

National Rail Performance Report - Quarter 2 2011/12

December 2011



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 or visiting London and its surrounding region.

2011/12 financial periods	Issue dates for London TravelWatch report for the corresponding Quarter
Quarter 1 2011/12 – Apr to Jun	Oct 2011
Quarter 2 2011/12 – Jul to Sept	Dec 2011
Quarter 3 2011/12 – Oct to Dec	March 2012
Quarter 4 2011/12 – Jan to Mar	June 2012

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1 Overview

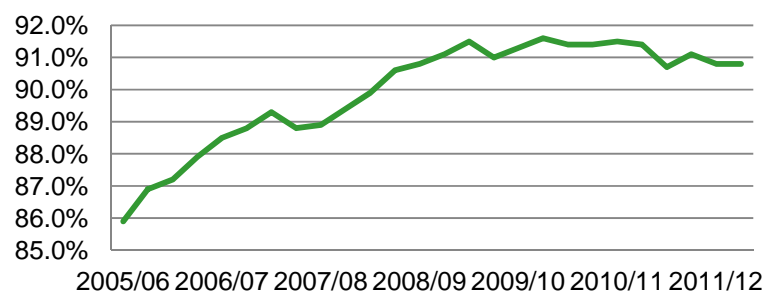
This report focuses on the experience of passengers in London and the south east of the performance of the rail network in the second quarter (July to September) of 2011-12.

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 with an average of

92.24%, which is 1.19% lower than the same period last year. The highest average PPM for the second quarter of 2011/12 was c2c with 96.61%, and the lowest was Southern with 90.69%.

Graph 1 - L & SE PPM (Moving Annual Average)



The overall percentage of cancellation and significant lateness was 2.62% in quarter 2 2011/12, which was 0.66% higher than the same period a year ago. The lowest percentage was recorded by Heathrow Express, 0.83%, and the highest by First Capital Connect with 3.74%.

The overall percentage for right time arrivals was 71.98% in Q2 2011/12, which was a 1.03% improvement compared to the same period in last year. The operator with the highest percentage of right time arrivals was London Overground, with 88.74%, and the lowest was Southern, with 61.66%.

Highlights in Quarter 2 2011/12

There has been a decrease in operators' overall performance this quarter compared with the same period last year. Following on from quarter one; this was directly attributed to some operators experiencing:

- ❖ Cable theft from signalling systems, resulting in system failures
- ❖ Increased instances of trespassing on line sides.
- ❖ Instances of a person, without the authority to be on the railway, being killed or seriously injured
- ❖ Local flooding. E.g. Southern's performance was severely affected by a Thames Water burst main and subsequent landslide that shut the Brighton Main Line impacting services on the 1st and 2nd August.
- ❖ Blockades and overrunning and emergency engineering works having a knock-on effect on train services. E.g Chilterns Evergreen 3 project

As well as the human cost of disruptions, instances of cable theft have become more rampant and have caused major disruption throughout quarter 2. It was the principle reason behind train operating companies' poor performances. The prevalent areas which were affected by this type of disruption were:

- ❖ Surrey (causing disruption to South West Trains and First Great Western)
- ❖ South East (causing major disruption in the London Bridge/Bermondsey area).
- ❖ West Anglia and Stansted main line in the Bishops Stortford area.
- ❖ Great Eastern Main line at various locations between Stratford and Colchester.
- ❖ Thameside route in the Barking area.

2 London & south east train service performance

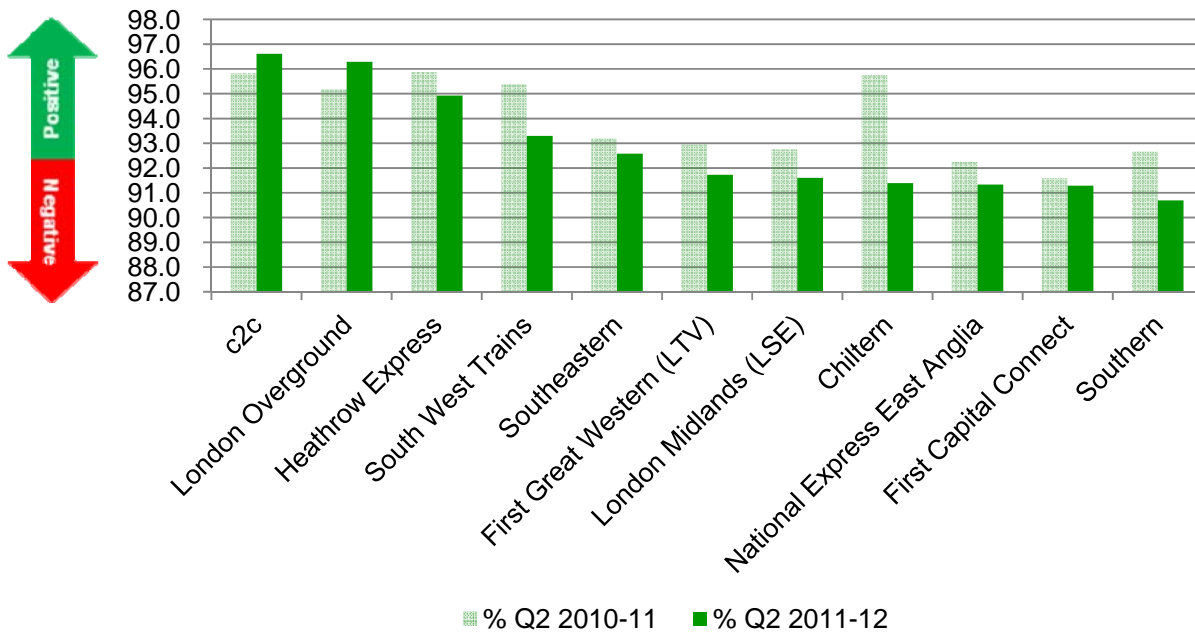
This report presents a set of measures of the performance of train operating companies in London and the south east which has particular relevance to the passenger.

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).

c2c had the highest average PPM of 96.61%, for the quarter and Southern had the lowest, with 90.96%. Most operators PPM fell in this quarter (Q2 2011-12), compared to the same period last year (Q2 2010-11), with Chiltern and South West Trains recording the highest reduction in performance.

Graph 2 – Public performance measure Q2 2010-11 & 2011-12

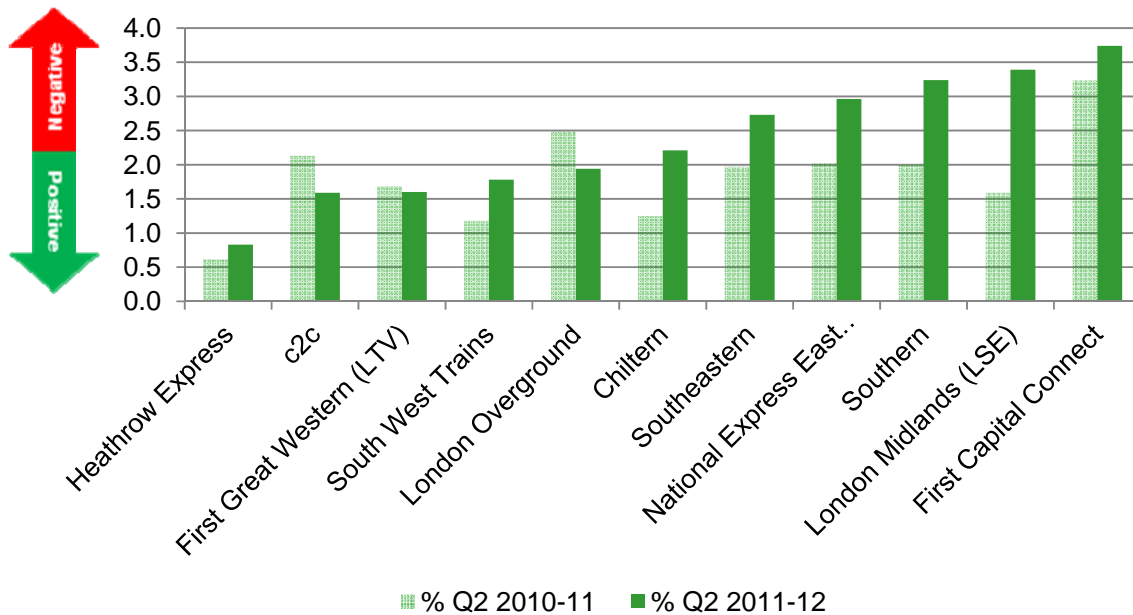


2.2 Cancellation and significant lateness

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, an increase of 0.50%, compared to the same period last year. London Midland (LSE) and Southern’s performance for cancellations and significant lateness has also deteriorated substantially over this period.

Graph 3 – Percentage of cancellation and significant lateness Q2 2010-11 & 2011-12



2.3 Right Time Arrivals

Right time arrivals 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.

London Overground performed best in terms of the average percentage of trains arriving at the right time, with a substantial improvement compared to the same period last year. All the other operators, with the exception of c2c and Southeastern, had a drop in their right time arrival performance with Southern having the lowest percentage and London Midland (LSE) having the largest percentage decrease (9.59%) compared to the same period last year.

Graph 4 – Percentage of Right Time Arrivals Q2 2010-11 & 2011-12

