



# National Rail Performance Report - Quarter 2 2013/14

January 2013



**London TravelWatch** is the official body set up by Parliament to provide a voice for London's travelling public. 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 or visiting London and its surrounding region.

Financial periods	Issue dates for London TravelWatch report for the corresponding quarter
Quarter 1 2012/13 – Apr to Jun	Sept 2012
Quarter 2 2012/13 – Jul to Sept	Dec 2012
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

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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 (Jul to Sept) of 2013/14.

For definitions of the measures used, see Section 2.

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

The L&SE east train operators' overall *public performance measure* (PPM) result was 1.14% lower than the same quarter last year, averaging 92.0%.

The train company with the highest average PPM in the second quarter of 2013/14 was c2c (with 97.4%), and the company with the lowest was London Midland (London & South East service, LSE) (with 84.3%).

The overall rate of *cancellations and significant lateness* was 2.2% in quarter 2 2013/14, which was 0.5% higher than the same period a year ago. c2c recorded the lowest percentage (with 1.0%), and London Midland (LSE) the highest (with 3.9%).

The overall percentage of '*right time*' arrivals was 70.1% in quarter 2 2013/14, which was 2.7% lower than last year. The company with the highest percentage of 'right time' arrivals was Chiltern (with 87.7%), and that with the lowest was London Midland (LSE) (with 54.8%).

## 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 (LSE) 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 complete their journeys “on time”.

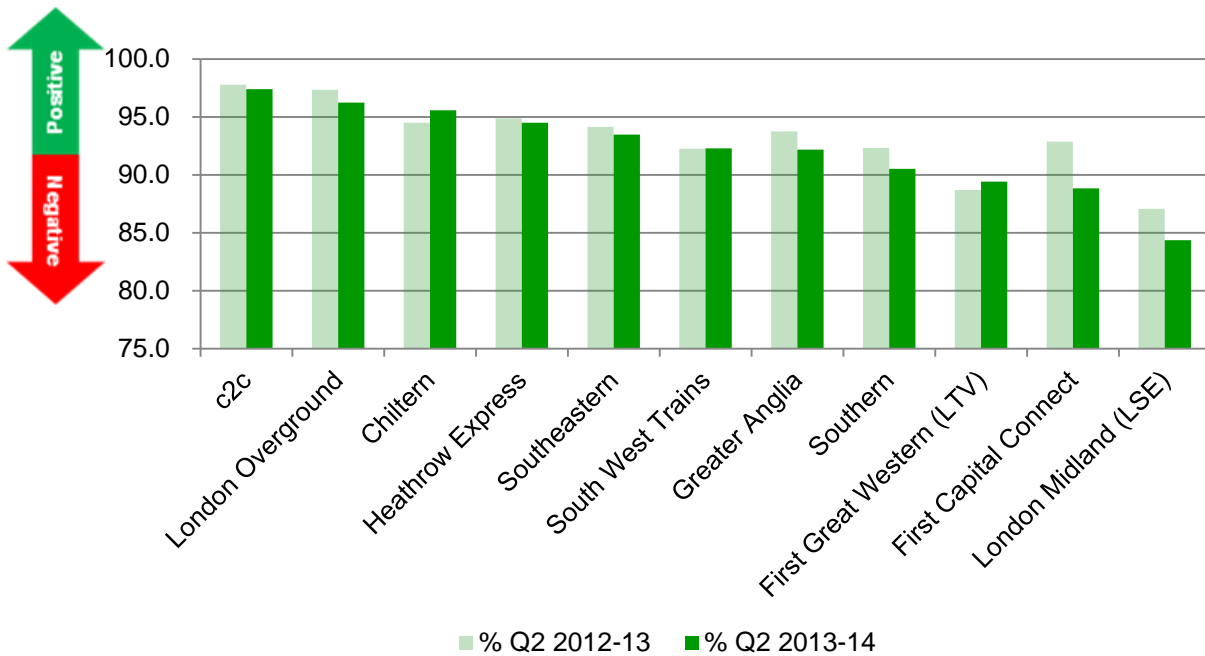
The timetable against which the trains are judged is known as the “plan of the day”. This generally reflects the printed timetable as amended for planned engineering works or as a result of major incidents.

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.

Operating on routes with minimal interaction with other TOC's, c2c again had the highest average PPM for the quarter with 97.4%. London Midland (LSE) had the lowest, with 84.3%. Most (eight out of eleven) operators' PPM scores decreased in this quarter, when compared with the same period last year (Q2 2012/13), with First Capital Connect recording the highest decrease and London Midland (which already had the lowest score) recording the second highest decrease.

London Midland’s performance was affected by infrastructure failures, flooding, animals on the tracks, and rolling stock, and staff reliability issues throughout the quarter. First Capital Connect’s performance was affected by infrastructure failures, track incidents (damage to track equipment and line fatalities) and over running engineering works.

**Graph 1 – Public performance measure Q2 2012/13 & Q2 2013/14**



## 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.

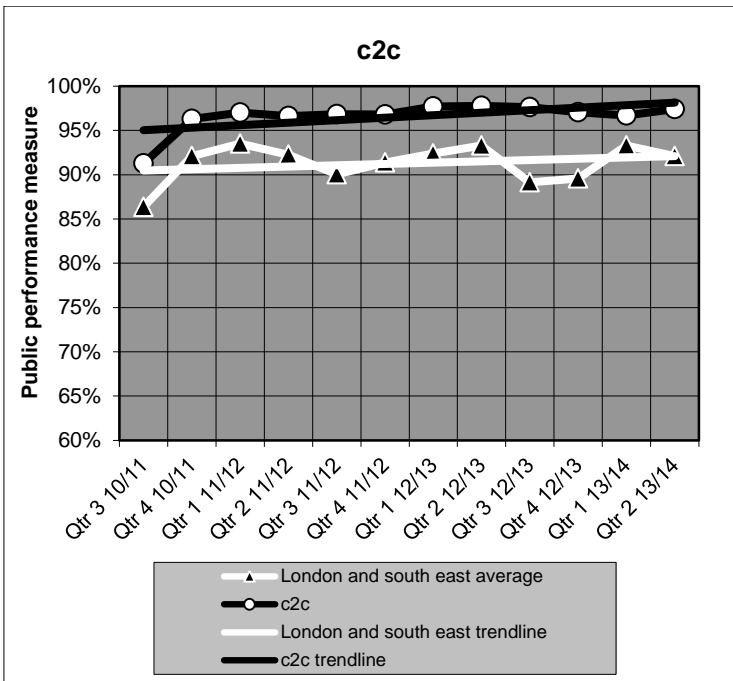
c2c, Chiltern, Greater Anglia, London Overground and Southeastern performance over the three year period, appears to be on an upward trend. Overall, there is an improvement in Greater Anglia's performance, which can be attributed at least in part to increased investment in the infrastructure through a joint initiative with Network Rail. But the operator's performance fell this quarter (Q2 2013/14) due to an increase in infrastructure and rolling stock issues.

The performance of First Capital Connect, First Great Western, London Midland and Southern has been below the average of the TOCs in this group.

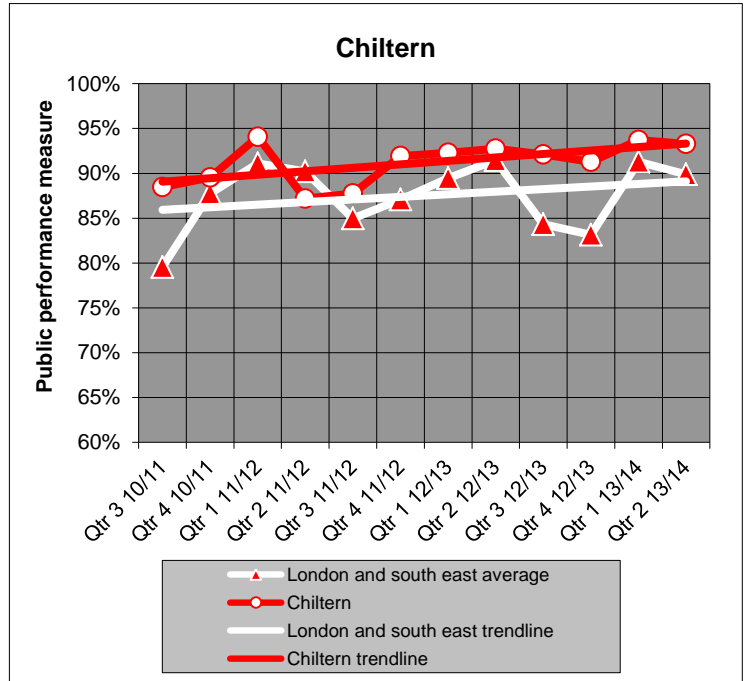
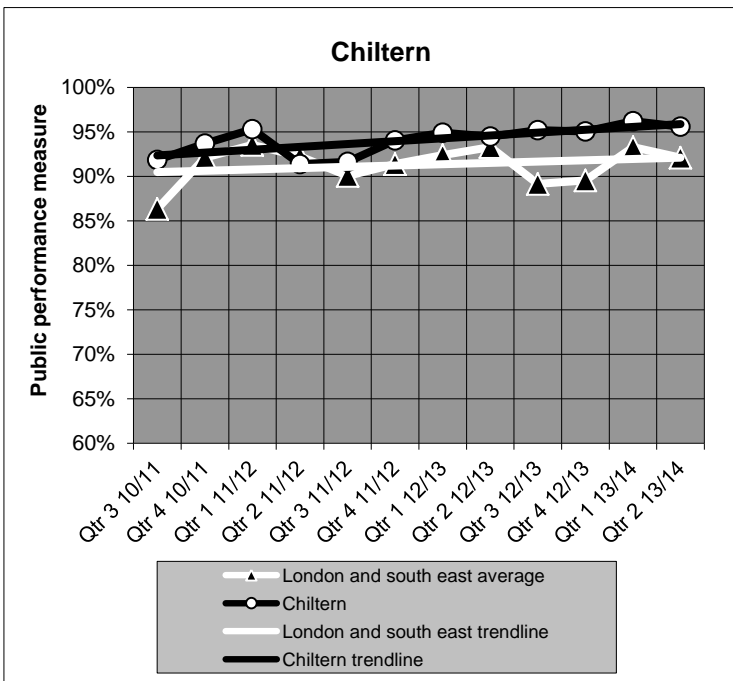
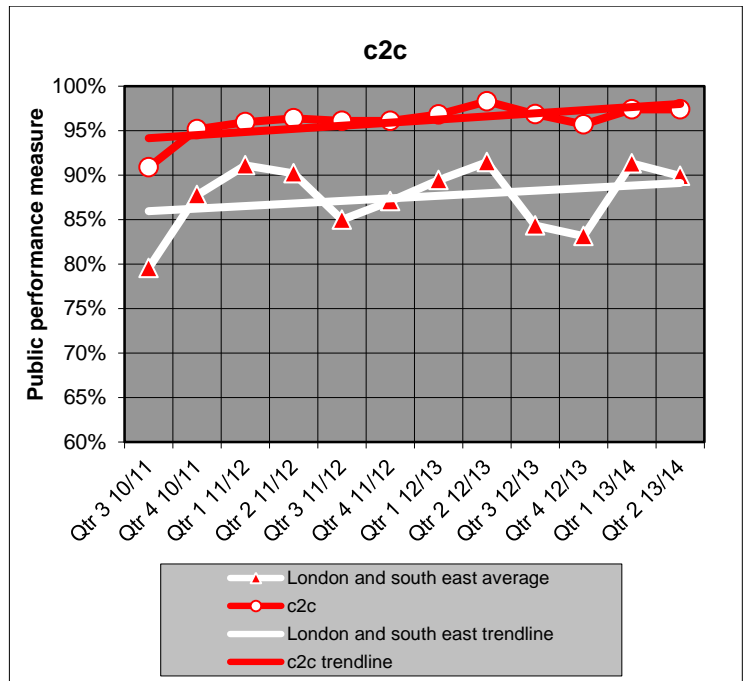
To reduce cancellations and improve performance, London Midland - in partnership with Network Rail - implemented a 'Strong Foundations' improvement programme which included better incident management; a full review of its performance and recruitment of more staff.



All trains performance

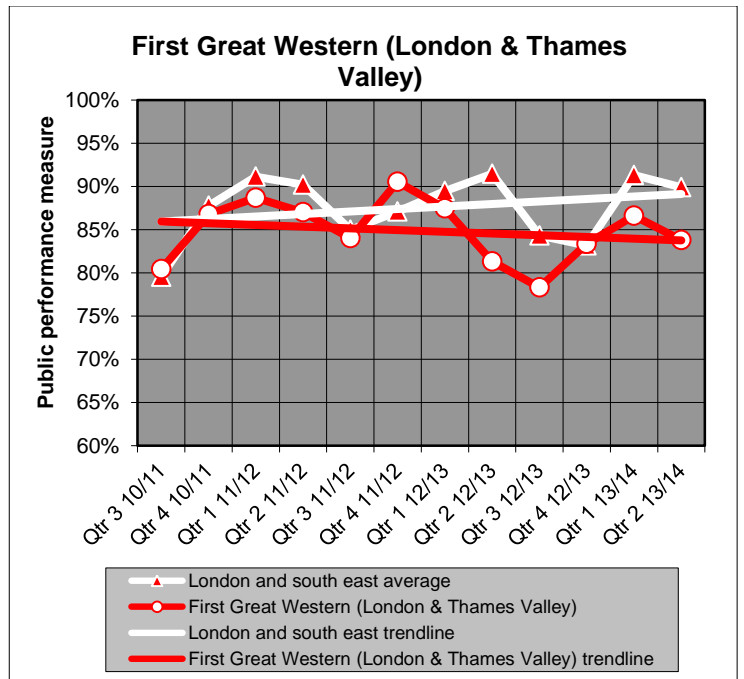
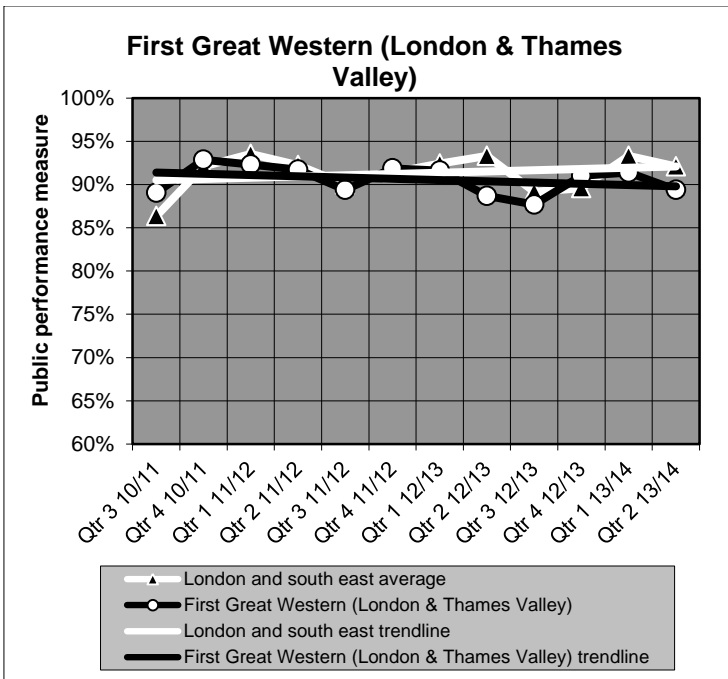
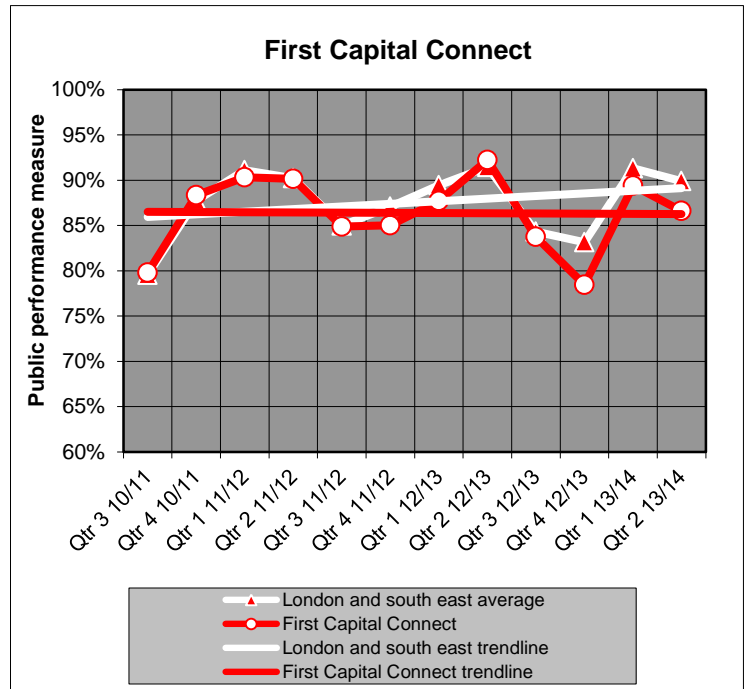
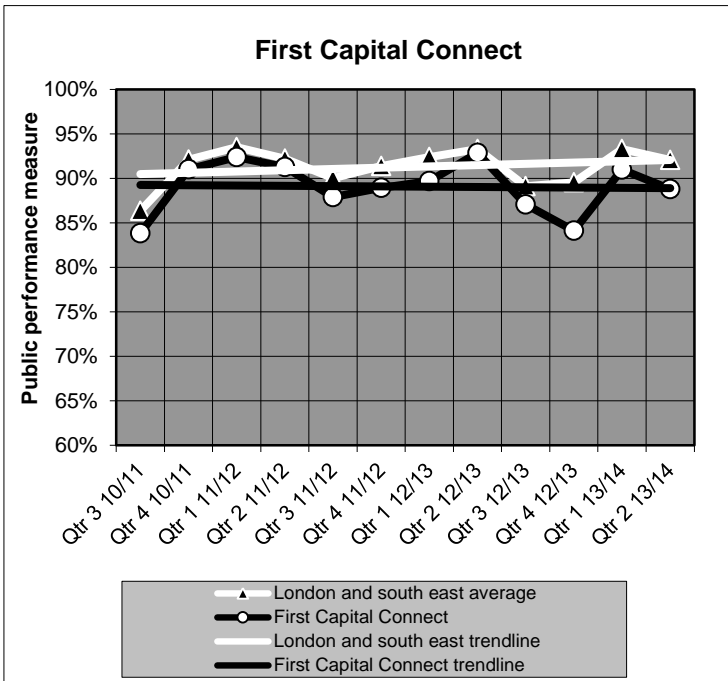


Peak trains performance

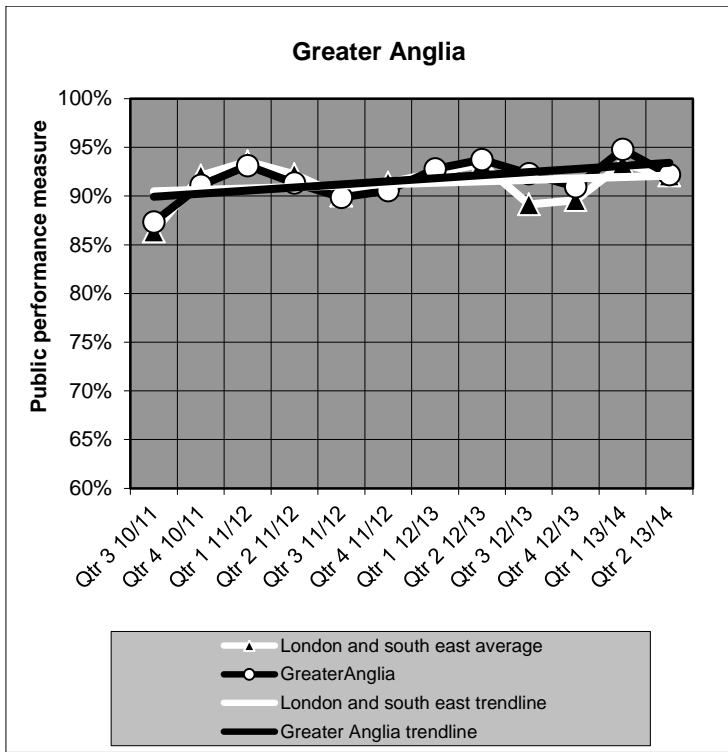


All trains performance

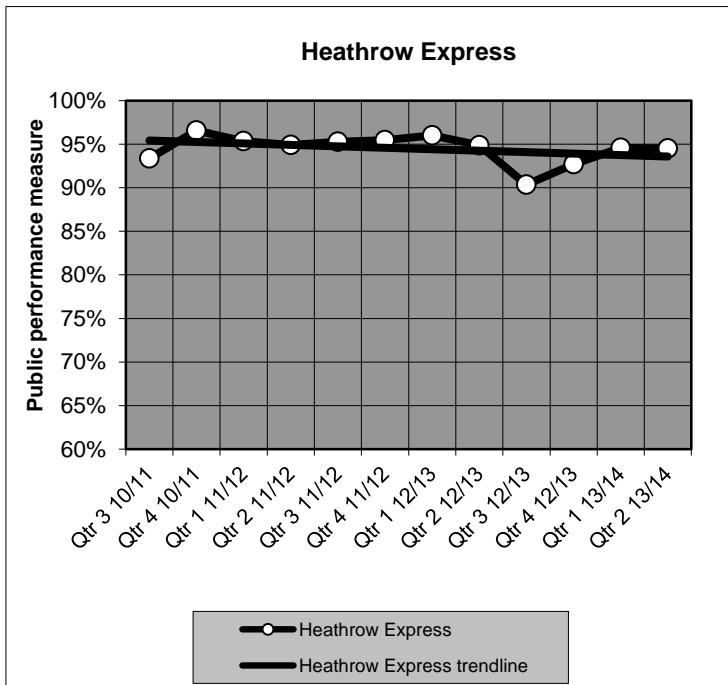
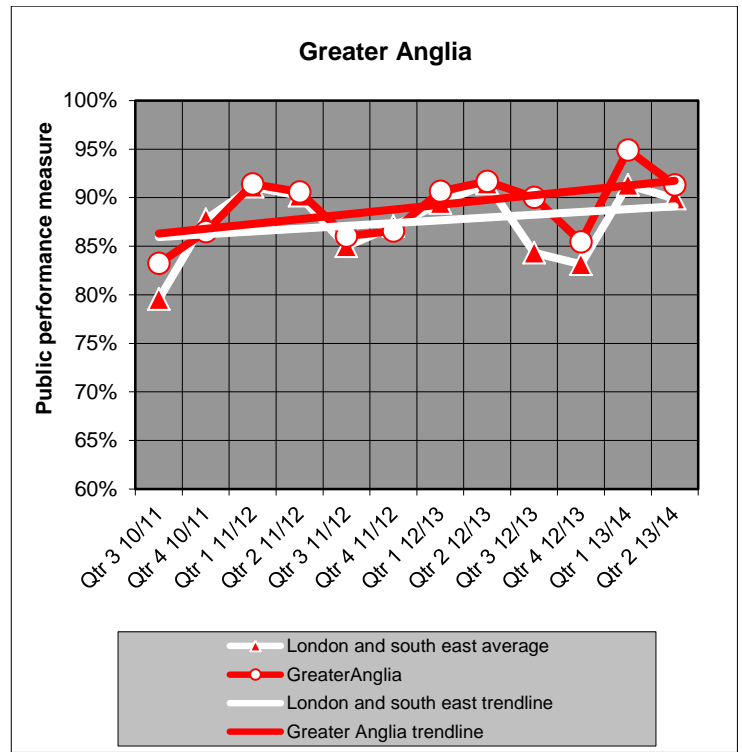
Peak trains performance



All trains performance



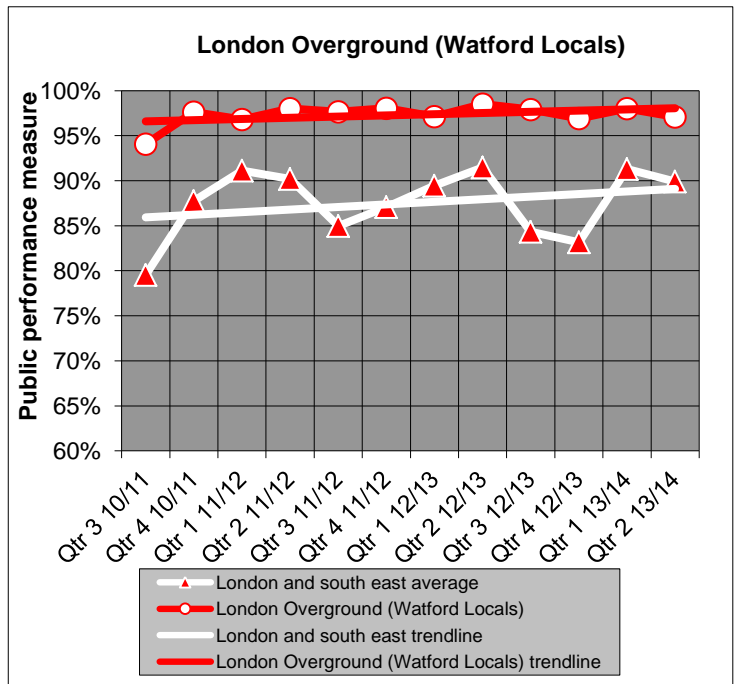
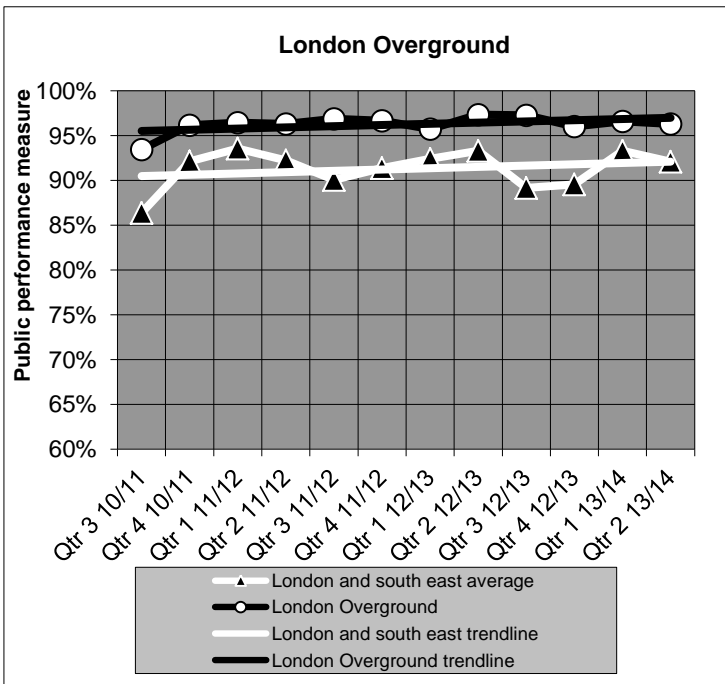
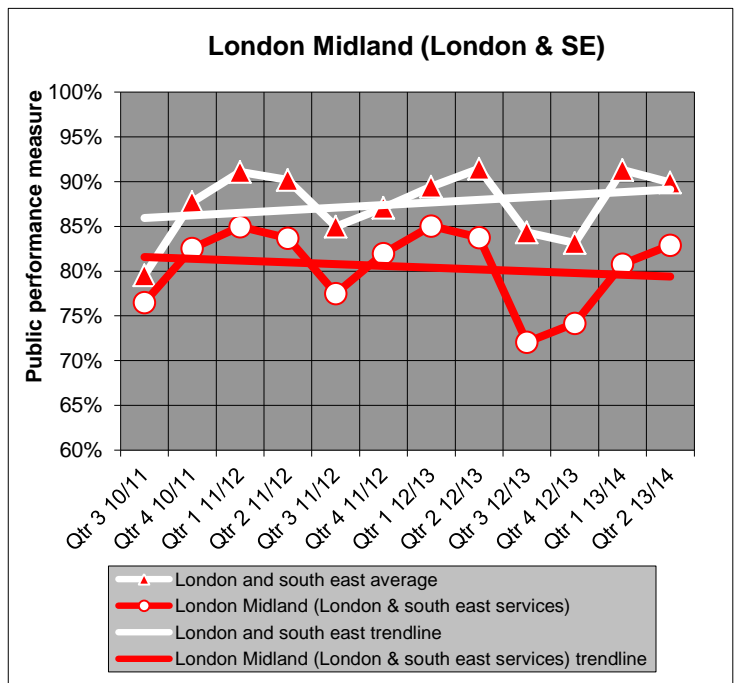
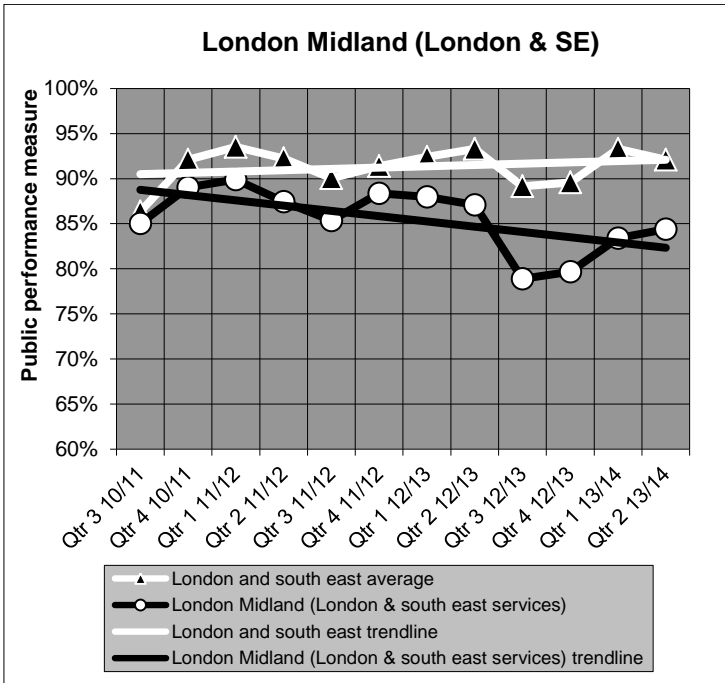
Peak trains performance



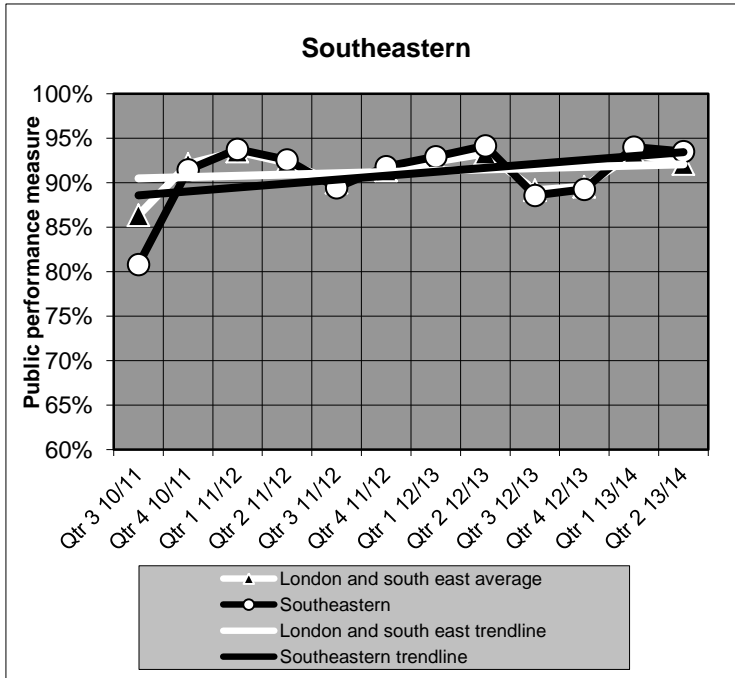
Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately.

All trains performance

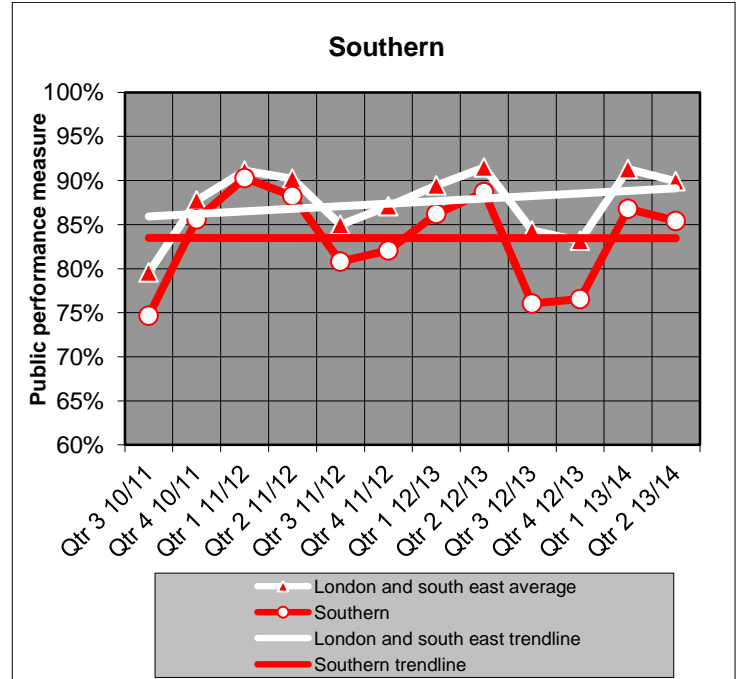
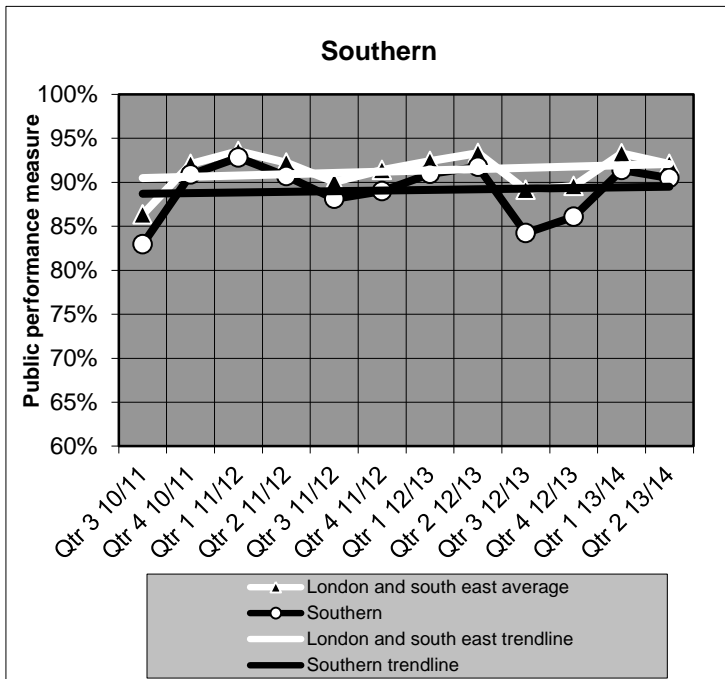
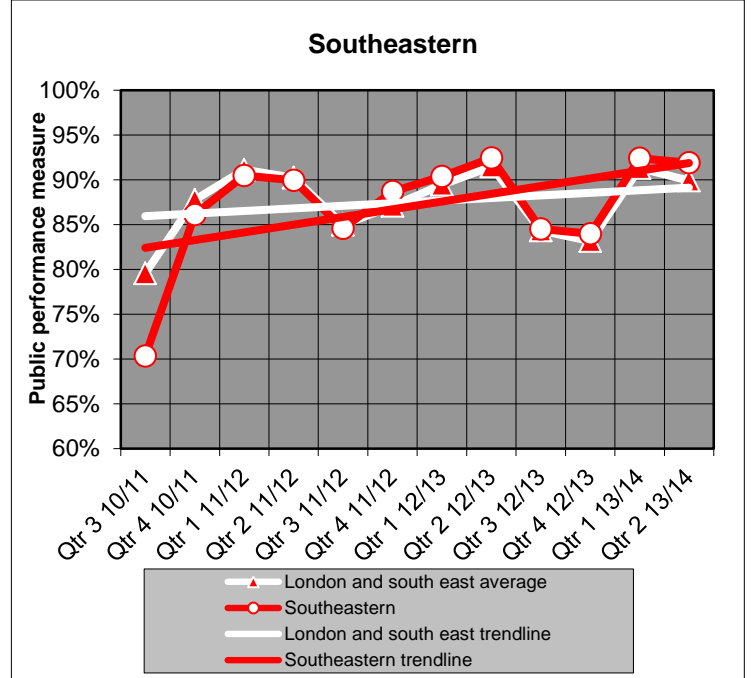
Peak trains performance



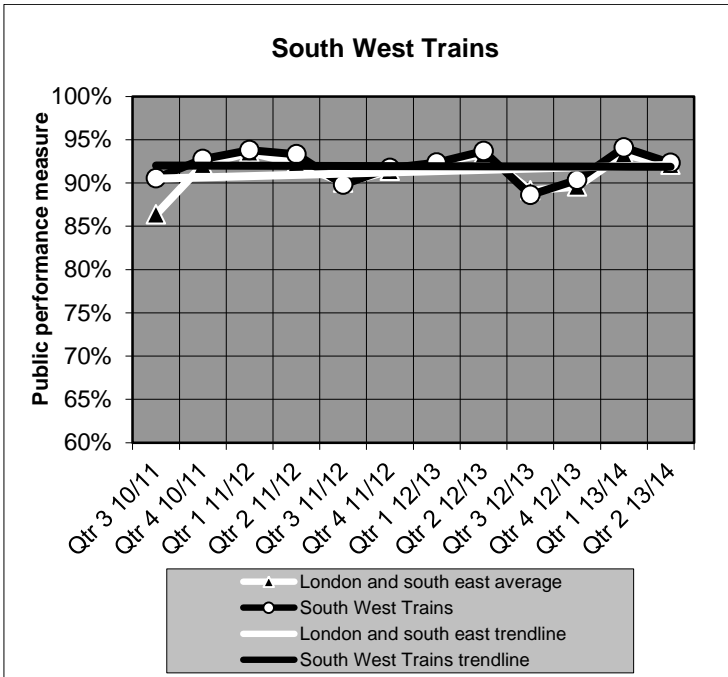
All trains performance



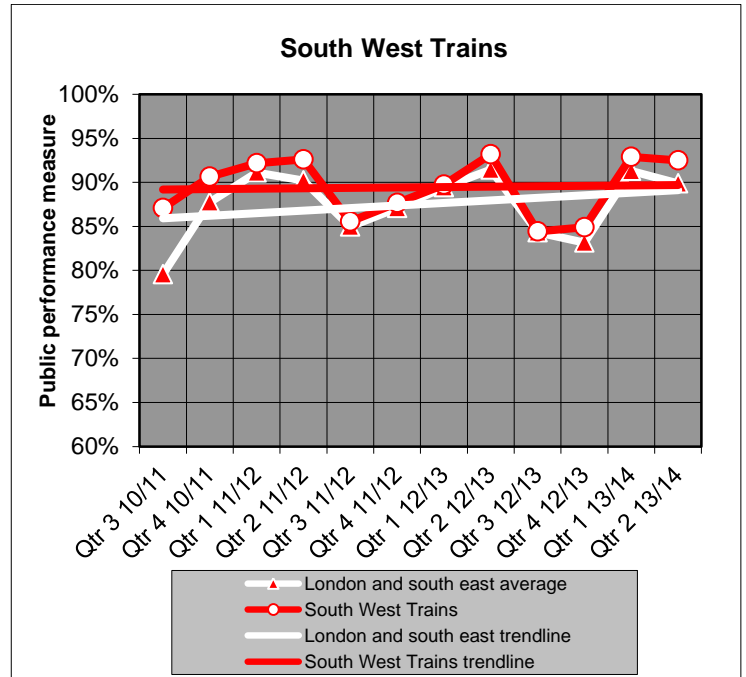
Peak trains performance



All trains performance



Peak trains performance

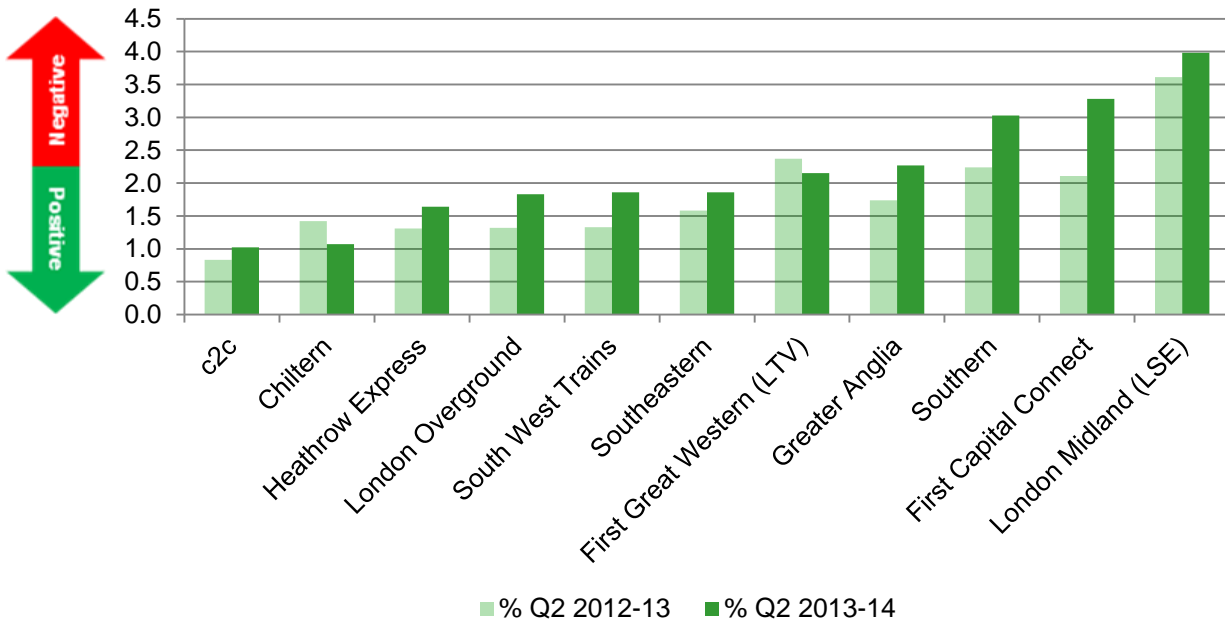


### 2.3 Cancellations and significant lateness

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.

c2c and Chiltern had the lowest rate of cancellations and significant lateness with 1.02% and 1.07% respectively. Chiltern also had the biggest improvement compared to Q2 2012/13. London Midland (LSE) had the highest (poorest) performance with a CaSL of 3.98%.

**Graph 2 – Cancellations and significant lateness Q2 2012/13 & Q2 2013/14**

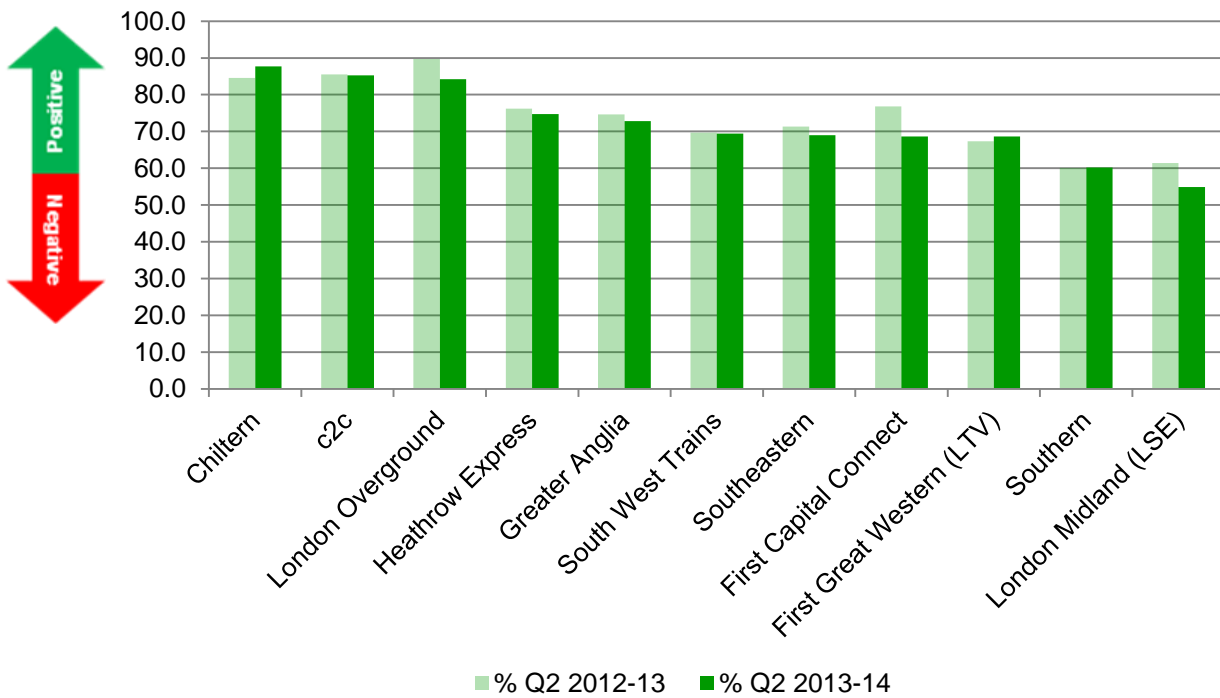


## 2.4 Right time arrivals

Right time arrival is a measure of the percentage of trains that arrive at their 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. First Capital Connect had the highest decrease for the same period. London Midland (LSE) had the lowest percentage of right time arrivals in this quarter.

**Graph 3 – Right time arrivals Q2 2012/13 & Q2 2013/14**





### 3 Passenger complaints

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

As can be seen these results vary 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 class of travel), and additional facilities such as reservations and catering. Not all operators control all or most (or even any) of the stations they serve. In addition, there is no fully effective industry-wide protocol relating to the definition and recording of complaints.

### 3.1 Complaints by operator

The below complaints data is the latest available from the Office of Rail Regulation. The table below shows the number of complaints rail passengers made about their journey by train operating company over a three year period. The shaded column shows the overall average complaints rate per operator per 100,000 journeys, although for some operators (e.g. London Midland) this disguises sharp quarter-on-quarter fluctuations.

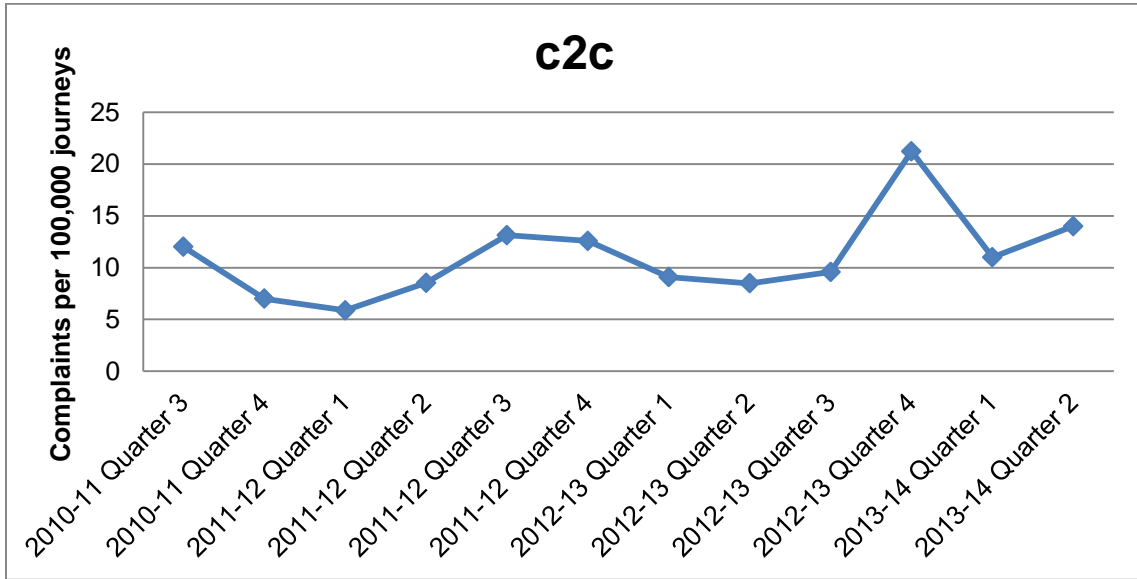
London Overground is conspicuous for its comparatively low level of complaints. A number of factors probably contribute to this, including high service frequencies, short journeys, a simple ticketing system, staffed stations and trains, and a generally high level of reliability. The reduction in Southern's complaints rate in the past six quarters is also striking. It is noteworthy that Chiltern has a high complaints rate despite its consistently good passenger satisfaction scores.

**TOC complaints per 100,000 passenger journeys taken from the Office of Rail Regulation reports 2013/14**

TOC	Q3 10-11	Q4 10-11	Q1 11-12	Q2 11-12	Q3 11-12	Q4 11-12	Q1 12-13	Q2 12-13	Q3 12-13	Q4 12-13	Q1 13-14	Q2 13-14	Average
c2c	12	7	6	9	13	13	9	8	10	21	11	14	11.1
Chiltern Railways	49	77	38	51	58	50	63	36	37	39	31	41	47.5
First Capital Connect	27	41	24	25	28	27	24	18	18	30	21	16	24.9
First Great Western	96	92	71	83	82	73	50	59	81	89	44	48	72.3
Greater Anglia	32	22	18	30	42	35	28	26	30	36	24	26	29.1
London Midland	70	73	97	66	85	74	64	77	149	96	57	35	78.6
London Overground	10	8	4	3	3	3	4	3	2	3	3	2	4.0
South West Trains	8	7	14	9	10	10	9	9	17	18	9	11	10.9
Southeastern	24	28	13	13	13	13	12	12	13	15	9	9	14.5
Southern	43	107	95	21	9	5	6	5	3	6	5	6	25.9

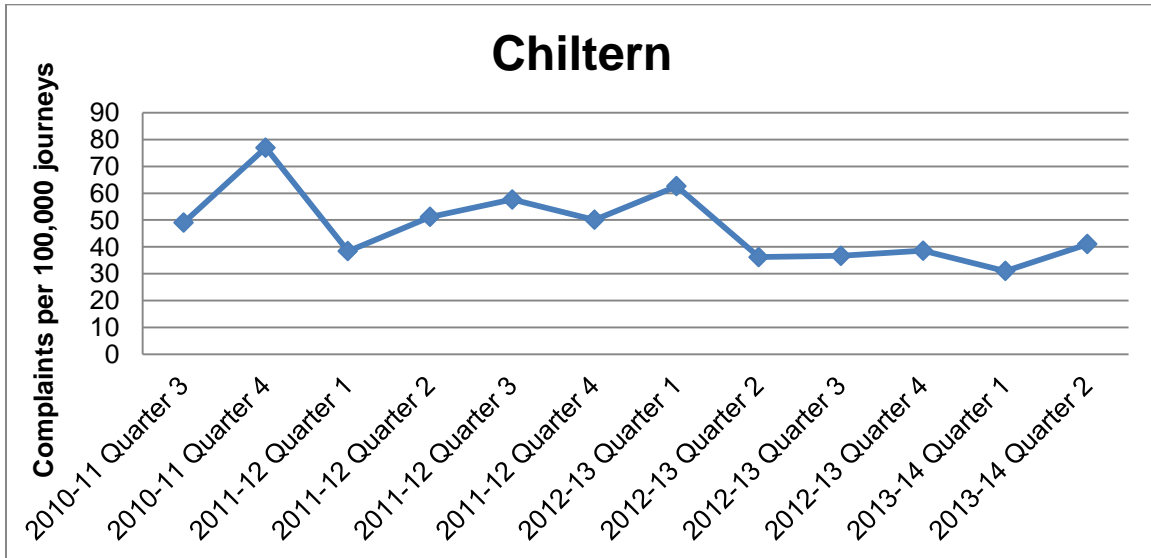
**c2c**

On average, there were 11.1 complaints to c2c per 100,000 journeys over the previous periods. Issues about service performance, staff conduct and ticketing were the most frequent categories.



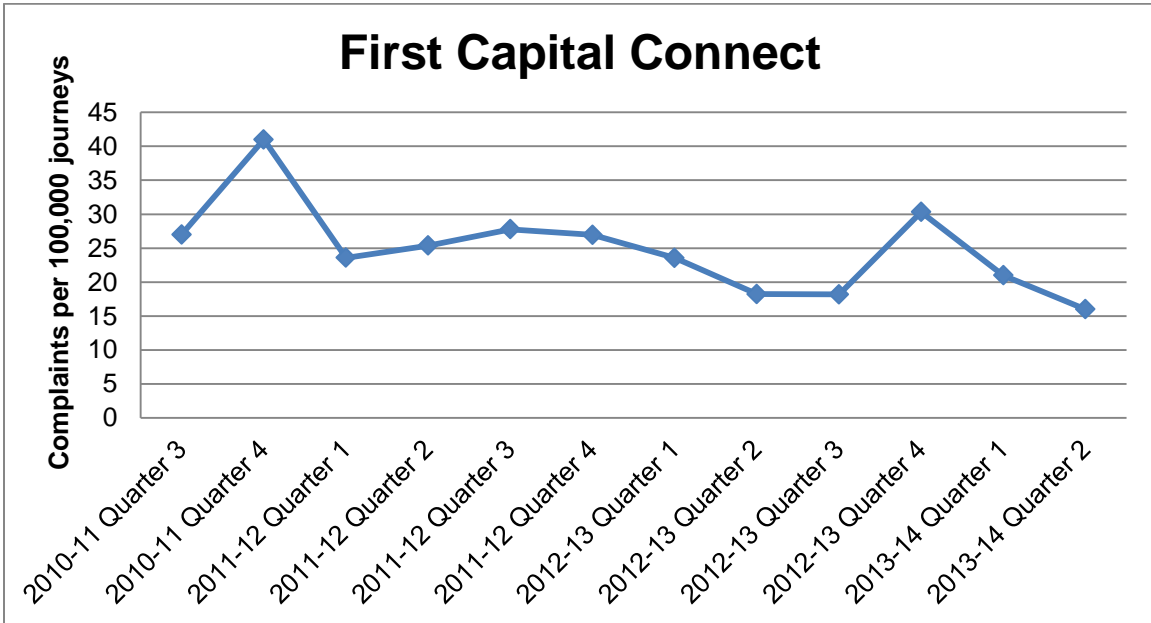
**Chiltern**

On average, there were 47.5 complaints to Chiltern per 100,000 journeys over the previous periods. Complaints about service performance and ticketing were the most frequent categories.



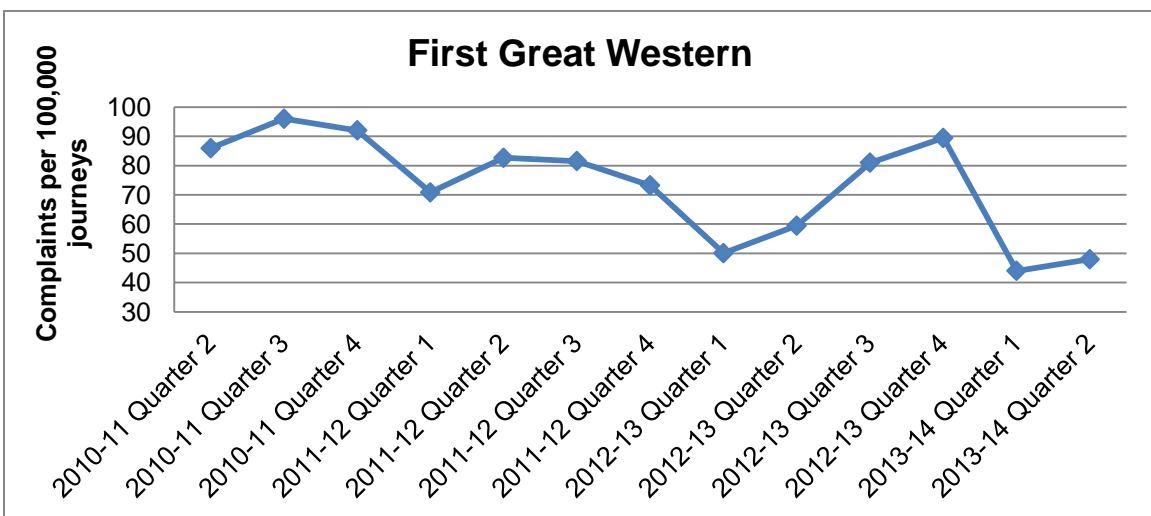
### First Capital Connect

On average, there were 24.9 complaints to First Capital Connect per 100,000 journeys over the previous periods. Complaints about service performance, ticketing and complaints handling were the most common.



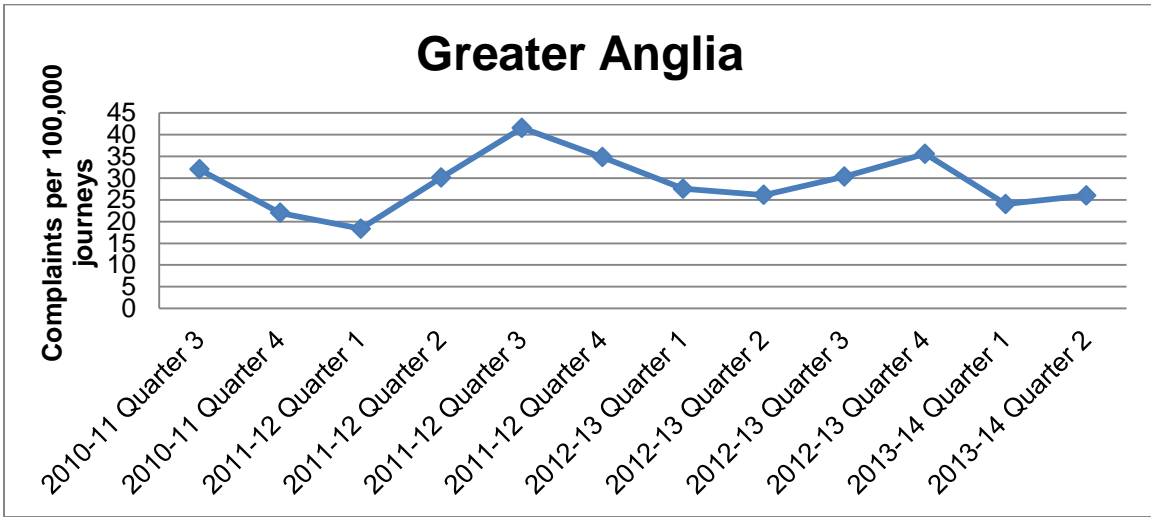
### First Great Western

On average, there were 72.3 complaints to First Great Western per 100,000 journeys over the previous periods. This is higher than all other operators except London Midland. Complaints about service performance and ticketing were the most common.



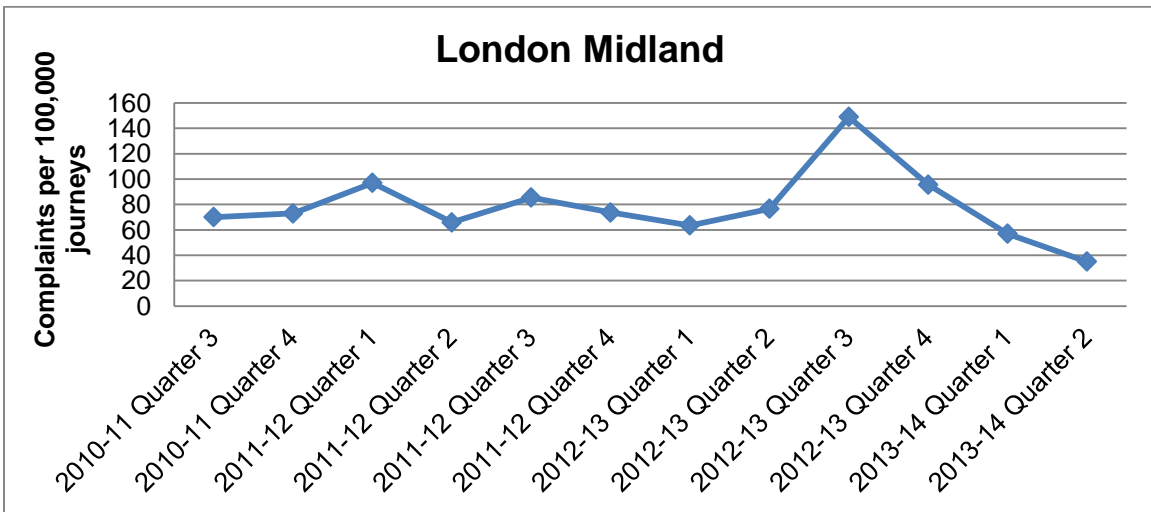
**Greater Anglia**

On average, there were 29.1 complaints to Greater Anglia per 100,000 journeys over the previous periods. 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.



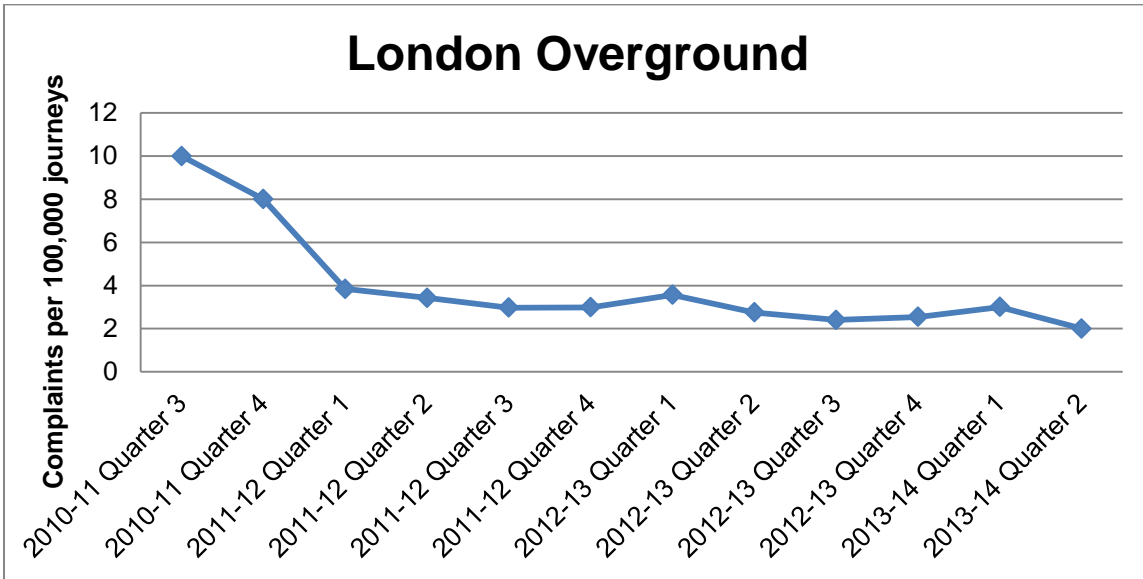
**London Midland (LSE)**

On average, there were 78.6 complaints to London Midland per 100,000 journeys over the previous periods. Quarter 2 again saw a reduction in complaints (35 in Q2 2013-14), compared to the previous quarters. Complaints about service performance were the most common.



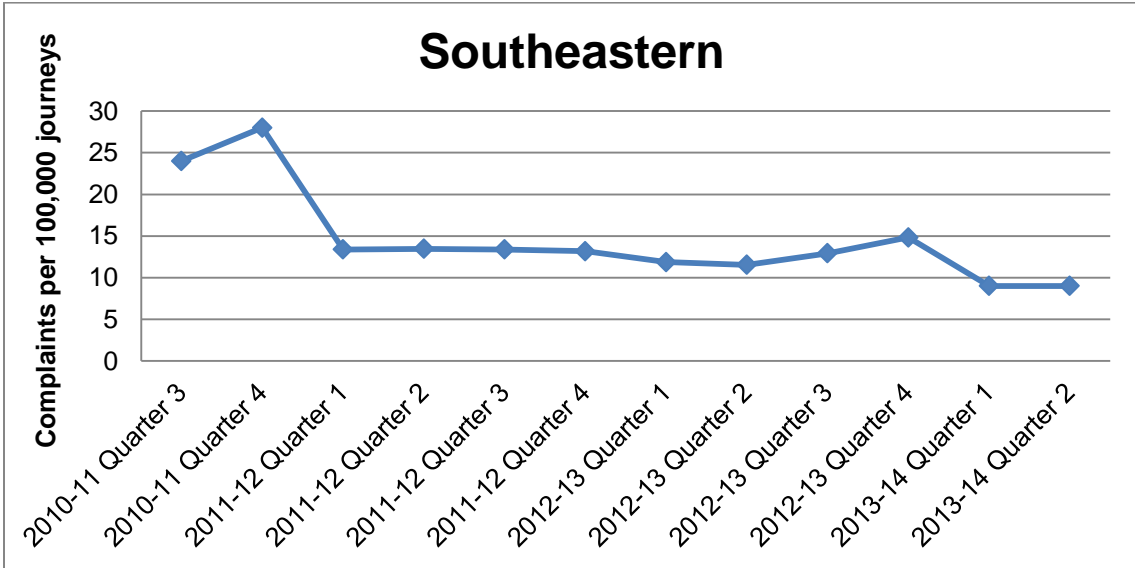
## London Overground

On average, there were four complaints to London Overground per 100,000 journeys over the previous periods. TfL inherited a poorly performing route, and through significant investments in the service has turned it around to have the best performance of any TOC in Britain. Train performance and ticketing are the two most common categories of complaint.



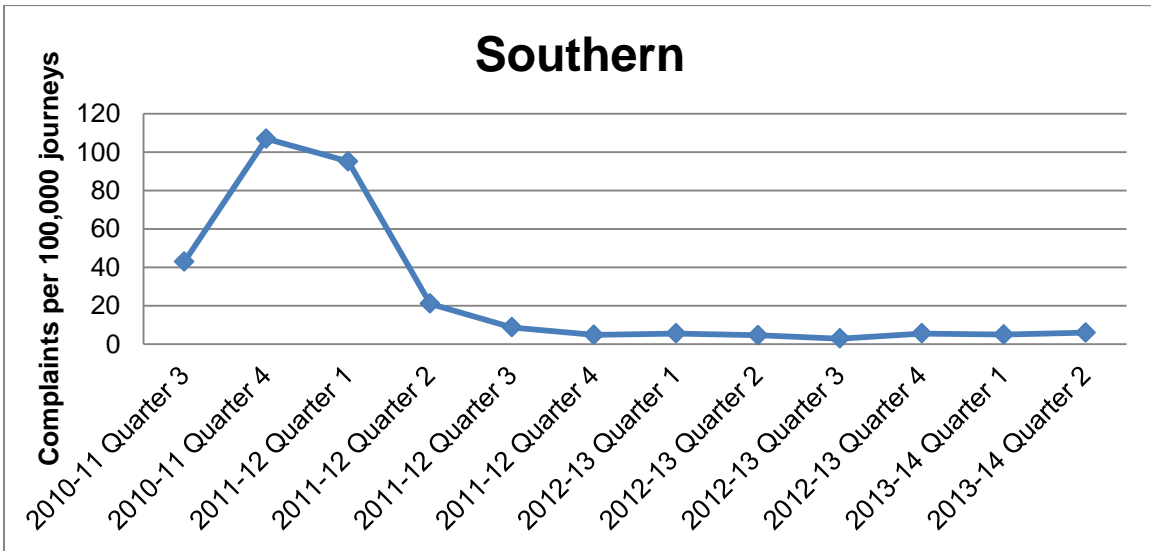
**Southeastern**

On average, there were 14.5 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 25.9 complaints to Southern per 100,000 journeys over the previous periods. Six complaints were received in quarter 2 2013-14. Complaints about service performance and ticketing were the most common.



### South West Trains

On average, there were 10.9 complaints to South West Trains per 100,000 journeys over the previous periods. Complaints about service performance, staff conduct and ticketing were the most common.

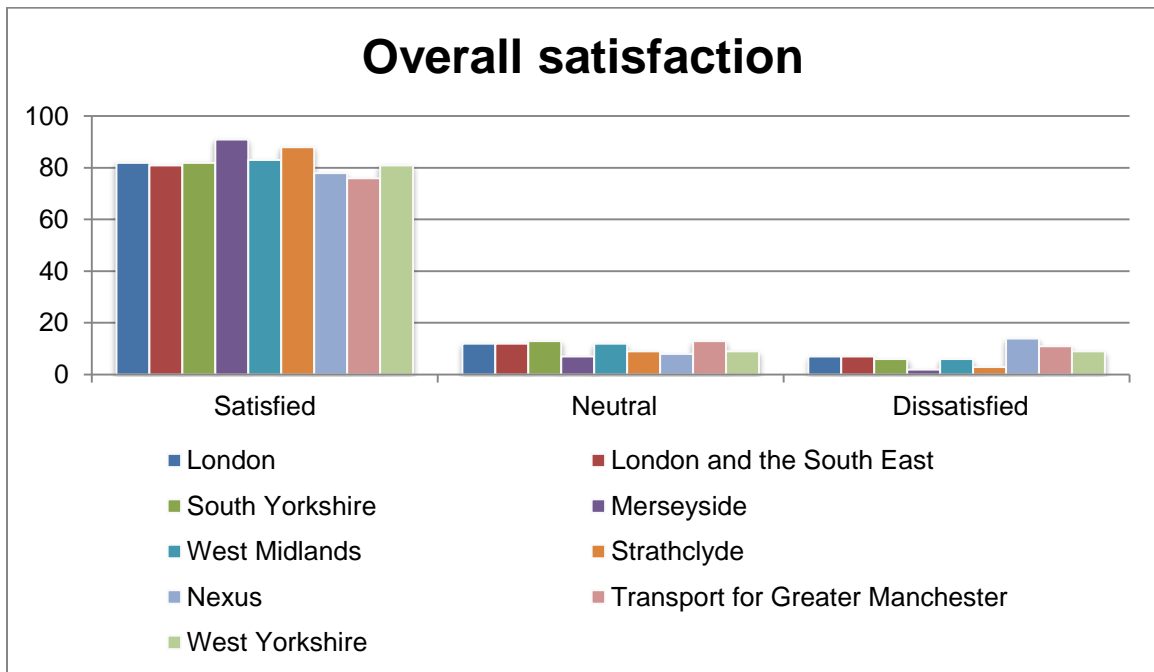


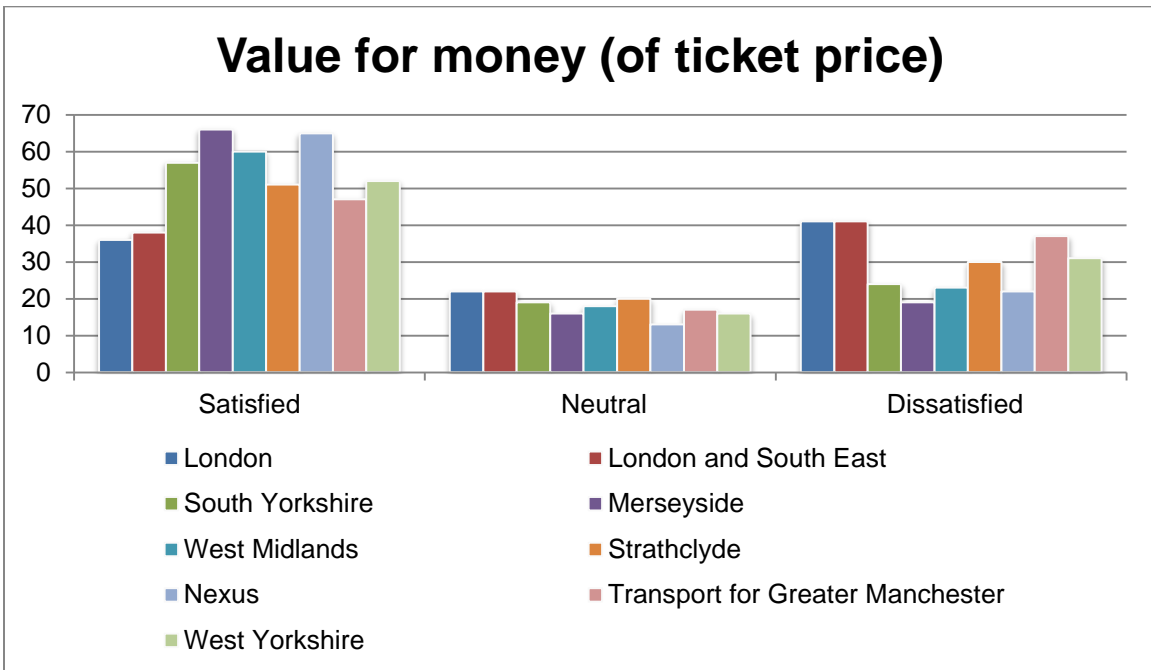
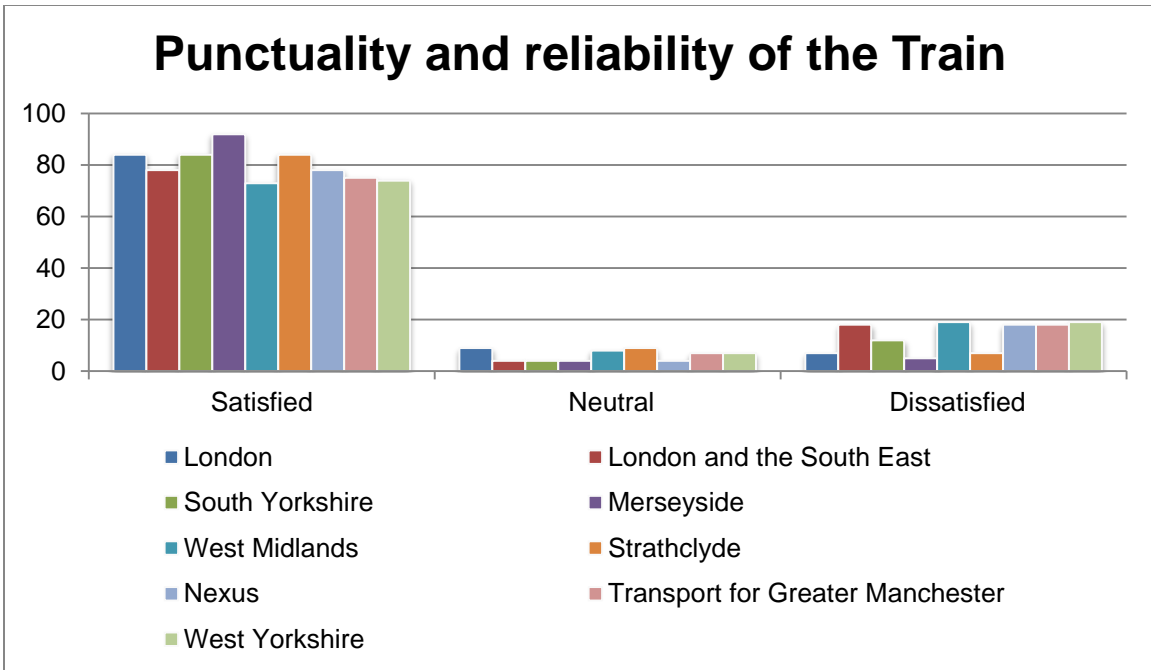


## 4 NPS London

The national passenger watchdog, Passenger Focus conducts a survey of National Rail passengers in the autumn and spring of each year. The National Passenger Survey (NPS) provides a network-wide picture of passengers' satisfaction with rail travel, and London TravelWatch has focused on comparing passengers in London and South East versus other regions covered by the survey. Sections looked at include; levels of passenger satisfaction, value for money, performance, frequency of trains on route, toilet facilities on trains and staff availability.

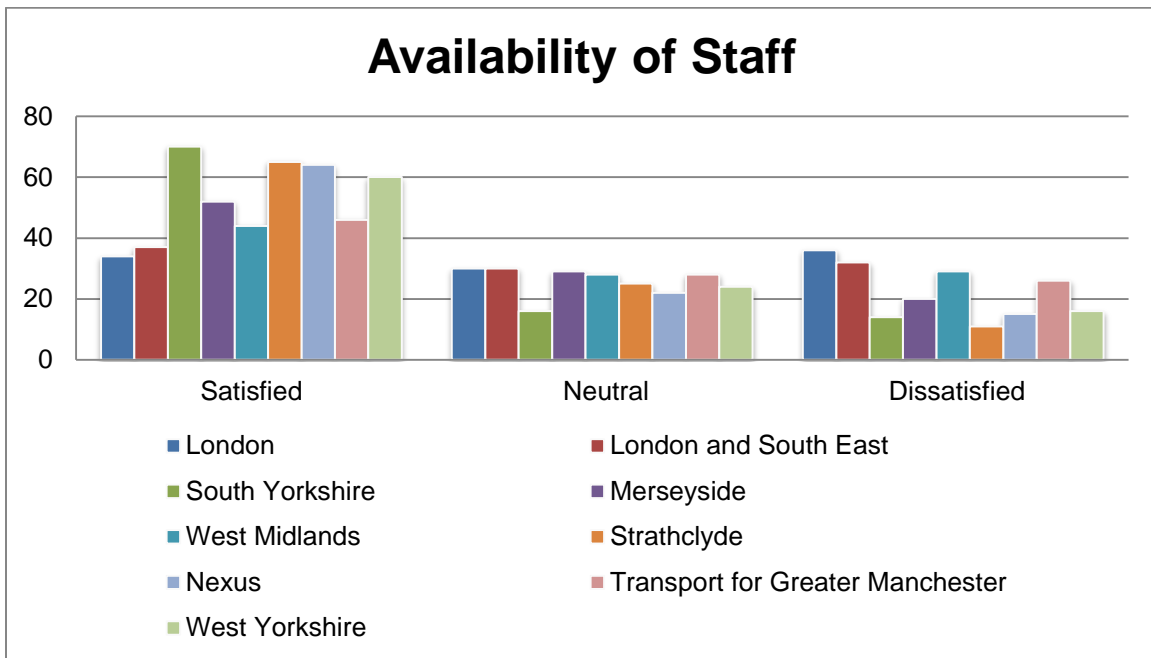
The overall satisfaction table shows that passengers in Merseyside were the most satisfied with their travel and Greater Manchester the least satisfied. Compared to other metropolitan regions, London passengers are in the mid range of general satisfaction, and with punctuality and reliability, they are also marginally more satisfied than passengers in the whole London & South East region.





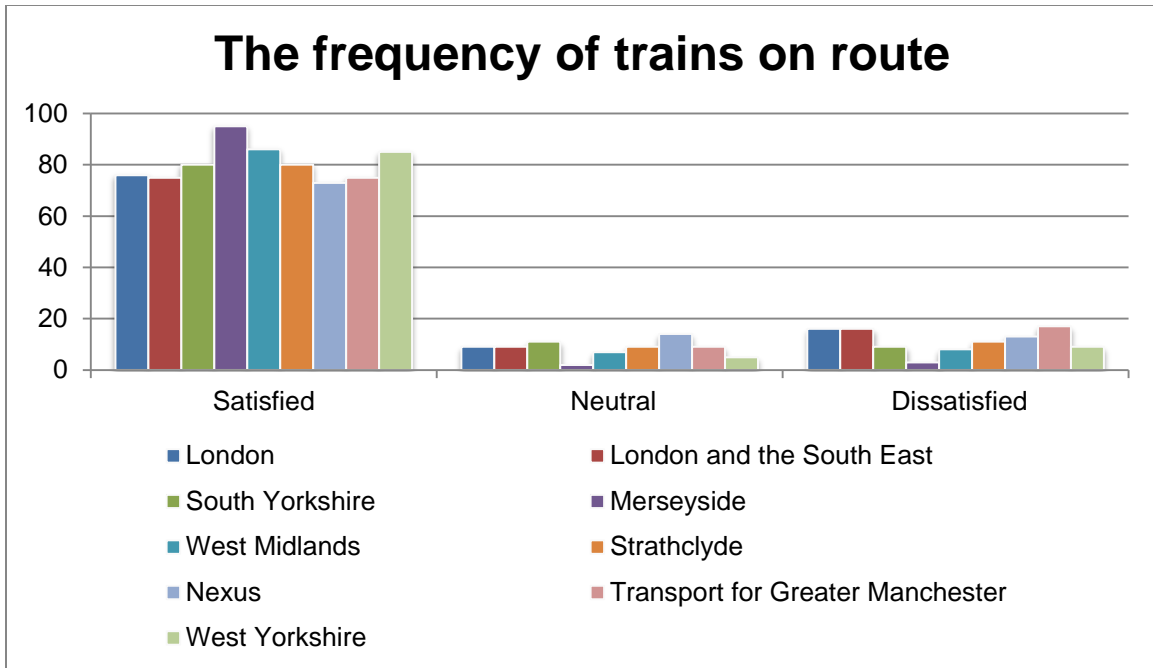
The perception of value for money, however, varies widely by region. It is striking that London passengers are the least satisfied, compared to passengers in other metropolitan regions and passengers in the wider London & South East region. This can be attributed to the higher level fares that Londoners pay compared to other regions, a higher dependency on public transport and greater levels of crowding and other environmental factors, that affect passengers' perception of

this measure. For further details please see London TravelWatch's Value for Money report<sup>1</sup>.



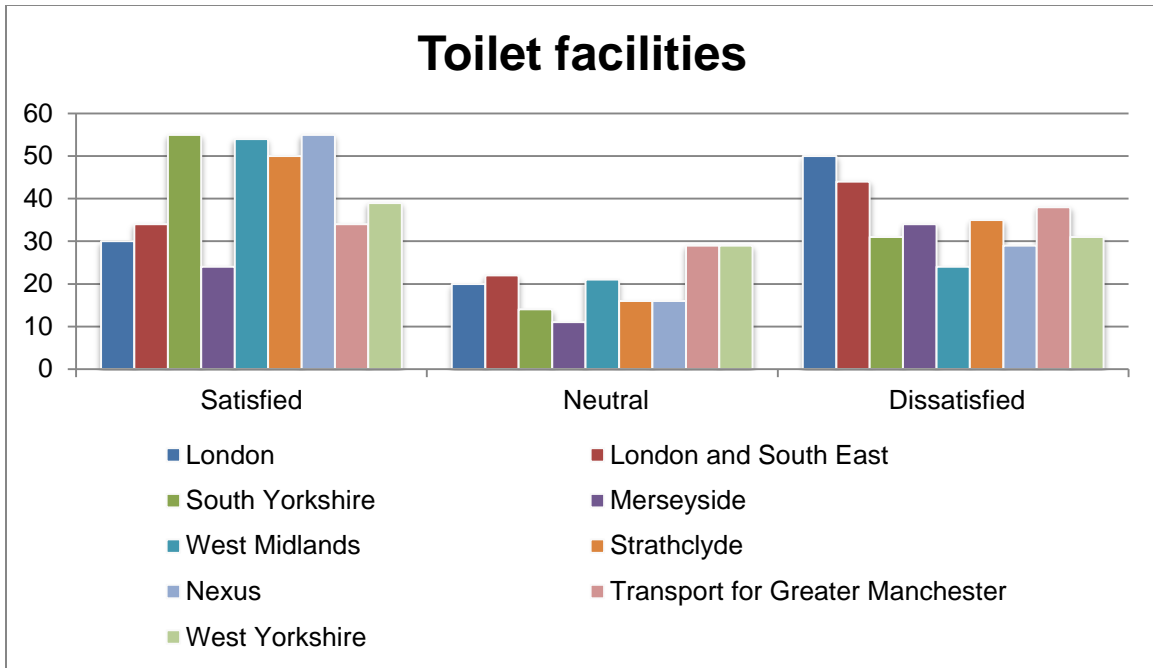
London passengers are least satisfied with the availability of staff compared the other regions. However, this can be attributed to the fact that, most metropolitan regions trains are operated by 'pay train' principles, with a conductor generally passing through the train, which gives a much greater staff visibility, compared to London methods of operation, which in most cases, operate on the principle of a driver only operation.

<sup>1</sup> [Value for Money on London's transport services: what consumers think, 2013](#)



London passengers have low rate of satisfaction compared to other metropolitan areas, because many suburban routes have services that run only every 30 minutes, or worse. However, in Merseyside and other metropolitan areas, most services run at least every 15 minutes or better, and have consistent service patterns throughout the day, whereas, in London, these can vary considerably.

There is a correlation between this measure with value for money, and it should be noted that operators with higher frequency of services, record a much better satisfaction with value for money (London Overground, c2c, First Great Western).



The poor satisfaction levels with on train facilities in London is a reflection of the levels of crowding on London trains, and the short length of most journeys means that space is generally not devoted to toilet provision.