National Rail Performance Report - Quarter 4 2015/16 (January-March 2016)

May 2016

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 in or visiting London and its surrounding region.

Financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 2 2013-14 – July to Sept	Dec 2013
Quarter 3 2013-14 – Oct to Dec	Feb 2014
Quarter 4 2013-14 – Jan to March	July 2014
Quarter 1 2014-15 – April to June	Sept 2014
Quarter 2 2014-15 – July to Sept	Dec 2014
Quarter 3 2014-15 – Oct to Dec	March 2015
Quarter 4 2014-15 – Jan to March	June 2015
Quarter 1 2015-16 – April to June	Oct 2015
Quarter 2 2015-16 – July to Sept	Dec 2015
Quarter 3 2015-16 – Oct to Dec	Feb 2016
Quarter 4 2015-16 – Jan to March	May 2016

Contents

1 Overview

London TravelWatch brings together, in a single place, a wide range of data from different sources and shows how things have been changing over time, for passengers, on the rail network in London and the South East (L&SE) during the fourth quarter (Jan to March) of 2015-16). For definitions of the measures, see Section 2 and 3.

London & South East train service performance

Overall, L&SE had a PPM of 87.7% during the quarter, which was 1.0 percentage points worse than Q4 2014-15 but 2.4 percentage points better than Q3 2015-16. When compared to Q4 2014-15, the decline can be attributed to the increase in Network Rail related delays, such as infrastructure failures (signal failures, broken rails and emergency engineering works), TOC related issues such staffing shortages, defective rolling stock, and external issues, such as, severe weather, trespassing incidents and fatalities.

The overall peak PPM score for Q4 2015-16 is 80.8%, 0.9 percentage point lower than in Q4 2014-15.

The overall rate of cancellations and significant lateness was 3.4% in Q4 2015-16, which was 0.3 percentage points below the previous quarter (Q3 2015-16) but 0.2 percentage points higher than in Q4 2014-15.

The overall rate of *right time arrivals* was 62.8% in Q4 2015-16, 2.5 percentage points lower than Q4 2014-15, but 3.5 percentage points higher than Q3 2015-16.

Punctuality and reliability of trains was the common cause for complaint to TOCs in Q3 2015-16. Sufficient room for passengers to sit/stand and ticketing and refund policy were also a high source of complaints

Changes to train operating companies

In September 2014, Govia Thameslink Railway became fully operational (previously First Capital Connect), and in December 2014, a small number of Southeastern services transferred to Govia Thameslink Railway, therefore the 2015-16 Q2 statistics for these two franchises are not wholly comparable with data from previous quarters.

Southern Railway became part of Govia Thameslink Railway on 26 July 2015. Prior to 2015-16 data for Southern and GTR/FCC appear separately due to different reporting practices. The new franchise is presented in its entirety (Southern, Thameslink, Great Northern and Gatwick Express)

TfL Rail began operating services into and out of London Liverpool Street, May 31 2015. This operator is the precursor to Crossrail, and the services were transferred

from Abellio Greater Anglia. Some Greater Anglia services transferred to London Overground. The historical data for Greater Anglia, London Overground and TfL Rail have been remapped to reflect the franchises as they exist today.

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 (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 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 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. 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 are 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.

2.1.1   Results Quarter 4 2015-16

Overall, L&SE had a PPM of 87.7% during the quarter, which was 1.0 percentage points worse than Q4 2014-15 but 2.4 percentage points better than Q3 2015-16. When compared to Q4 2014-15, the decline can be attributed to the increase in Network Rail related delays, such as infrastructure failures (signal failures, broken rails and emergency engineering works), TOC related issues such staffing shortages, defective rolling stock, and external issues, such as, severe weather, trespassing incidents and fatalities.

Operating on routes with minimal interaction with other TOC's, c2c had the highest average PPM in the fourth quarter of 2015-16 (with 95.9%), a 1.6 percentage point reduction compared with the same quarter last year. Govia Thameslink Railway (GTR), with a PPM of 80.5% had the lowest score, a 3.4 percentage point reduction compared to the same quarter in 2014-15.

In the last six quarters, GTR have had the worst PPM score compared to other L&SE operators. Its poor performance can be attributed to infrastructure failures, on-going works at London Bridge, rolling stock and prevalent staffing issues, numerous incidents, such as, embankment subsidence between Polegate and Lewes as well as weather related delays.

Southeastern recorded the largest drop, with their PPM falling from 91.7% in Q4 2014-15 to 85.6% in Q4 2015-16, a 6.0 percentage point reduction. This was, in part, due to a landslide at Barnehurst closing the entire Bexleyheath line, a cracked sea wall between Dover and Folkestone as well as the on-going works at London Bridge.

London Midland had a slight increase in their performance this quarter, but has consistently been one of the poorest performers in previous quarters and was still the second worst performing operator throughout the quarter. Severe flooding, which blocked the railway between Rugby and Milton Keynes, as well as defective rolling stock affected performance.

2.1.2 Peak services

Of all the franchised peak services, which operate on weekdays between 0700 and 0959 and 1600 and 1859, c2c had the highest proportion of trains on time for Q4 2015-16, with a score of 95.4%. GTR recorded a score of 72.9%, the lowest peak PPM. The overall peak PPM score for Q4 2015-16 is 80.8%, 0.9 percentage point lower than in Q4 2014-15.

TfL Rail, which recorded a peak PPM of 90.2% in Q4 2015-16, had the largest increase of any operator, 6.6 percentage points compared to the same quarter last year. Southeastern had the largest decrease with peak PPM falling from 86.7% in Q4 2014-15 to 77.0% in Q4 2015-16, a 9.7 percentage point reduction.

Graph 1 – Public performance measure Q4 2014-15, Q3 2015-16 & Q4 2015-16
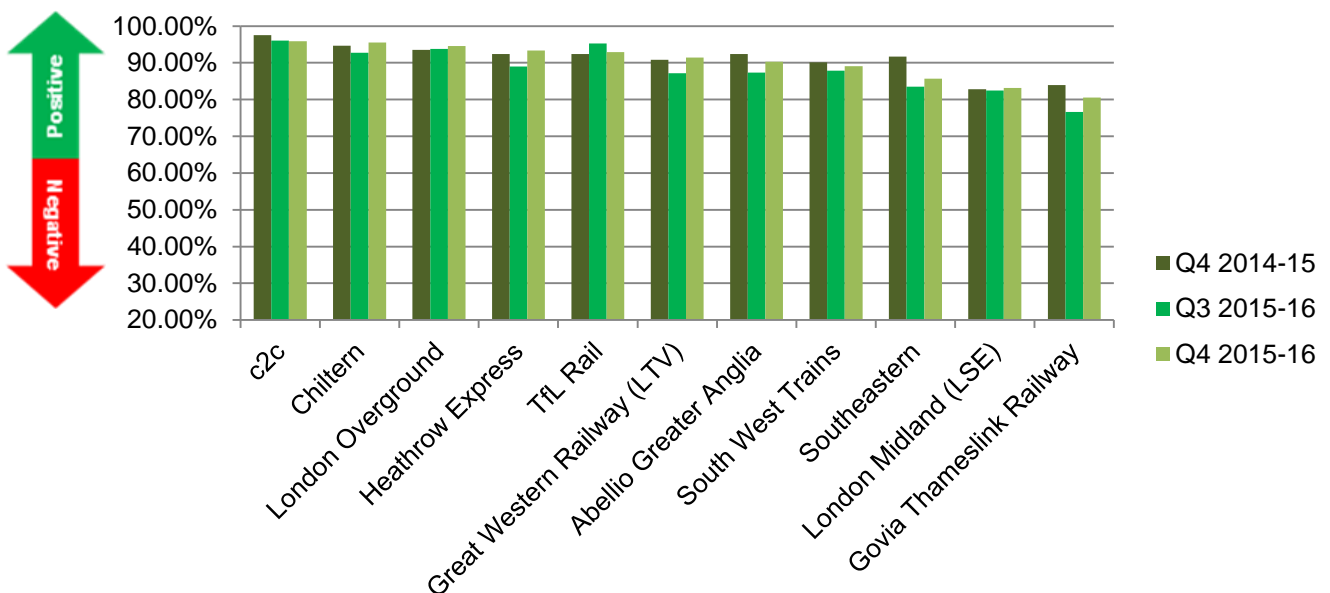
[1]* Govia Thameslink Railway (GTR) from 14 September 2014 (previously First Capital Connect).
* 26 July 2015, Southern Railway became part of GTR

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 partially dependent on the varying ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably; but a second factor has also been the inability of some operators adequately to manage the service elements (such as rolling stock and train crews) for which they are wholly responsible.

The performance of c2c, Chiltern, London Overground and TfL Rail has been on a stable or upward trend over the three-year period. Abellio Greater Anglia has experienced a decline in previous few quarters, but performance is better than the L&SE average.
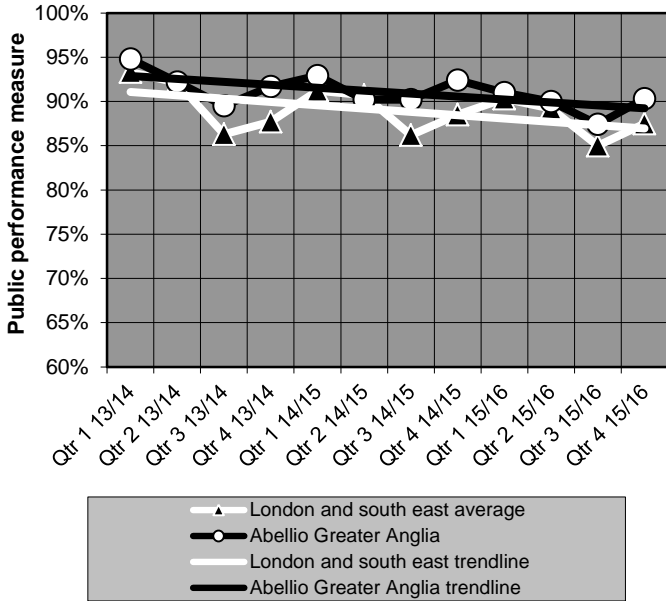
London Overground, however, has more recently seen a deterioration of performance attributed to the knock on effects of the works at London Bridge and the poor performance of other TOCs.

The performance of Govia Thameslink Railway, Great Western Railway, London Midland and Southeastern was below the average of the L&SE group as a whole.

Since Q4 2014-15, South West Train has experience an upward trend in its performance.
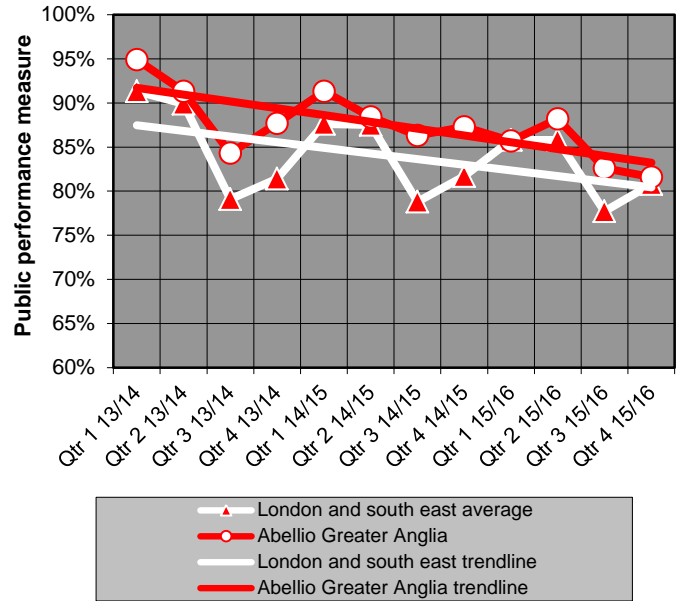
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All trains performance

Abellio Greater Anglia

Legend:
- London and south east average
- Abellio Greater Anglia
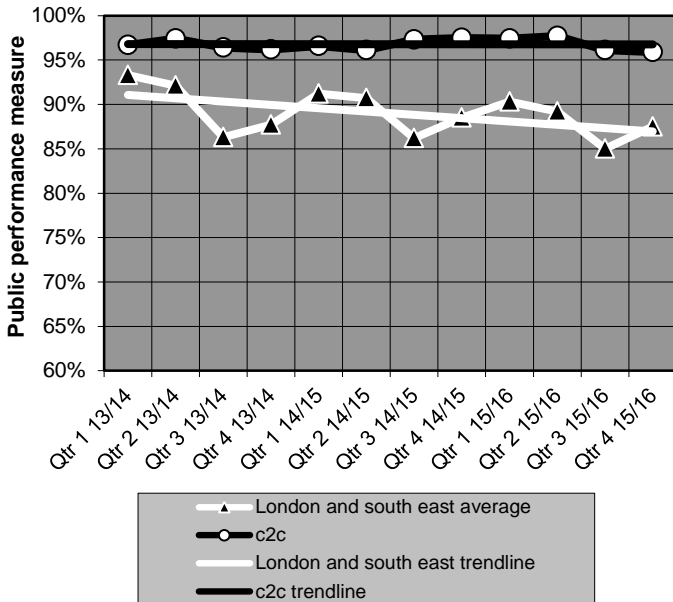- London and south east trendline
- Abellio Greater Anglia trendline

Peak trains performance

Abellio Greater Anglia

Legend:
- London and south east average
- Abellio Greater Anglia
- London and south east trendline
- Abellio Greater Anglia trendline

c2c

Legend:
- London and south east average
- c2c
- London and south east trendline
- c2c trendline

c2c

Legend:
- London and south east average
- c2c
- London and south east trendline
- c2c trendline

LondonTravelWatch

All trains performance

Chiltern Railways

Public performance measure

Qtr 1 13/14, Qtr 2 13/14, Qtr 3 13/14, Qtr 4 13/14, Qtr 1 14/15, Qtr 2 14/15, Qtr 3 14/15, Qtr 4 14/15, Qtr 1 15/16, Qtr 2 15/16, Qtr 3 15/16, Qtr 4 15/16

- △ London and south east average
- ⊸○⊸ Chiltern
- ── London and south east trendline
- ── Chiltern trendline

Peak trains performance

Chiltern Railways

Public performance measure

Qtr 1 13/14, Qtr 2 13/14, Qtr 3 13/14, Qtr 4 13/14, Qtr 1 14/15, Qtr 2 14/15, Qtr 3 14/15, Qtr 4 14/15, Qtr 1 15/16, Qtr 2 15/16, Qtr 3 15/16, Qtr 4 15/16

- △ London and south east average
- ⊸○⊸ Chiltern
- ── London and south east trendline
- ── Chiltern trendline

Great Western Railway (LTV)

Public performance measure

Qtr 1 13/14, Qtr 2 13/14, Qtr 3 13/14, Qtr 4 13/14, Qtr 1 14/15, Qtr 2 14/15, Qtr 3 14/15, Qtr 4 14/15, Qtr 1 15/16, Qtr 2 15/16, Qtr 3 15/16, Qtr 4 15/16

- △ London and south east average
- ⊸○⊸ Great Western Railway (LTV)
- ── London and south east trendline
- ── Great Western Railway(LTV) trendline

Great Western Railway (LTV)

Public performance measure

Qtr 1 13/14, Qtr 2 13/14, Qtr 3 13/14, Qtr 4 13/14, Qtr 1 14/15, Qtr 2 14/15, Qtr 3 14/15, Qtr 4 14/15, Qtr 1 15/16, Qtr 2 15/16, Qtr 3 15/16, Qtr 4 15/16

- △ London and south east average
- ⊸○⊸ Great Western Railway (LTV)
- ── London and south east trendline
- ── Great Western Railway(LTV) trendline

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All trains performance

Govia Thameslink Railway

Legend:
- London and south east average
- Govia Thameslink Railway
- London and south east trendline
- Govia Thameslink Railway trendline

Peak trains performance

Govia Thameslink Railway

Legend:
- London and south east average
- Govia Thameslink Railway
- London and south east trendline
- Govia Thameslink Railway trendline

Heathrow Express

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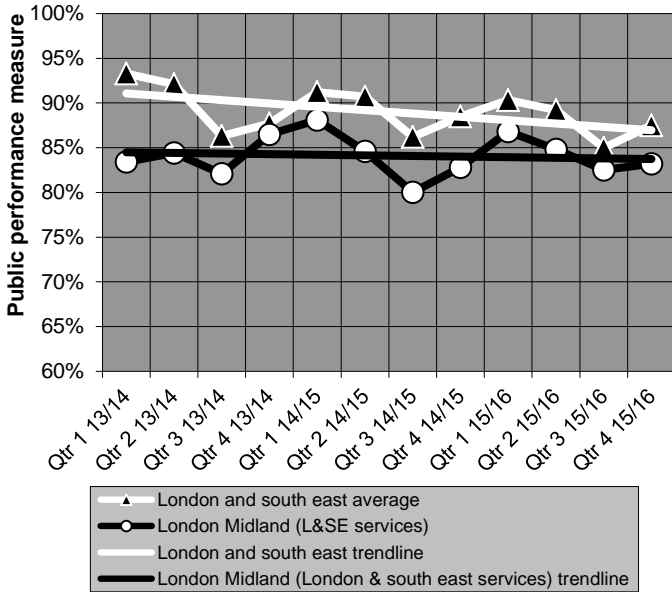
Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately
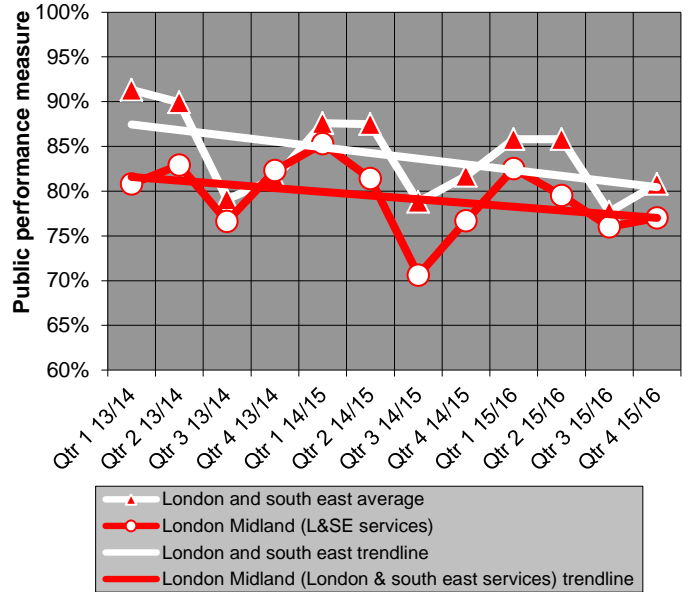
LondonTravel**Watch**

All trains performance

London Midland (L&SE)

Legend:
- London and south east average
- London Midland (L&SE services)
- London and south east trendline
- London Midland (London & south east services) trendline

London Overground

Legend:
- London and south east average
- London Overground
- London and south east trendline
- London Overground trendline

Peak trains performance

London Midland (L&SE)

Legend:
- London and south east average
- London Midland (L&SE services)
- London and south east trendline
- London Midland (London & south east services) trendline

London Overground

Legend:
- London and south east average
- London Overground
- London and south east trendline
- London Overground trendline

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All trains performance

Southeastern

Legend:
- London and south east average
- Southeastern
- London and south east trendline
- Southeastern trendline

Peak trains performance

Southeastern

Legend:
- London and south east average
- Southeastern
- London and south east trendline
- Southeastern trendline

South West Trains

Legend:
- London and south east average
- South West Trains
- London and south east trendline
- South West Trains trendline

South West Trains

Legend:
- London and south east average
- South West Trains
- London and south east trendline
- South West Trains trendline

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All trains performance

TfL Rail

Public performance measure

100%
95%
90%
85%
80%
75%
70%
65%
60%

Qtr 1 13/14, Qtr 2 13/14, Qtr 3 13/14, Qtr 4 13/14, Qtr 1 14/15, Qtr 2 14/15, Qtr 3 14/15, Qtr 4 14/15, Qtr 1 15/16, Qtr 2 15/16, Qtr 3 15/16, Qtr 4 15/16

- △ London and south east average
- ●— TfL Rail
- — London and south east trendline
- — TfL Rail trendline

Peak trains performance

TfL Rail

Public performance measure

100%
95%
90%
85%
80%
75%
70%
65%
60%

Qtr 1 13/14, Qtr 2 13/14, Qtr 3 13/14, Qtr 4 13/14, Qtr 1 14/15, Qtr 2 14/15, Qtr 3 14/15, Qtr 4 14/15, Qtr 1 15/16, Qtr 2 15/16, Qtr 3 15/16, Qtr 4 15/16

- △ London and south east average
- ●— TfL Rail
- — London and south east trendline
- — TfL Rail trendline

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## 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.

2.3.1   Results Quarter 4 2015-16

The overall rate of cancellations and significant lateness was 3.4% in Q4 2015-16, which was 0.3 percentage points below the previous quarter (Q3 2015-16) but 0.2 percentage points higher than in Q4 2014-15.

Chiltern recorded the lowest percentage, with 0.9%, a 0.5 percentage point reduction. c2c recorded the second best score, 1.5%, but this is higher than the previous quarter (Q3 2015-16) and the same period a year ago. GTR recorded the worst score in Q4 2015-16, the same score recorded in Q4 2014-15, with 5.0% of their trains cancelled or significantly late. Southeastern had the highest increase, rising from 2.4% in Q4 2014-15 to 4.0% in Q4 2015-16, a 1.5 percentage point increase.

Graph 2 – Cancellations and significant lateness Q4 2014-15, Q3 2015-16 & Q4 2015-16
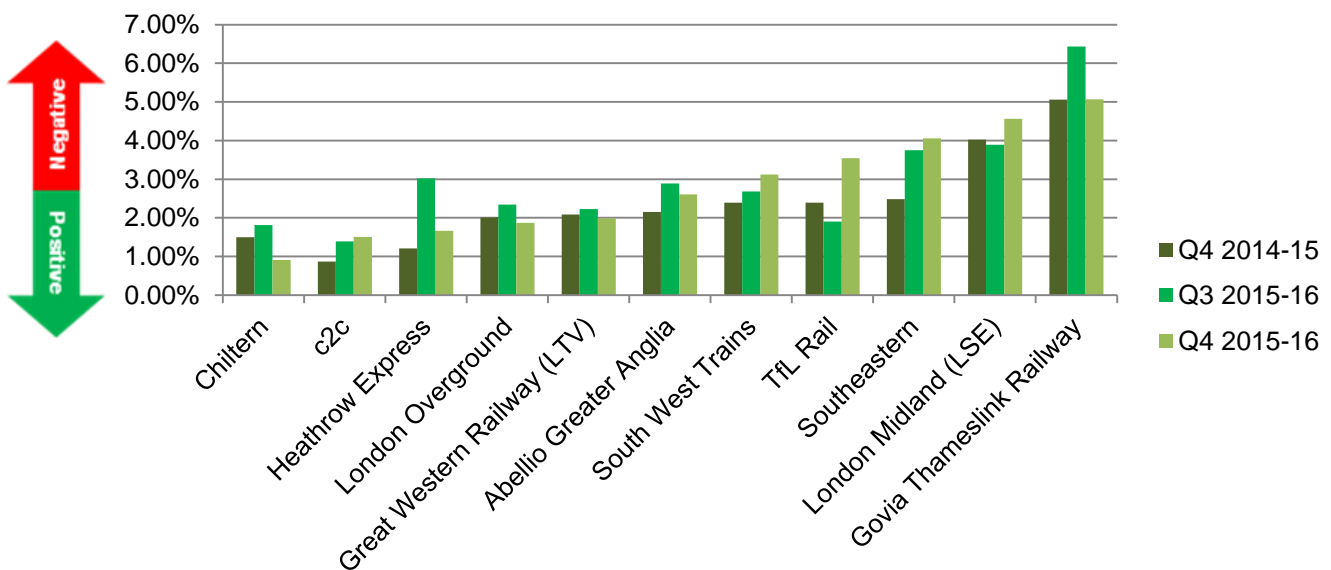
2.4   Right time arrivals

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).

2.4.1   Results Quarter 4 2015-16

The overall rate of *right time arrivals* was 62.8% in Q4 2015-16, 2.5 percentage points lower than Q4 2014-15, but 3.5 percentage points higher than Q3 2015-16.

Chiltern had the highest RTA with 83.5% of its trains arriving on time, 0.9 percentage points lower than Q4 2014-15, but 2.3 points higher compared to Q3 2015-16.

GTR has recorded the lowest RTA and the second largest reduction, relative to the previous year, with 50.2% of their trains arriving on time, a 4.2 percentage point increase compared to Q3 2015-16 but 10.8 percentage point decrease compared to Q4 2014-15.

c2c had the largest decrease, falling from 86.0% in Q4 2014-15 to 73.9% in Q4 2015-16, a 12.1 percentage point reduction.

Graph 3 – Right time arrivals Q4 2014-15, Q3 2015-16 & Q4 2015-16
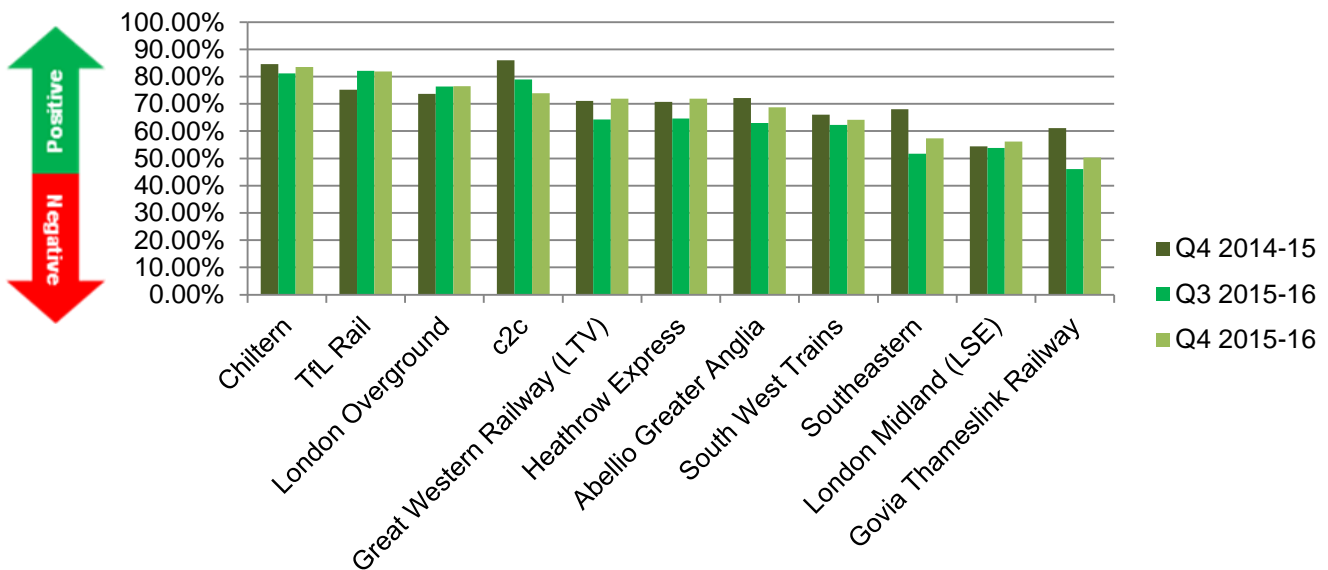
3 Passenger complaints

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 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. 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 that 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. In addition, there is no fully effective industry-wide protocol relating to the definition and recording of complaints, particularly those that raise multiple issues. Inter-operator comparisons are generally less revealing than trends over time in individual companies' data.

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3.1 Complaints by operator

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q3 2015-16 (Oct-Dec 2015). 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 that are outside L&SE. 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, high awareness of recent improvements 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 solid make up of its community base, 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	Q4 .12-13	Q1 13-14	Q2 13-14	Q3 13-14	Q4 13-14	Q1 14-15	Q2 14-15	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Average
Chiltern Railways	39	31	76	84	127	63	78.5	60.5	94.8	102.2	50.7	130.7	78.1
Great Western Railway	89	44	48	56	68	41.8	38.3	37.9	36.9	28.7	36.1	36.3	46.8
London Midland	96	57	35	40	40	28.6	27.6	32.6	30.0	27.3	31.1	38.6	40.3
Abellio Greater Anglia	36	24	26	42	29	30.2	35.0	33.8	28.4	34.5	62.3	57.0	36.5
Govia Thameslink Railway	30	21	16	20	33	14.8	10.5	16.8	20.5	13.8	8.1	7.2	18.6
c2c	21	11	14	13	16	12.6	24.8	25.0	17.7	15.5	18.1	30.8	18.3
South West Trains	18	9	11	15	17	13.2	15.2	21.7	18.2	12.0	10.0	13.7	14.5
Southeastern	15	9	9	14	20	8.1	9.2	13.8	23.4	14.7	12.3	14.0	13.5
TfL Rail	:	:	:	:	:	:	:	:	:	:	3.2	3.1	3.2

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Abellio Greater Anglia

On average, there were 36.5 complaints to Abellio Greater Anglia per 100,000 journeys over the previous 12 quarters. Complaints about punctuality and reliability, ticking buying facilities and ticketing and refund policy were the most common.

Abellio Greater Anglia
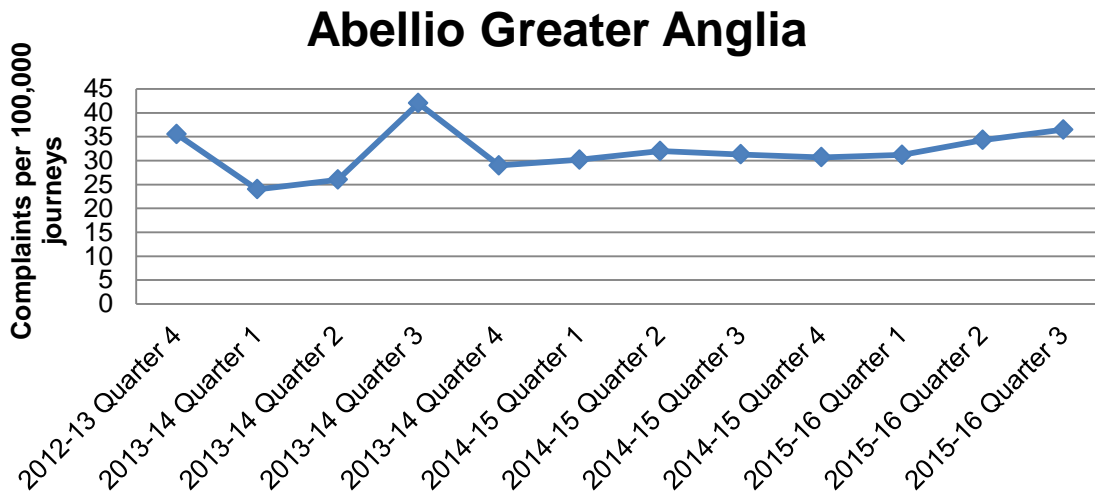
c2c

On average, there were 18.3 complaints to c2c per 100,000 journeys over the previous 12 quarters. Issues about timetabling and smartcards were the most frequent cause of complaint. The increase in Q2 and Q3 2015-16 could be due to the revised new timetable introduced in December 2015, which included extra station stops and overcrowding on some rush hour services.
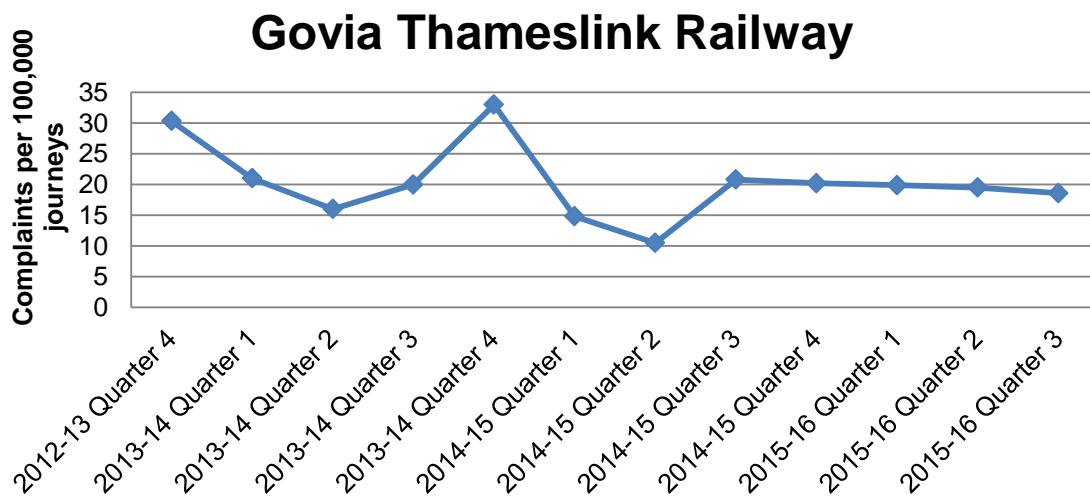
c2c
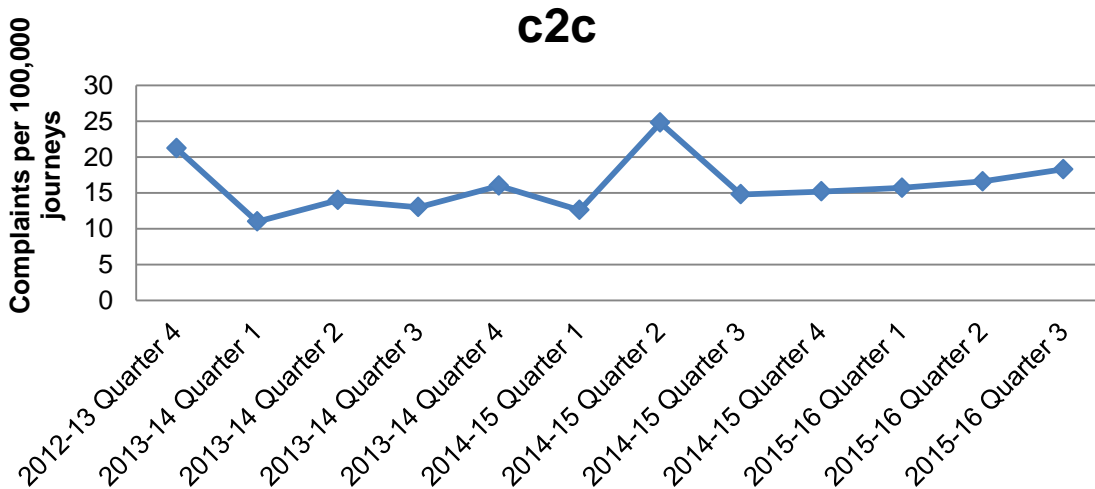
Chiltern

On average, there were 78.1 complaints to Chiltern per 100,000 journeys over the previous 12 quarters. Issues of punctuality and reliability were the most frequent cause of complaint. The increase in Q3 2015-16 could be due to the revised new timetable introduced in October 2015 in which services were introduced between Oxford Parkway and London.
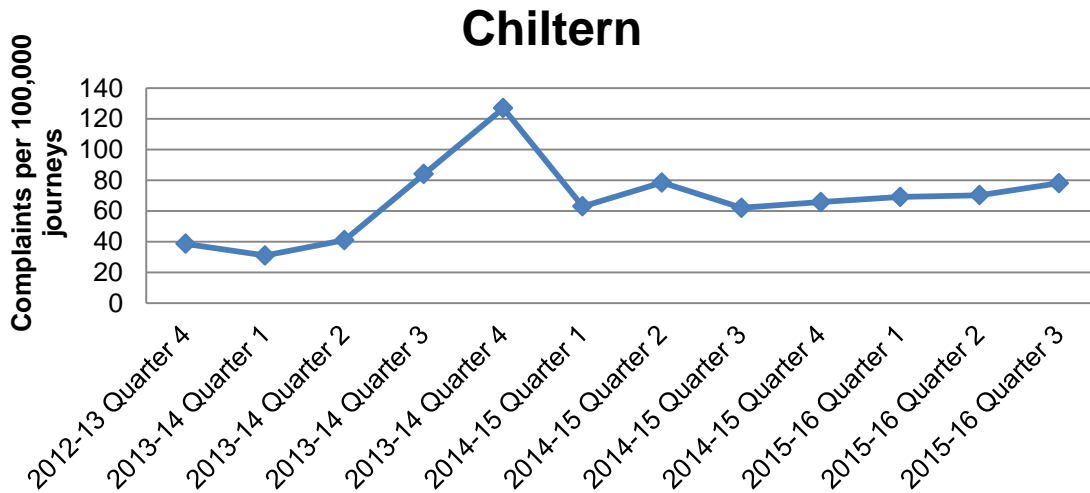

Govia Thameslink Railway

On average, there were 18.6 complaints to Govia Thameslink Railway per 100,000 journeys over the previous 12 quarters. Provision of information about train times/platforms and ticketing and refund policy were the most frequent cause of complaint.

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Great Western Railway

On average, there were 46.8 complaints to Great Western Railway per 100,000 journeys over the previous 12 quarters. Sufficient room for passengers to sit/stand and punctuality and reliability were the main source of complaints.


Great Western Railway
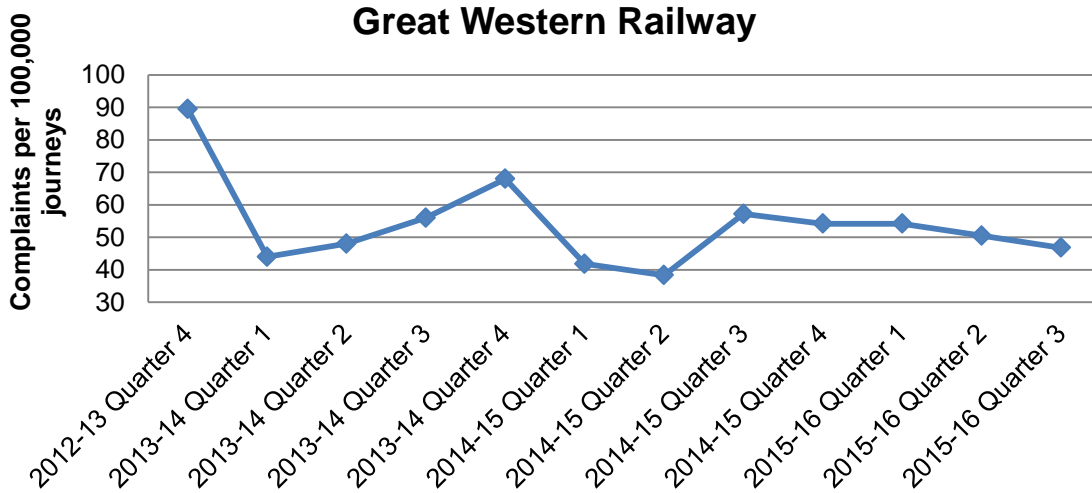
London Midland

On average, there were 40.3 complaints to London Midland per 100,000 journeys over the previous periods. Sufficient room for passengers to sit/stand and punctuality and reliability were the main source of complaints.
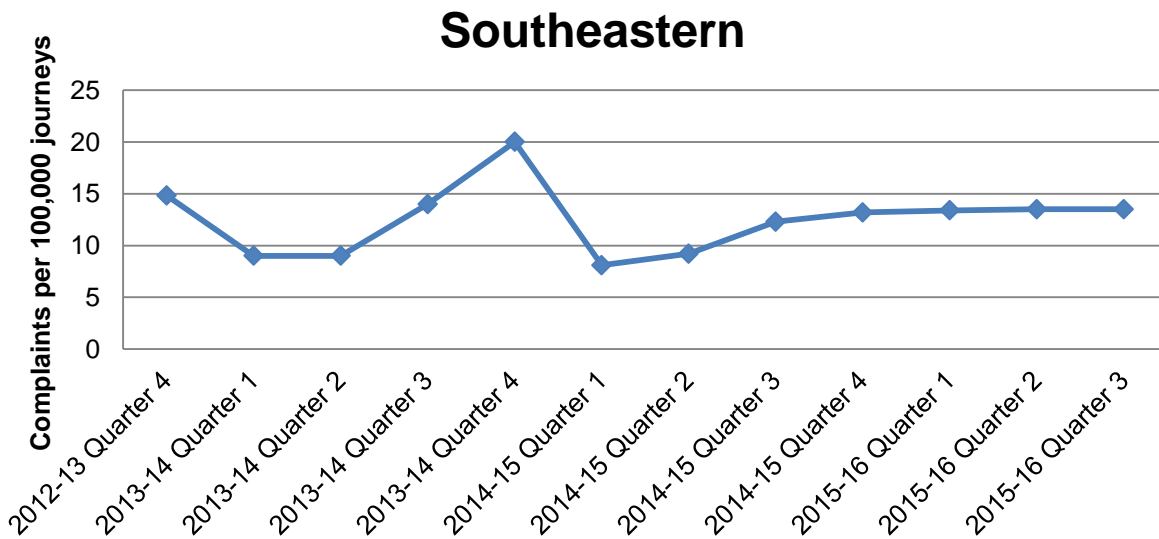

London Midland

LondonTravelWatch
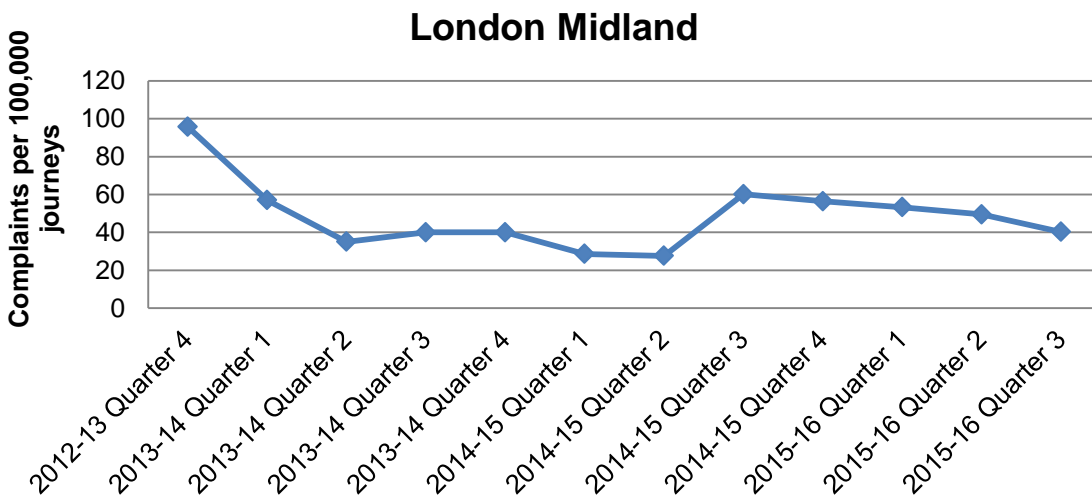
London Overground

On average, there were 3.2 complaints to London Overground per 100,000 journeys over the previous periods. Punctuality and reliability was the main source of complaints.

London Overground
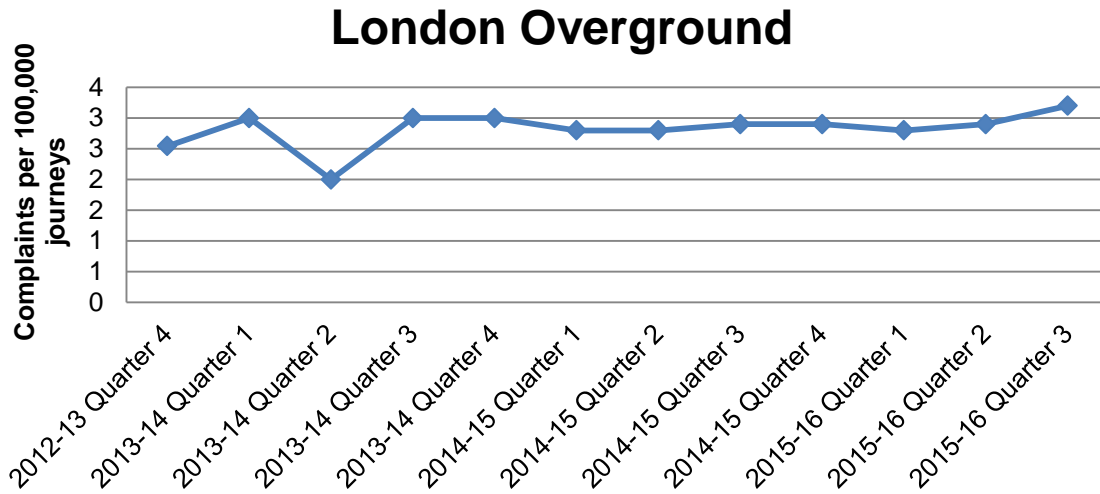
Southeastern

On average, there were 13.5 complaints to Southeastern per 100,000 journeys over the previous periods. Punctuality and reliability and ticketing & refund policy were the main source of complaints.

Southeastern

South West Trains

On average, there were 14.5 complaints to South West Trains per 100,000 journeys over the previous 12 quarters. Complaints about punctuality and reliability, was the most common.

South West Trains

TfL Rail

On 31 May 2015, a number of services transferred from Greater Anglia to create a new franchise known as TfL Rail (this is the precursor to Crossrail). At the same time, a number of Greater Anglia services were transferred to London Overground. Therefore, the 2015-16 data for these operators are not fully comparable with data from previous years.

TfL Rail had the lowest complaints rate in Q3 2015-16. On average, there were 3.2 complaints to TfL Rail per 100,000 journeys.

London TravelWatch

Punctuality and reliability of trains was the common cause for complaint to TOCs in Q3 2015-16. Sufficient room for passengers to sit/stand and ticketing and refund policy were also a high source of complaints

Chiltern Railways had the largest percentage increase in complaints and received the highest number of complaints per 100,000 passenger journeys in Q3 2015-16, compared to Q2 2015-16 and Q3 2014-15, with 130.7 complaints. The increase in complaints may be due to the introduction of a new October 2015 timetable.

TfL Rail and London Overground had the lowest complaints rate with 3.1 and 4.6 complaints per 100, 000 passenger journeys.

Graph 4 - Complaints per 100,000 passenger journeys by train operating company, Q3 2013-14 and Q3 2014-15
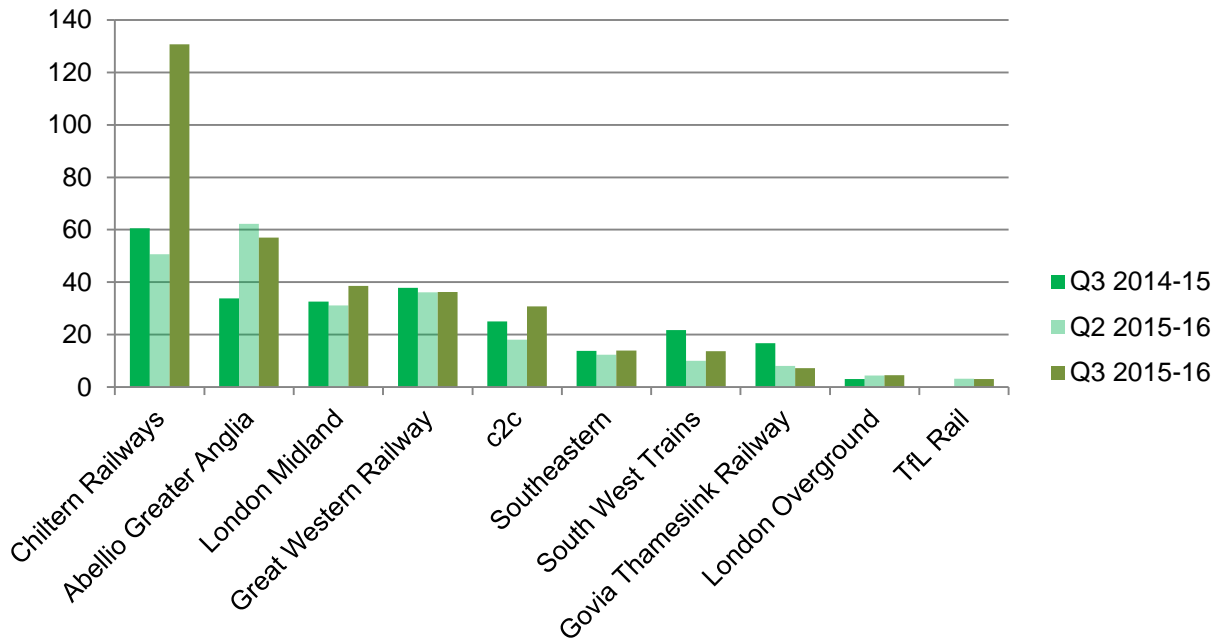
Appendix – Glossary & references

Glossary

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
LOROL	London Overground
LTV	London Thames Valley

References

- o Network Rail
- o Office of Rail and Road