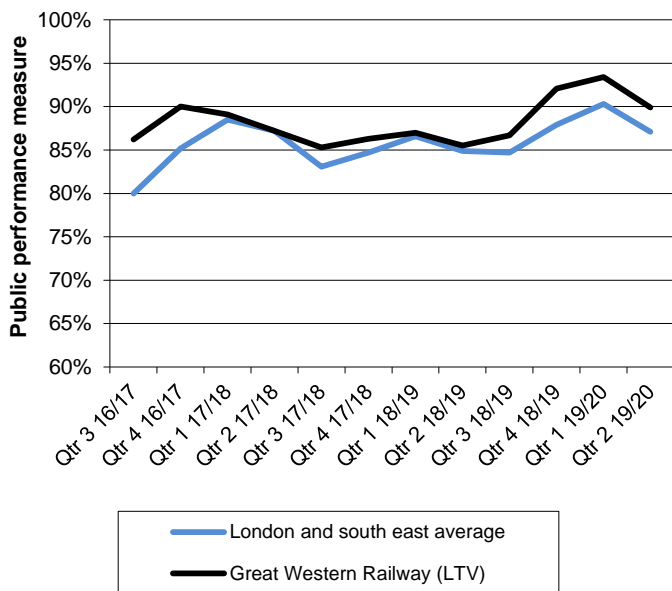


Peak trains performance

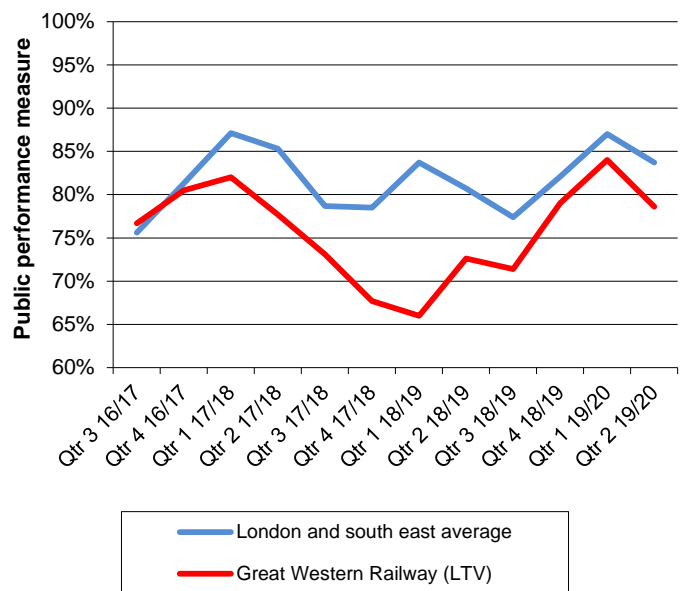
Govia Thameslink Railway



Great Western Railway (LTV)



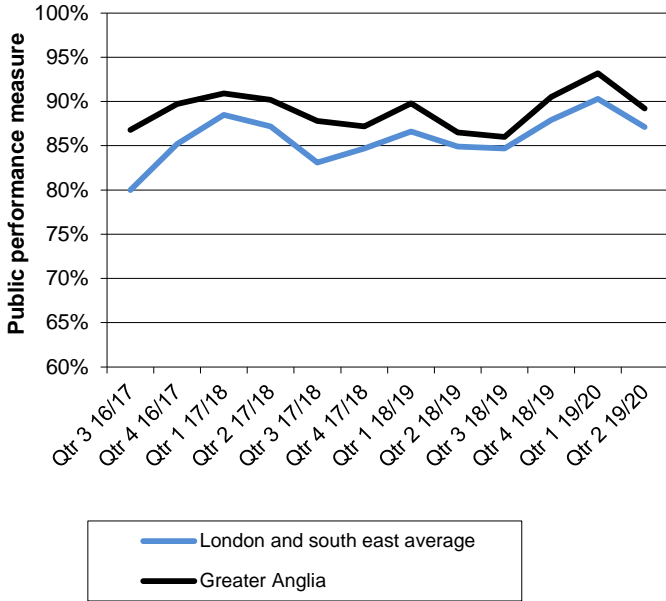
Great Western Railway (LTV)



Quarterly PPM figures for the past three years

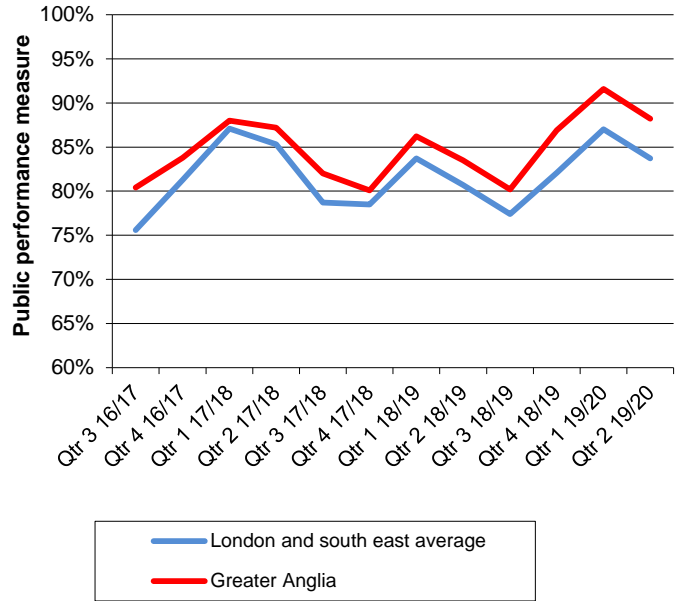
All trains performance

Greater Anglia

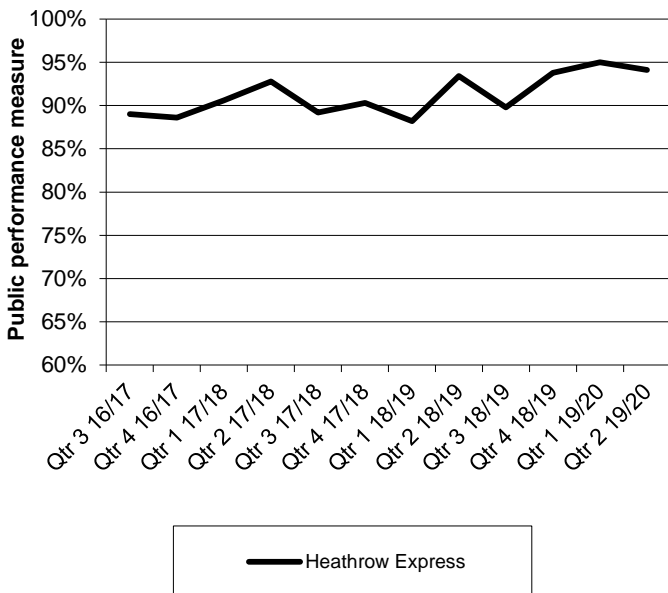


Peak trains performance

Greater Anglia



Heathrow Express

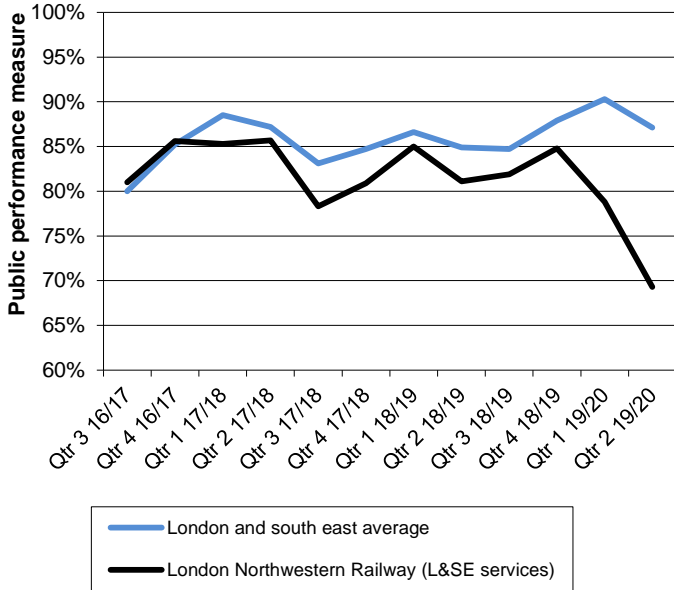


Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately.

Quarterly PPM figures for the past three years

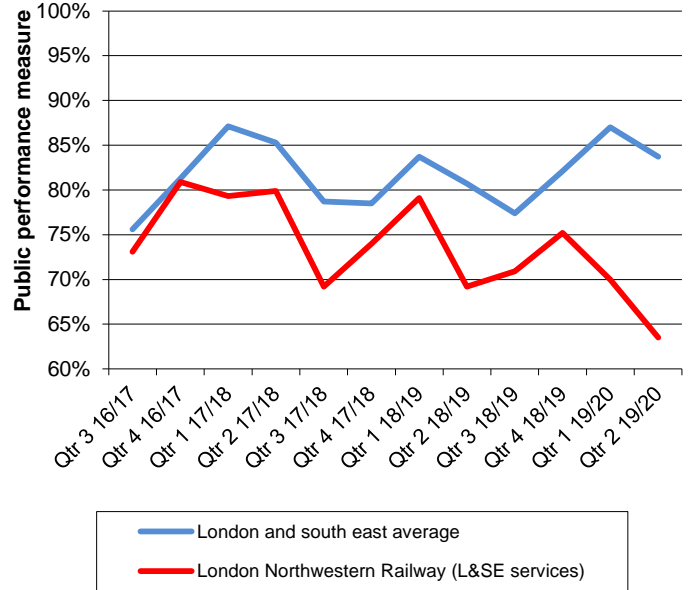
All trains performance

London Northwestern Railway

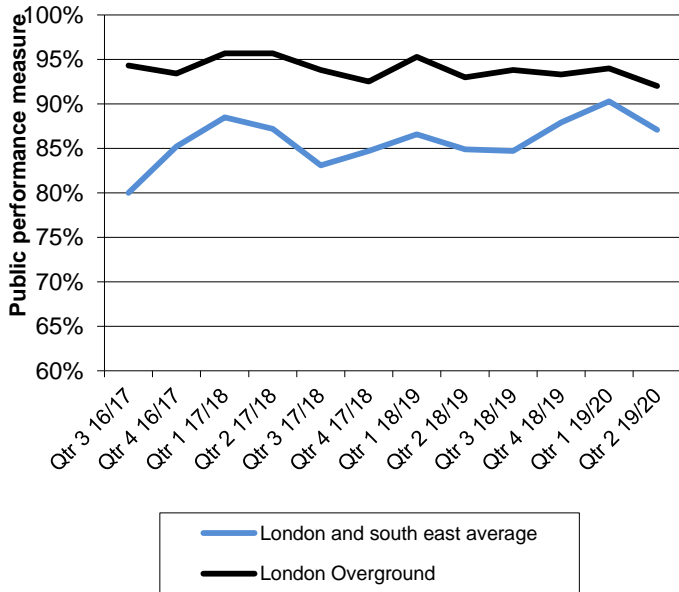


Peak trains performance

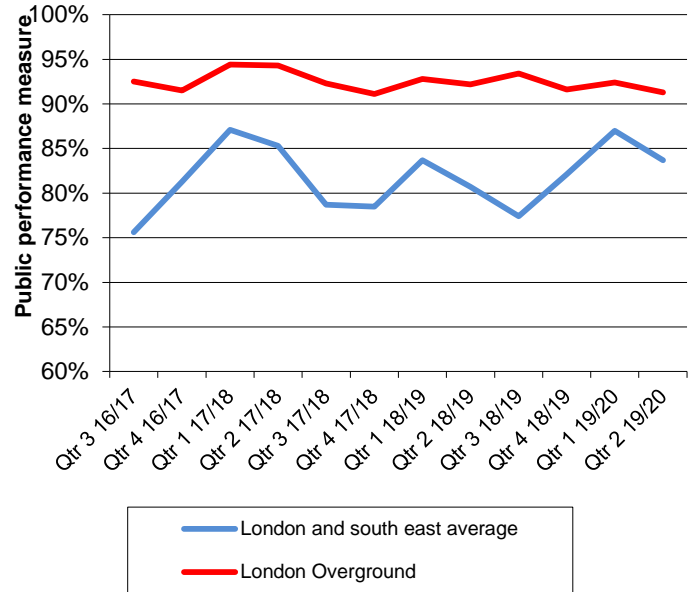
London Northwestern Railway



London Overground



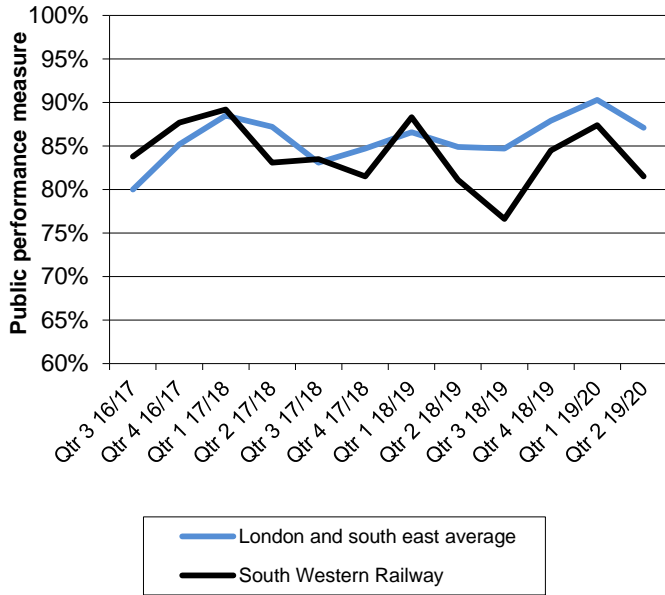
London Overground



Quarterly PPM figures for the past three years

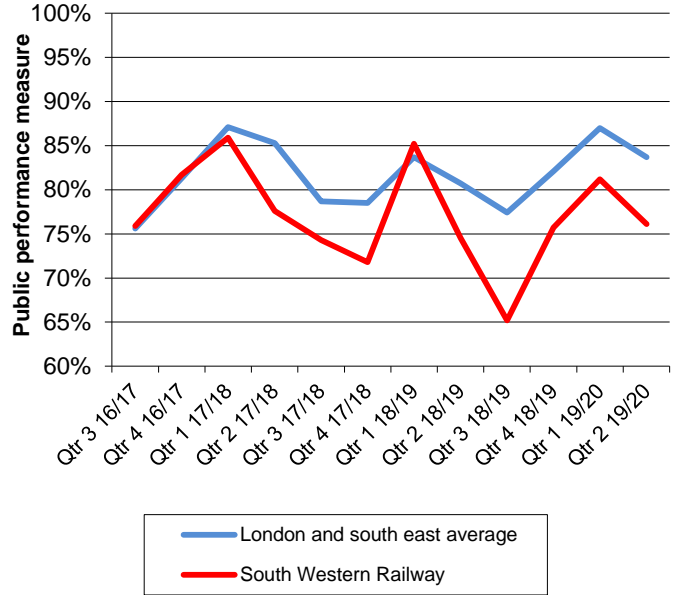
All trains performance

South Western Railway

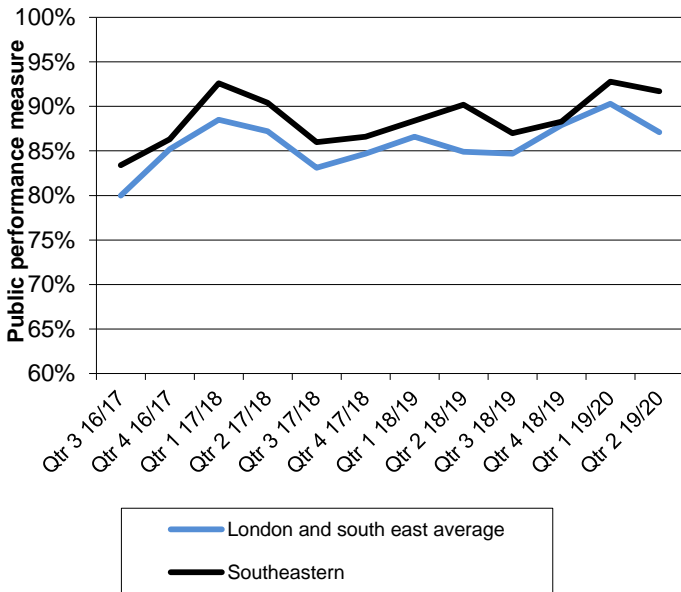


Peak trains performance

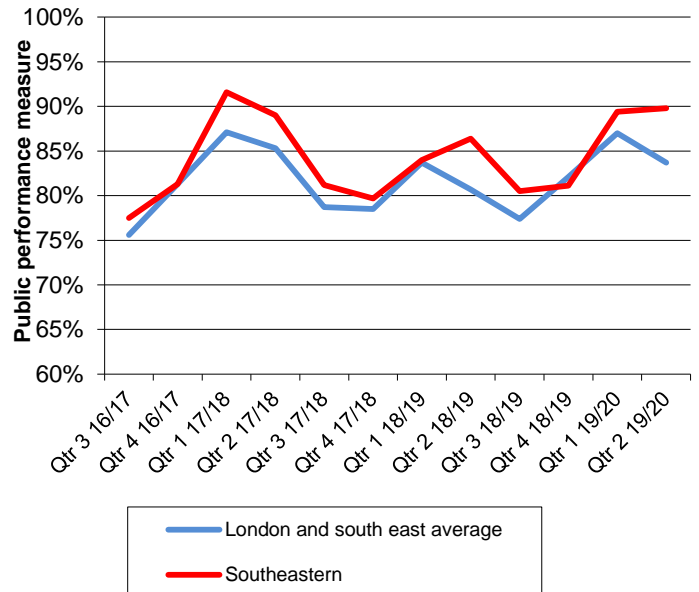
South Western Railway



Southeastern Railway

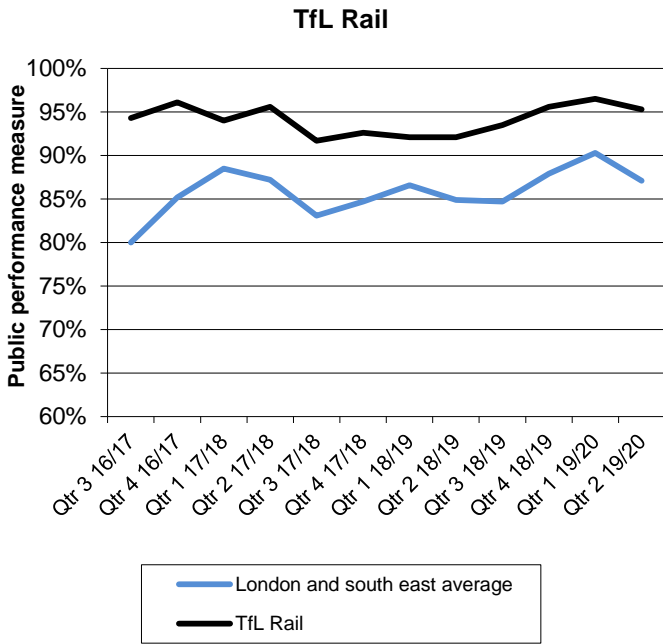


Southeastern Railway

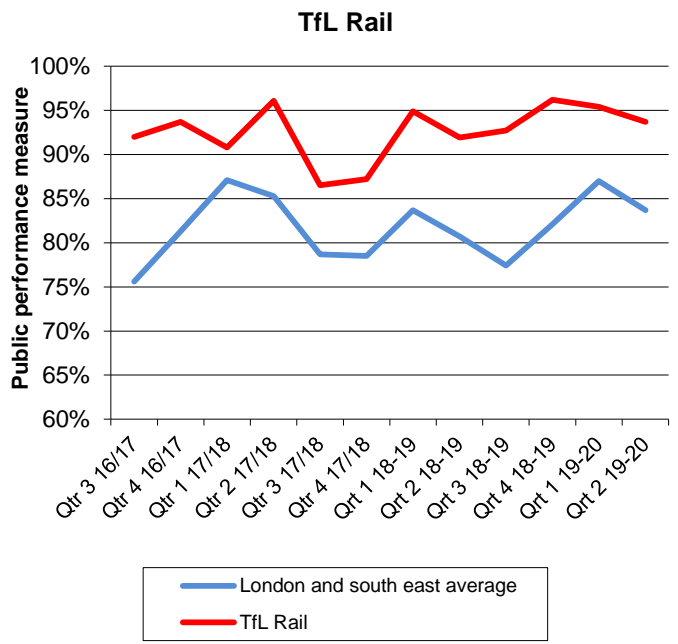


Quarterly PPM figures for the past three years

All trains performance

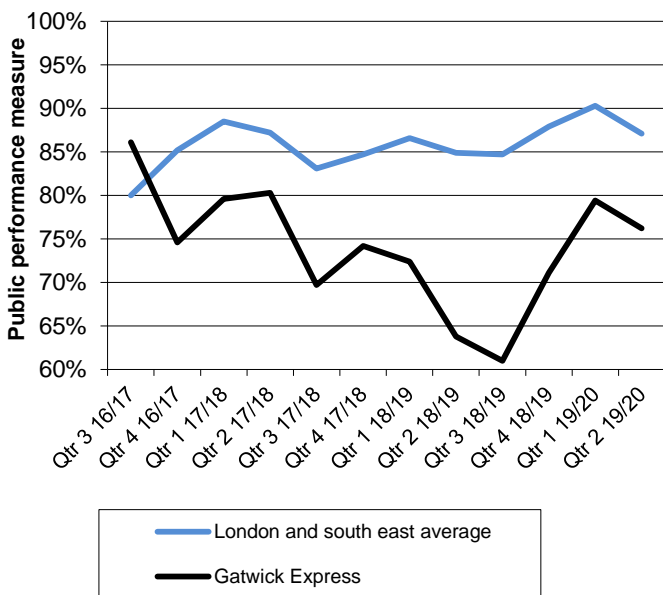


Peak trains performance

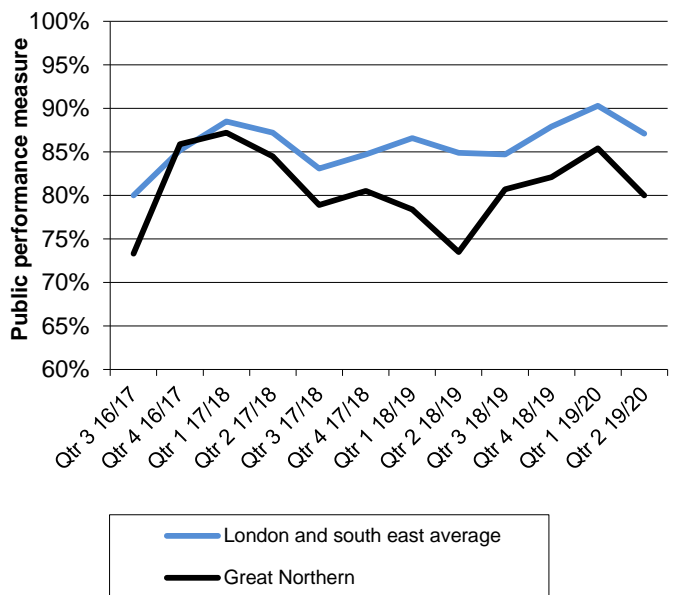


The charts below show the long term trains performance for the sub-groups operating under the GTR franchise. Unfortunately, data on peak services performance of the different parts of the GTR franchise is not currently available.

Gatwick Express

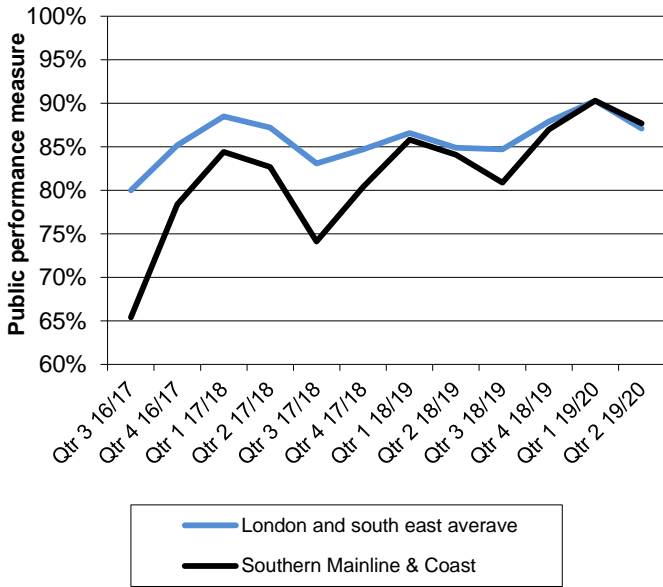


Great Northern

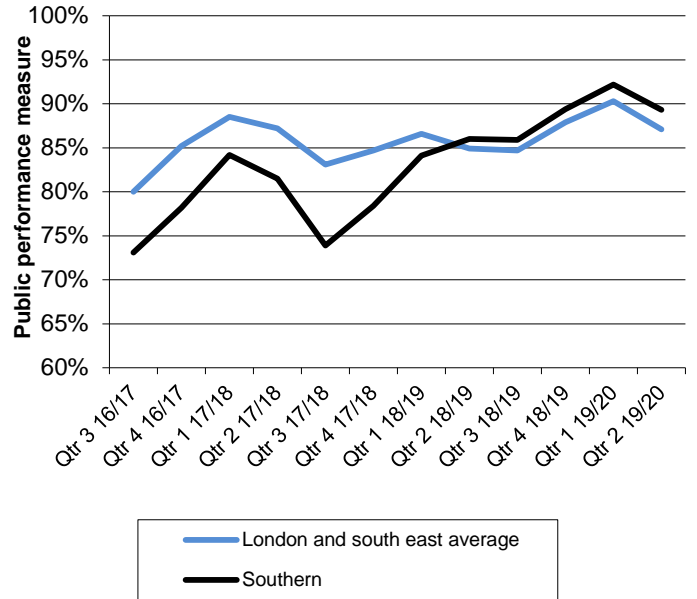




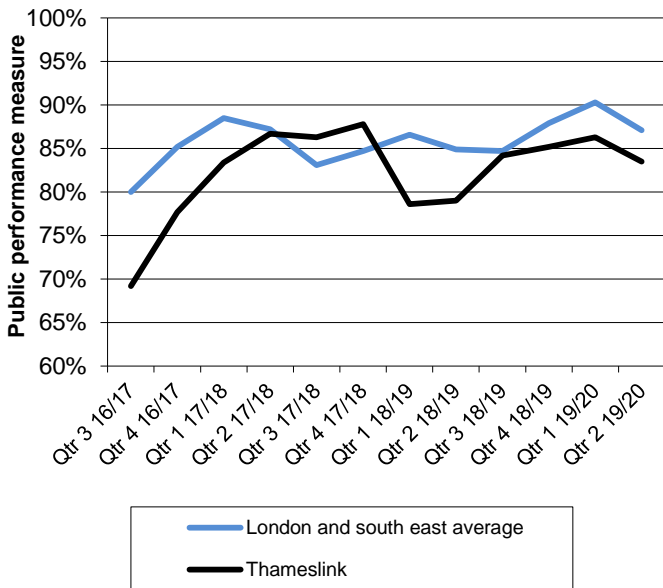
**Southern Mainline & Coast**



**Southern Metro**



**Thameslink**



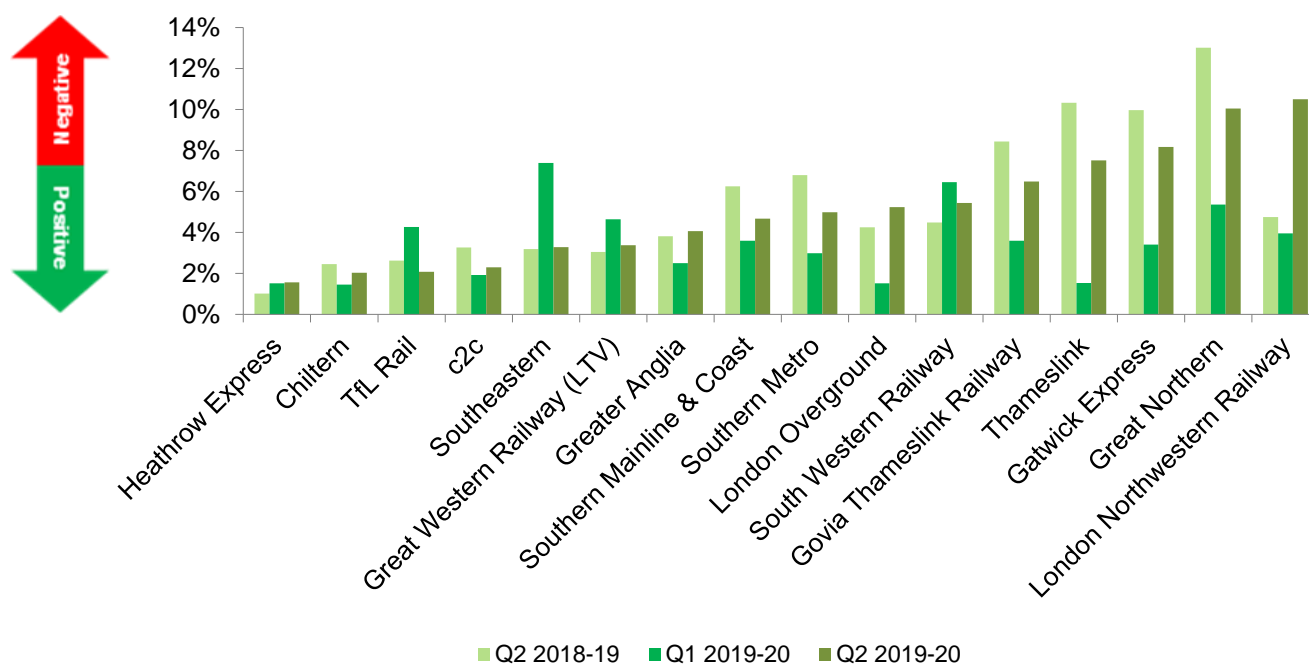
## 2.4 Cancellations and significant lateness

The overall rate of Cancellations and significant lateness (CaSL) was 5.3% in Q2 2019-20, 0.5% lower (better) than in Q2 2018-19.

Heathrow Express achieved the best score (1.5%). London Northwestern Railway recorded the worst levels of CaSL (10.5%) and the largest increase (5.7%) of all L&SE operators. This is related to the poor implementation of the May 2019 timetable.

Although Great Northern had the largest CaSL reduction (2.9%), they still have the second worst CaSL figure (10.0%) of all L&SE operators.

**Graph 4 – Cancellations and significant lateness Q2 2018-19, Q1 2019-20 & Q2 2019-20**



### 3 Passenger complaints

The complaints data below is the latest available from the Office of Rail & Road. It relates to the first quarter (April to June) of 2019-20. Please see the Appendix for definitions of the measures. Overall, three operators had higher complaints rates and seven operators had lower complaints rates in Q1 2019-20 compared to Q1 2018/19.

Punctuality and reliability of trains was the most common cause for complaints to TOCs, followed by train on board facilities and sufficient room for all passengers to sit/stand.

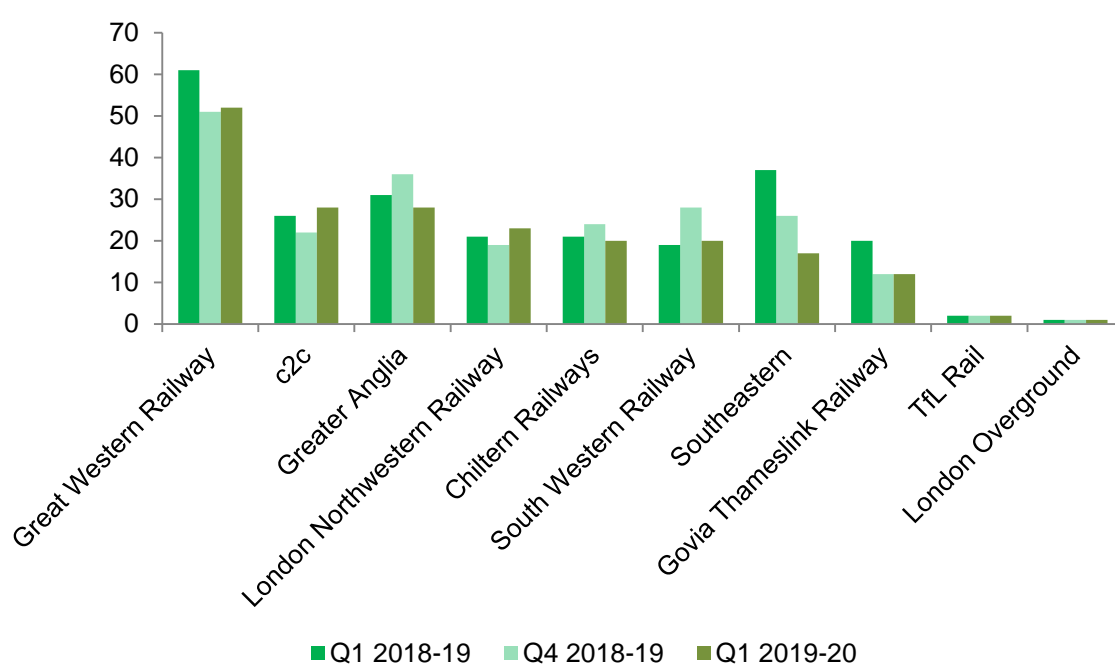
Great Western Railway received the highest number of complaints per 100,000 passenger journeys (52), although this was a 15% reduction compared to Q1 2018-19. The main topics of complaint were about ticket buying facilities and sufficient room for passengers to sit or stand.

London Northwestern Railway had the largest percentage increase in complaints (10%). They received 23 complaints compared to 21 in Q2 2018-19.

Southeastern received 17 complaints per 100,000 journeys, a 54% reduction in complaints.

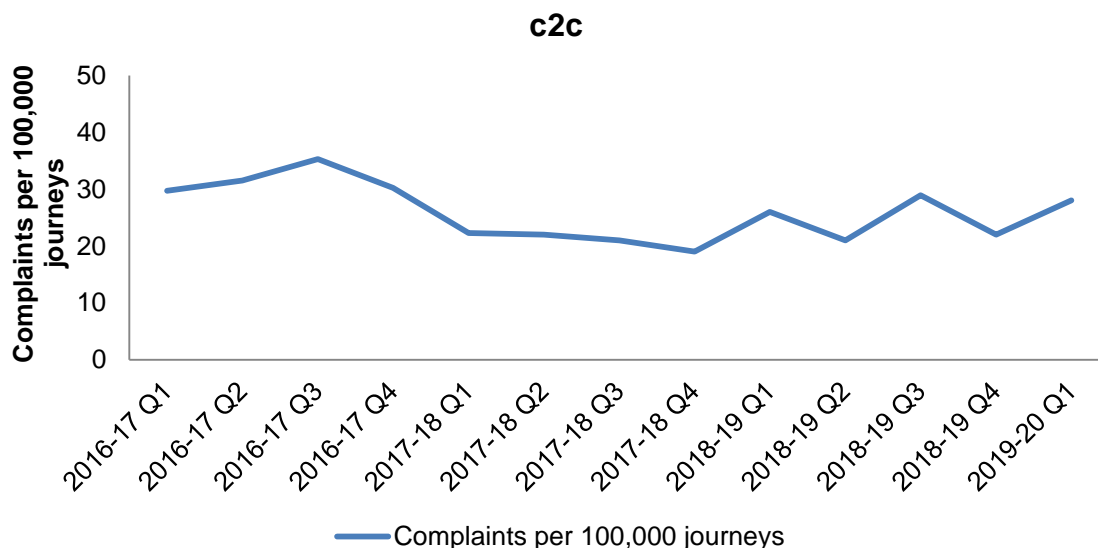
TfL Rail and London Overground had the lowest complaints rates in Q1 2019-20 with two and one complaints respectively per 100,000 passenger journeys. Both operate a metro style service and are managed by TfL.

**Graph 11 - Complaints per 100,000 passenger journeys by train operating company, Q1 2018-19, Q4 2018-19 and Q1 2019-20**



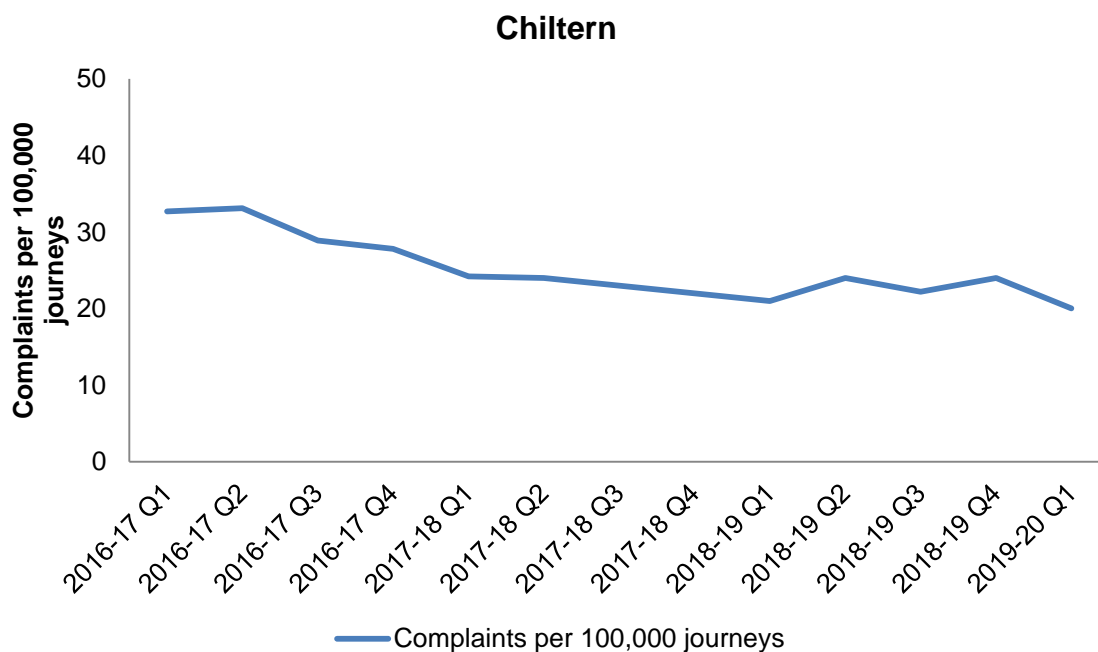
**c2c**

c2c received 28 complaints per 100,000 journeys, two higher than in Q1 2018-19. More than half of complaints were about smartcards, with ticket buying facilities the next most common complaint.



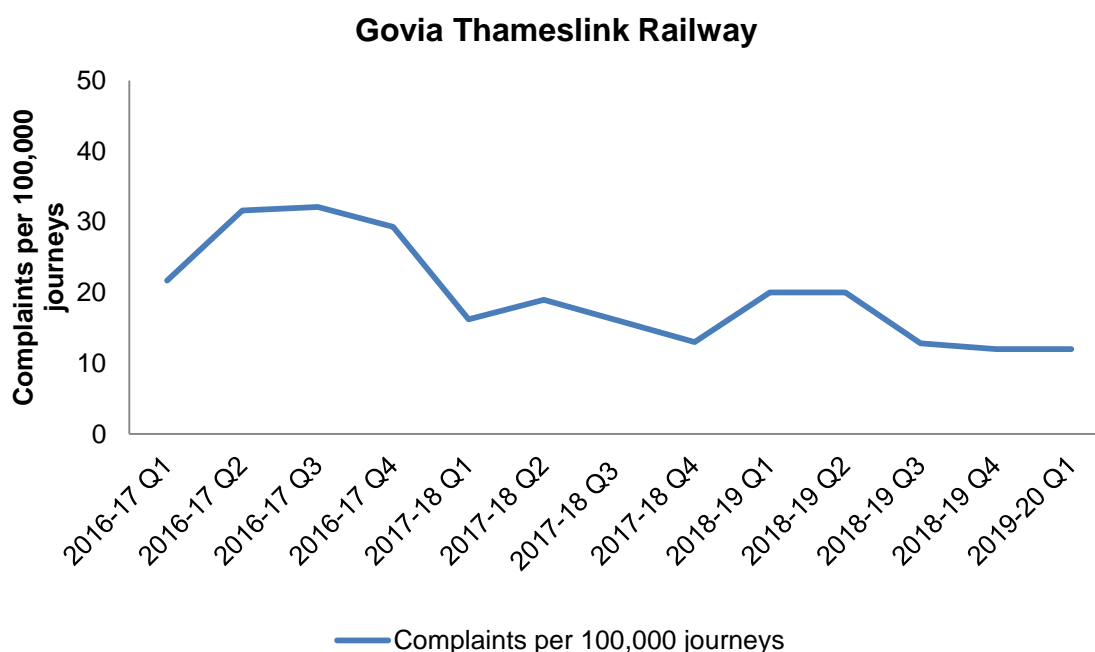
**Chiltern Railways**

Chiltern Railways received 20 complaints per 100,000 journeys, one fewer than in Q1 2018-19. Issues of ticket buying facilities and sufficient room for all passengers to sit/stand were the most frequent causes of complaint.



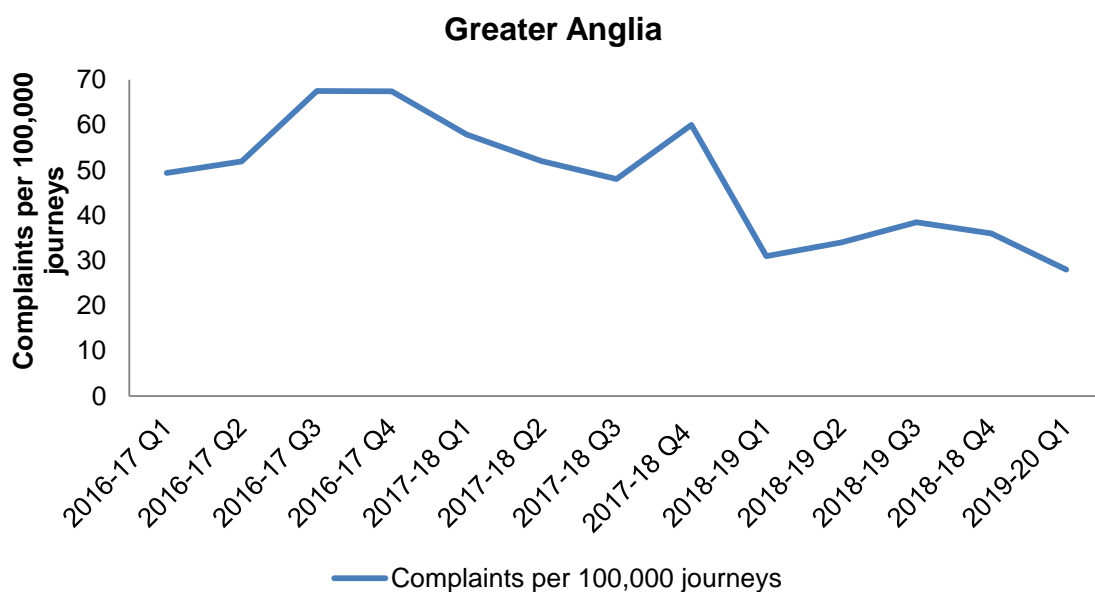
## Govia Thameslink Railway

Govia Thameslink Railway received 12 complaints per 100,000 journeys, eight fewer than in Q1 2018-19. Issues of ticket buying facilities, smartcards and punctuality and reliability were the most frequent causes of complaints.



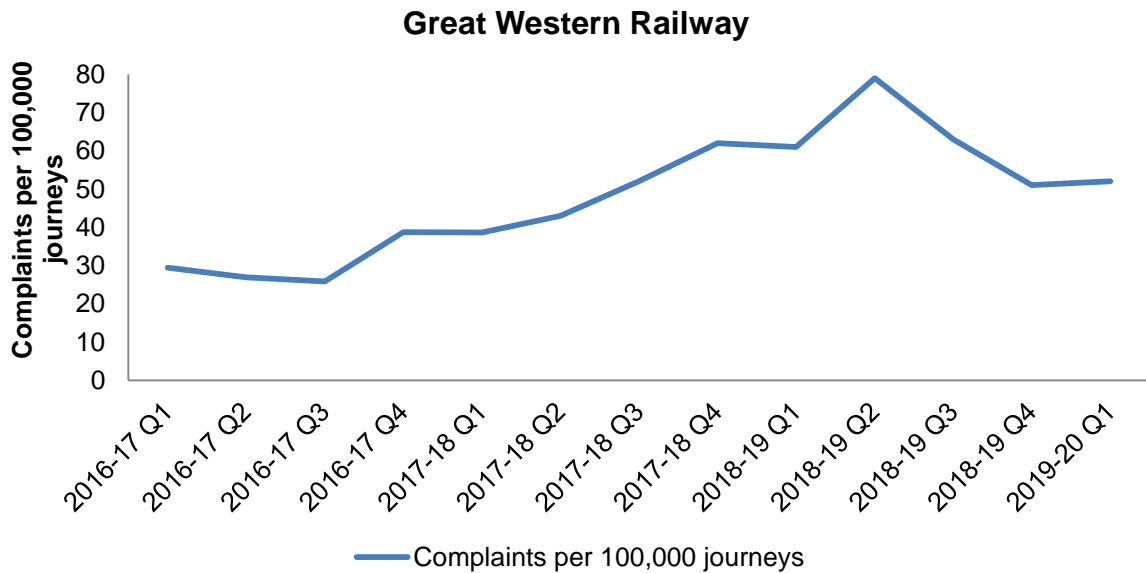
## Greater Anglia

Greater Anglia received 28 complaints per 100,000 journeys, three fewer than in Q1 2018-19. Almost one-third of complaints were regarding the punctuality and reliability of the service, with facilities on board the next most frequent causes of complaints.



### Great Western Railway

Great Western Railway received 52 complaints per 100,000 journeys, nine fewer than in Q1 2018-19. Ticket buying facilities, ticketing and refunds policy, facilities on board and sufficient room for all passengers to sit/stand were the main type of complaints.



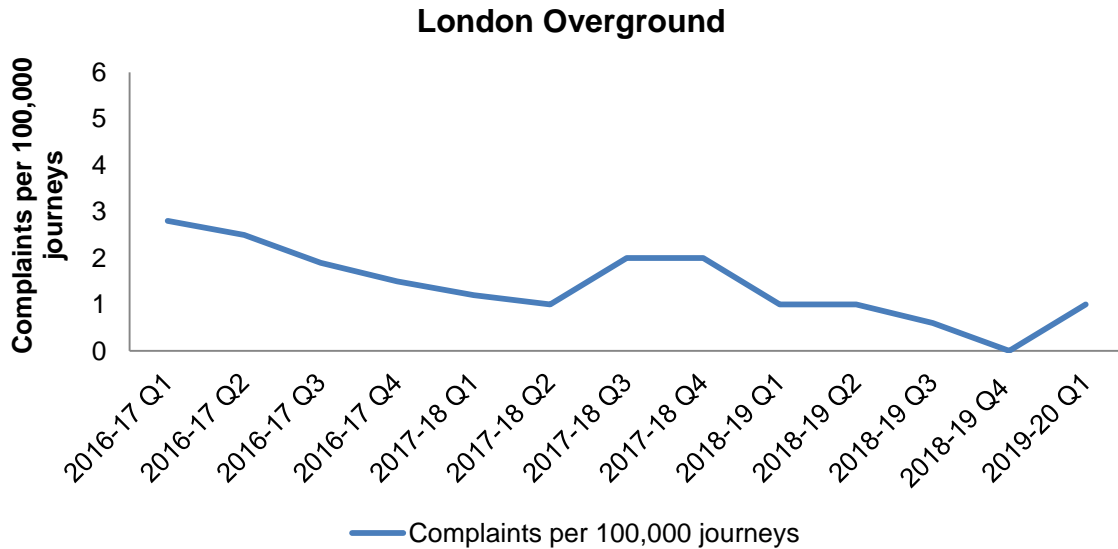
### London Northwestern Railway

The complaints figures are for West Midlands Trains and London Northwestern Railway and are not separated. 23 complaints were received per 100,000 journeys, two higher than in Q1 2018-19. The main source of complaints was punctuality and reliability (almost one-third of all complaints) followed by sufficient room for passengers to sit/stand and timetabling.



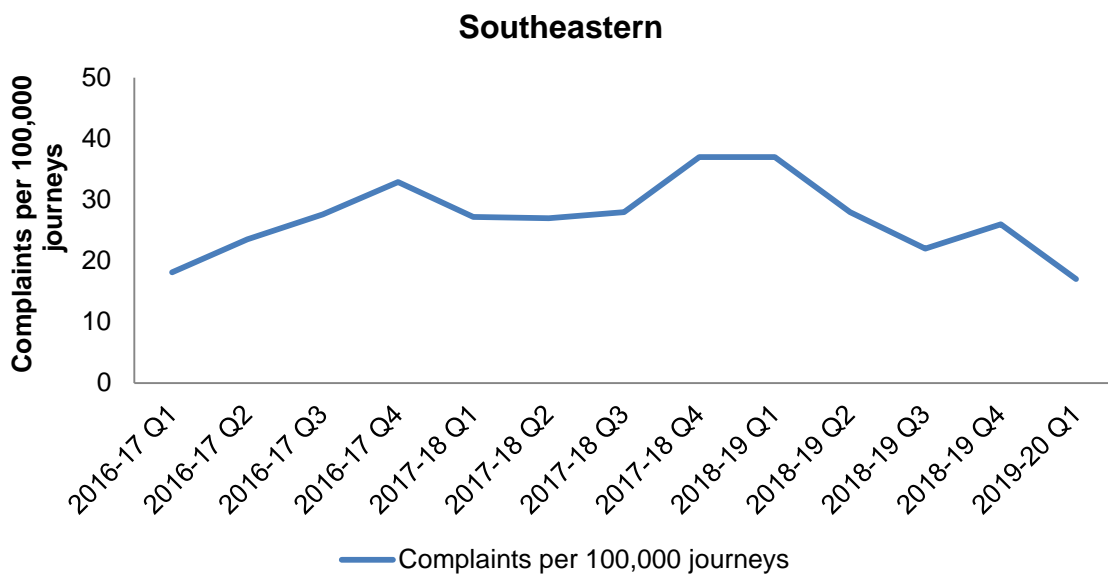
## London Overground

London Overground received one complaint per 100,000 journeys, the same as was received in Q1 2018-19. Punctuality and reliability accounted for 45% of complaints, with the attitude and helpfulness of the staff at the station the next source of complaints.



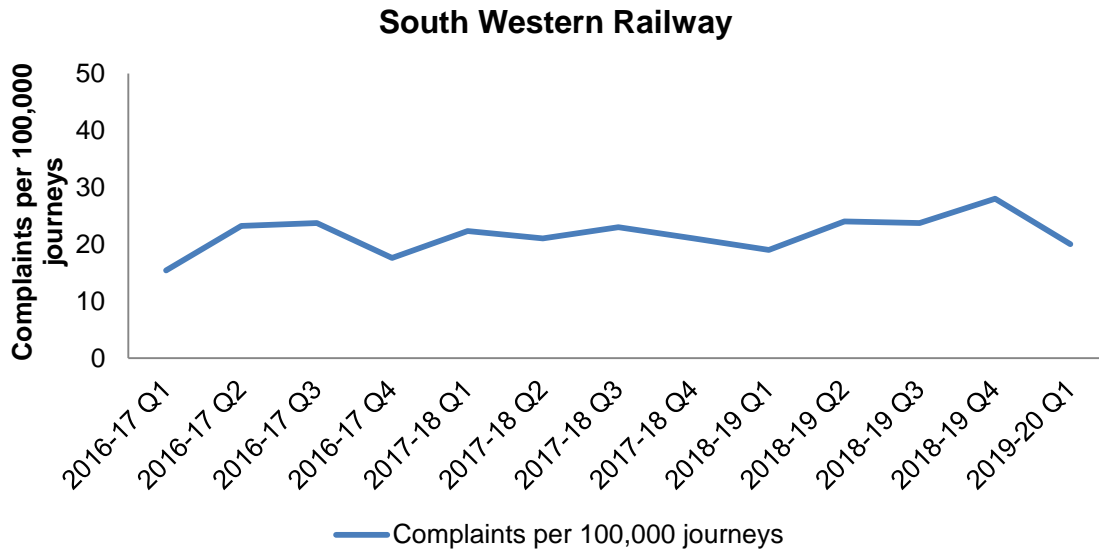
## Southeastern

Southeastern received 17 complaints per 100,000 journeys, lower than in any quarter since 2016-17 and less than half that of Q1 2018-19. On board train facilities, punctuality and reliability and smartcards were the main source of complaints.



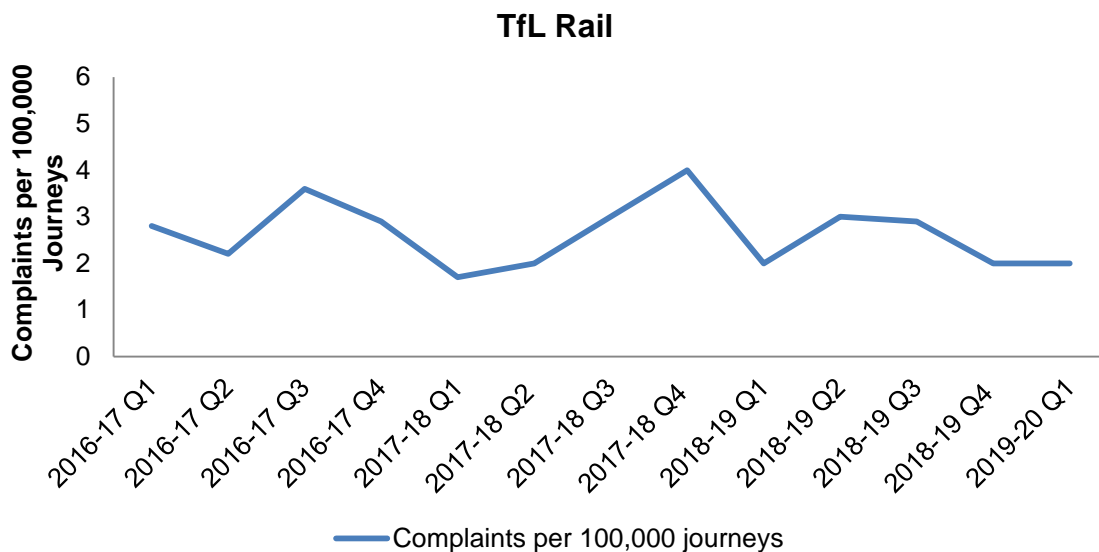
### South Western Railway

South Western Railway received 20 complaints per 100,000 journeys, one more than in Q1 2018-19. Complaints about punctuality and reliability were the most common, followed by those about rejected claims and the compensation claims process.



### TfL Rail

TfL Rail received two complaints per 100,000 journeys, the same number received in Q1 2018-19. The most complaints (38%) were about punctuality and reliability, followed by the overall station environment and the attitude and helpfulness of the staff at the station.





## Appendix

### Right time arrivals

Right time arrival (RTA) 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).

### 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. In the case of L&SE 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 run and which complete their journeys “on time”.

It is worth noting that PPM is a measure across the whole operating day. It does not reflect the proportion of passengers experiencing good or poor performance.

### 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.

### Passenger complaints

The Office of Rail & Road 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 how train-operating companies (TOCs) are required to report them. This “normalisation” of the data compensates for the difference between companies in the number of passengers carried.

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, though a significant amount of interpretation is usually needed. 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. This data is provisional and subject to adjustment by the operators.

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. They may, as a result, be less disposed to complain, even when services are poor.

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 used less frequently, passengers are more likely to be accompanied by luggage, and they are more likely to have paid a large amount for an individual journey.

Not all operators control all (or even any) of the stations they serve. The social profile of an operators' client base may materially affect its users' propensity to complain. In addition, there is no fully effective industry-wide protocol relating to the definition and recording of complaints, particularly those which raise multiple issues. Inter-operator comparisons are generally less revealing than trends over time in individual companies' data.

## Glossary & references

Term	Definition
TOC	Train Operating Companies
L&SE	London & South East
PPM	Public Performance Measure
CaSL	Cancellation & Significant Lateness
RTA	Right Time Arrival
GTR	Govia Thameslink Railway
ORR	Office of Rail & Road
LTV	London Thames Valley

## References

- Network Rail
- Office of Rail and Road
- Department for Transport