

National Rail Performance Report - Quarter 2 2010/11

December 2010



London TravelWatch is the official body set up by Parliament to provide a voice for London's travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media
- Consult with the transport industry, its regulators and funders on matters affecting users
- Investigate complaints users have been unable to resolve with service providers, and
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience all those living, working or visiting London and its surrounding region.

2009/10 financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 1 2010/11 – Apr to Jun	Oct 2010
Quarter 2 2010/11 – Jul to Sept	Dec 2010
Quarter 3 2010/11 – Oct to Dec	
Quarter 4 2010/11 – Jan to Mar	

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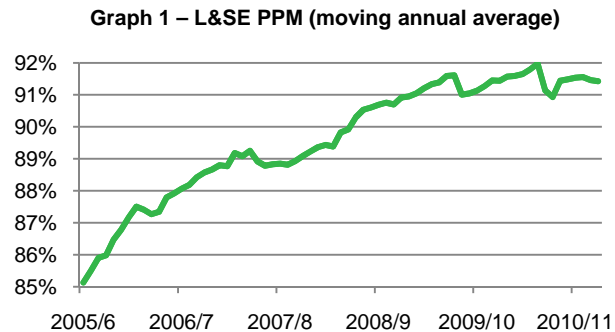
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1 Overview

This report focuses on the experience of passengers in London and the south east of the performance of the rail network in the second quarter (July to September) of 2010-11.

London & south east (L&SE) train service performance

London and south east train operators overall public performance measure (PPM) quarterly average is slightly lower than the same period last year ending with the quarter with an average of 93.55%, which is 0.12% lower than the same period last year. The highest average PPM for the second quarter of 2010/11 was Heathrow Express with (95%) and the lowest was First Capital Connect (91%).



The overall percentage of cancellation and significant lateness was 1.96% in the quarter 2 2010/11, which was 0.12% higher than the same period a year ago. The lowest percentage was recorded by Heathrow Express (0.62%) and the highest by First Capital Connect (3.24%).

The overall percentage right time arrivals were 73% in Q2 2010/11, which was 0.61% better than last year. The operator with the highest percentage of right time arrivals was Chiltern Railways (87.24%) and the lowest was Southern (63.37%).

2 London & south east train service performance

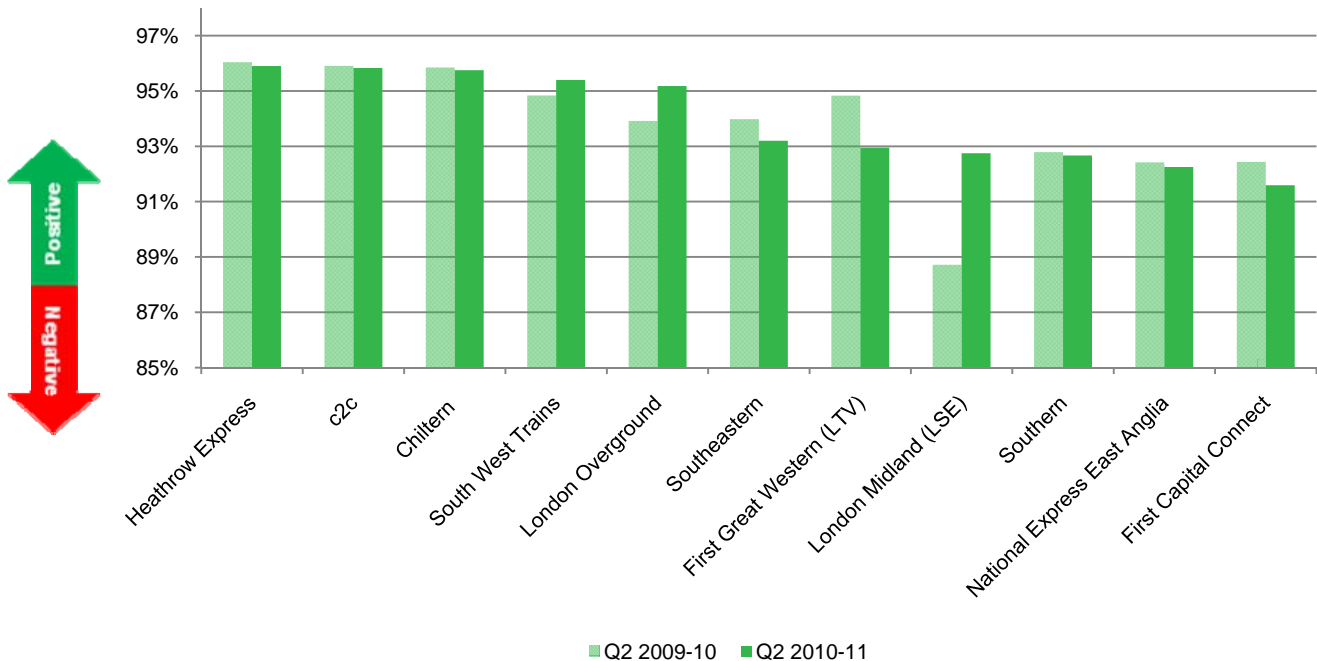
This report presents a set of measures of the performance of train operating companies in London and the south east which has particular relevance to the passenger.

2.1 Public performance measure

Public performance measure (PPM) is a measure of the performance of individual trains against the planned timetable. It is shown as the percentage of trains that are neither cancelled nor arrive at the advertised destination five or more minutes late (in the case of London and south east train companies) or ten or more minutes late (in the case of longer distance train companies).

Heathrow Express had the highest average PPM for the quarter and First Capital Connect had the lowest. London Midland was substantially improved over the same period last year reflecting the efforts that it has put into improving its performance, whereas First Great Western (LTV) performance has got worse over the past year.

Graph 3 – Public performance measure Q2 2010-11 & 2009-10

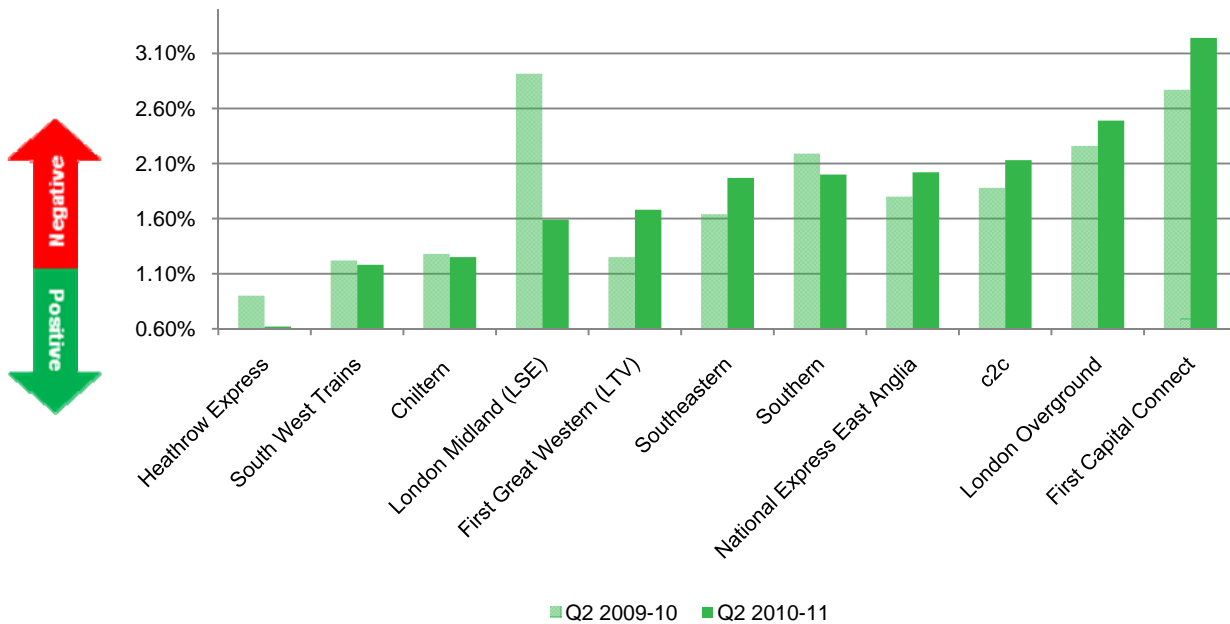


2.2 Cancellation and significant lateness

Cancellation and significant lateness is a measure of the percentage of trains which arrive significantly late compared to the total number of trains planned. A train is defined as significantly late if it arrives 30 or more minutes late at its planned destination or fails to complete its entire planned route, including calling at all timetabled stations. This measure reflects the level of serious disruption to passenger journeys.

Heathrow Express performed best for cancellations and significant lateness and First Capital Connect had the highest average percentage. London Midland's performance for cancellations and significant lateness has improved substantially.

Graph 4 – Percentage of cancellation and significant lateness Q2 2010-11 & 2009-10



2.3 Right Time Arrivals

Right time arrival is a measure of the percentage of trains that arrive at their destination either on time or early. On time is defined as less than one minute late.

Chiltern performed best in terms of the average percentage of trains arriving at the right time. London Overground, c2c and London Midland (LSE) have substantially improved its performance in this area. Southern had the lowest percentage of right time arrivals.

Graph 5 – Percentage of Right Time Arrivals Q2 2010-11 & 2009-10

