

National Rail Performance Report - Quarter 4 2014/15 (January-March 2015)

June 2015



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 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
Quarter 3 2013-14 – Oct to Dec	Feb 2014
Quarter 4 2013-14 – Jan to Mar	July 2014
Quarter 1 2014-15 – Apr to Jun	Sept 2014
Quarter 2 2014-15 – Jul to Sept	Dec 2014
Quarter 3 2014-15 – Oct to Dec	March 2015
Quarter 4 2014-15 – Jan to Mar	June 2015

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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 (L&SE) during the fourth quarter (January to March) of 2014-15. However, section 3 relates to Q3 (Oct-Dec).

For definitions of the measures used, see Section 2.

London & South East train service performance

The L&SE train operators' overall *public performance measure* (PPM) result was higher than the previous quarter (Q3 2014-15) and the same period a year ago, averaging 88.4% in Q4 2014-15 - which was 0.8 percentage points higher than a year ago (Q4 2013-14).

Operating on routes with minimal interaction with other TOCs, c2c had the highest average PPM in the fourth quarter of 2014-15 (with 97.5%), a 1.2 percentage points increase compared with the same period a year ago (Q4 2013-14). Southern with a PPM of 78.2%, had the lowest score, lower than the previous quarter (Q3 2014-15), and a 2.6 percentage point reduction compared to the same period last year (Q4 2013-14).

In the last five quarters, Southern have had the worst PPM score compared to other L&SE operators. A significant proportion of this poor performance can be attributed to, but is not exclusively dependant on, on-going works at London Bridge, with problems compounded by, poor timetable planning and not enough tracks on the approach to London Bridge, numerous points and track circuit failures, and engineering works.

London Midland recorded the largest drop, with their PPM falling from 86.4% in Q4 2013-14 to 82.8% in Q4 2014-15. This was, in part, due to track and signalling issues, power failures and engineering works. London Midland had consistently been one of the poorest performers in previous quarters and was still the second worst performing operator throughout the quarter.

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 2014-15, with a score of 96.3%. Southern recorded a score of 62.8% and London Midland recorded a score of 76.7%.

The overall rate of cancellations and significant lateness was 3.2% in Q4 2014-15, which was 0.2 percentage points below the previous quarter and 0.4 percentage points lower than in Q4 2013-14. c2c recorded the lowest percentage, with 0.8%, a 0.8 percentage point reduction. Govia Thameslink Rail (formerly First Capital Connect), and Southern had the worst levels, with 5.0%, and 6.2% respectively.

Benefitting from a more benevolent weather conditions compared to the same quarter a year ago, First Great Western score for Q4 2014-15 was 2.0%, down 1.1 percentage points compared to Q4 2013-14.

The overall rate of '*right time*' arrivals was 65.1% in Q4 2014-15, 5.9 percentage points higher than Q3 2014-15, and 1.9 percentage points higher than Q4 2013-14. In the five quarters, Southern have had the worst RTA score compared to other L&SE operators, with 46.4% in Q4 2014-15, 1.5 percentage points lower than Q4 2013-14.

London Overground had the largest decrease in right time arrivals relative to the previous year (Q4 2013-14), with 73.6%, a 5.7 percentage points lower than Q3 2014-15 and 9.9 percentage point decrease compared to Q4 2014-15. The deterioration of right time performance can be attributed to the knock on effects of the works at London Bridge and the poor performance of other TOC's.

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 2014-15 Q4 statistics for these two franchises are not wholly comparable with data from previous quarters.

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 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 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 are run and 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 published timetable as amended for planned engineering works or as a result of major incidents.

For L&SE operators, a large proportion of 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.

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.

Most (seven out of eleven) operators' PPM scores increased in this quarter, when compared with the same period year ago (Q4 2013-14). However, it should be remembered that in 2013-14, the equivalent period had severe weather, which resulted in fallen trees, flooding and landslips whereas in Q4 2014-15 (October to December 2014) has had no such major external factors reducing performance, therefore, a benevolent weather contributed to an improvement.

Operating on routes with minimal interaction with other TOC's, c2c had the highest average PPM in the fourth quarter of 2014-15 (with 97.5%), a 1.2 percentage point increase compared

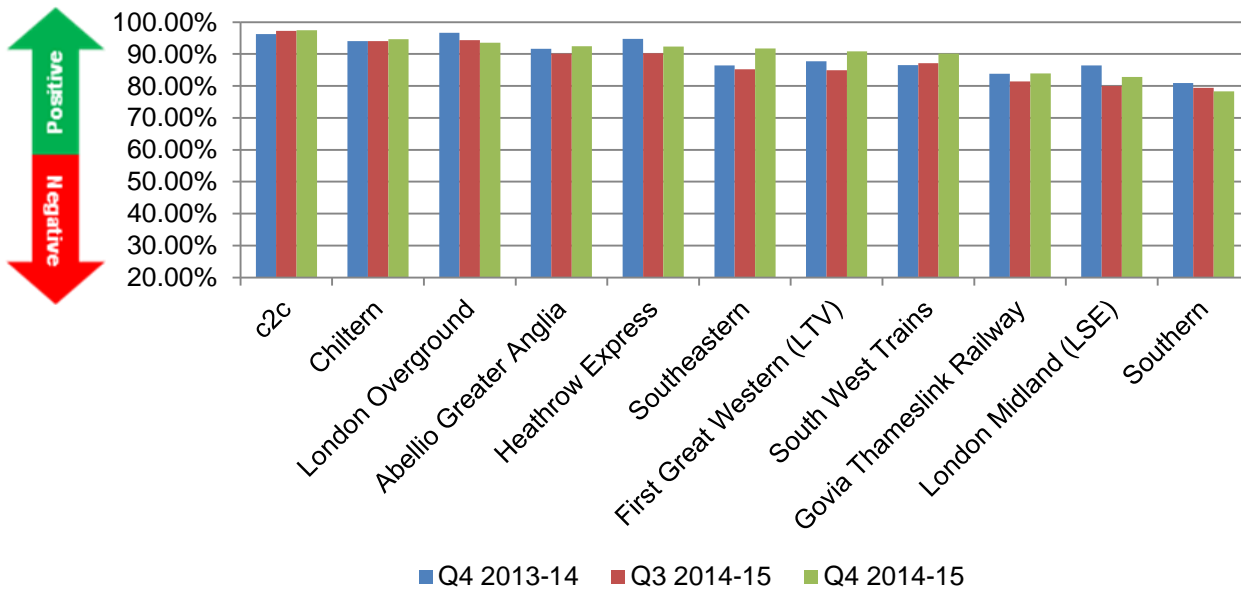
with the same quarter last year. Southern with a PPM of 79.3%, had the lowest score, a 2.1 percentage point reduction compared to the same quarter in 2013-14.

In the last five quarters, Southern have had the worst PPM score compared to other L&SE operators. A significant proportion of this poor performance can be attributed to, but is not exclusively dependant on, on-going works at London Bridge, with problems compounded by, poor timetable planning and not enough tracks on the approach to London Bridge, numerous points and track circuit failures, and engineering works.

London Midland recorded the largest drop, with their PPM falling from 86.4% in Q4 2013-14 to 82.8% in Q4 2014-15. This was, in part, due to track and signalling issues, power failures and engineering works. London Midland had consistently been one of the poorest performers in previous quarters and was still the second worst performing operator throughout the quarter.

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 2014-15, with a score of 96.3%. Southern recorded a score of 62.8% and London Midland recorded a score of 76.7%.

Graph 1 – Public performance measure Q4 2013-14, Q3 2014-15 & Q4 2014-15



1

¹ *Govia Thameslink Railway from 14 September 2014 (previously First Capital Connect)
www.londontravelwatch.org.uk

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.

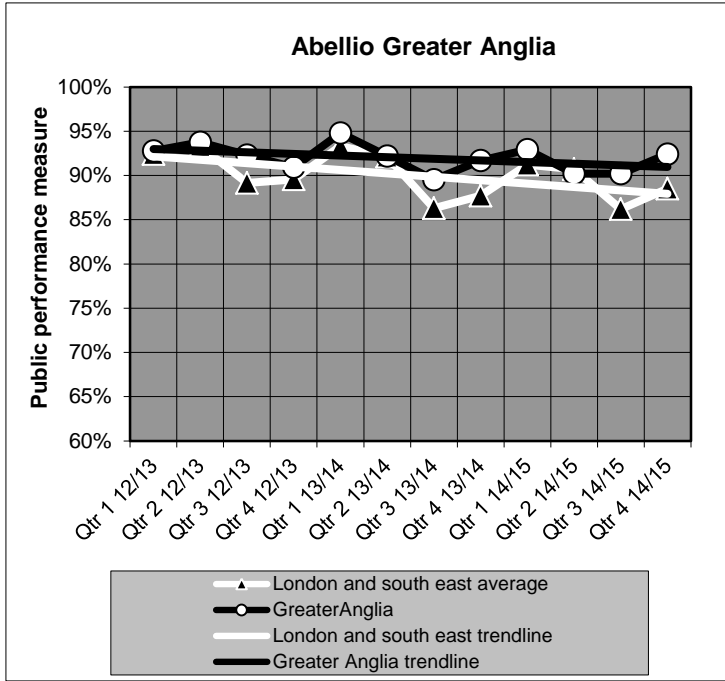
The performance of individual train companies is partially dependent on the varying ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably; but a second factor has also been the inability of some operators adequately to manage the service elements (such as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

The performance of c2c, Chiltern, Abellio Greater Anglia and London Overground has been on a stable or upward trend over the three year period. Overall, there was an improvement in Abellio Greater Anglia's performance, which is attributed at least in part to increased investment in the infrastructure through a joint initiative with Network Rail. London Overground however has seen a deterioration of performance attributed to the knock on effects of the works at London Bridge and the poor performance of other TOCs.

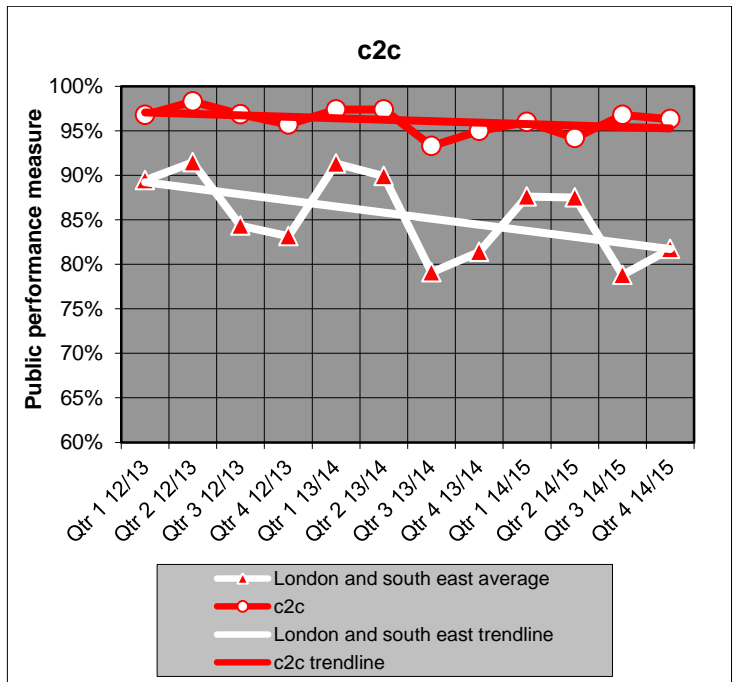
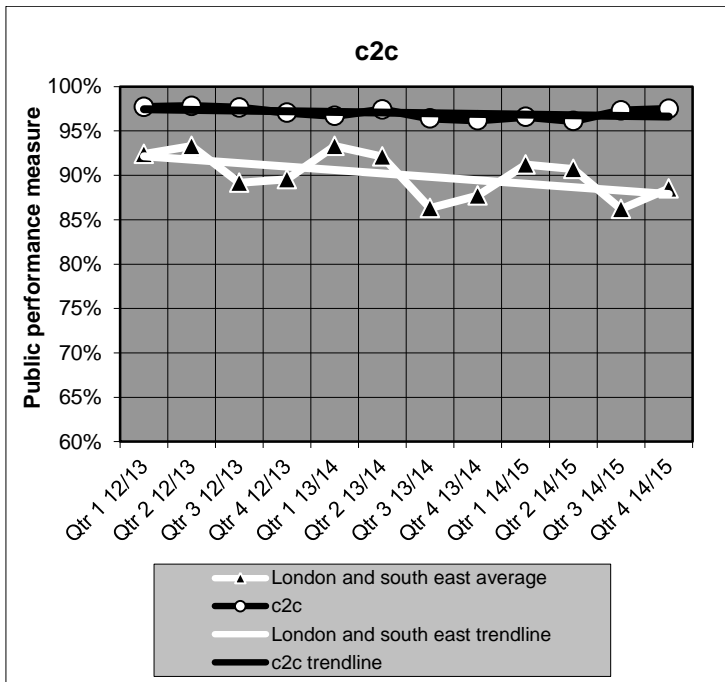
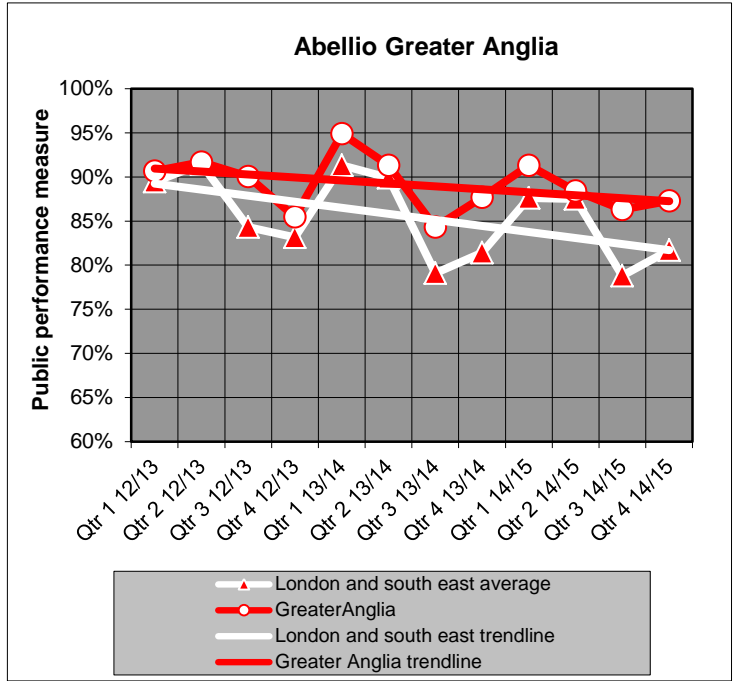
Chiltern achieved their result despite the major severance of their route between Banbury and Leamington Spa, during this period due to a landslip which closed this line for several weeks.

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

All trains performance

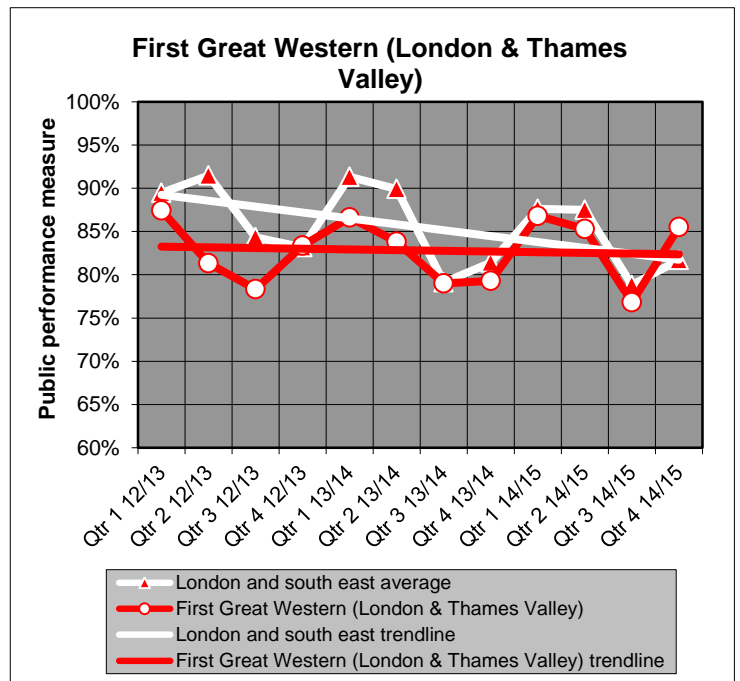
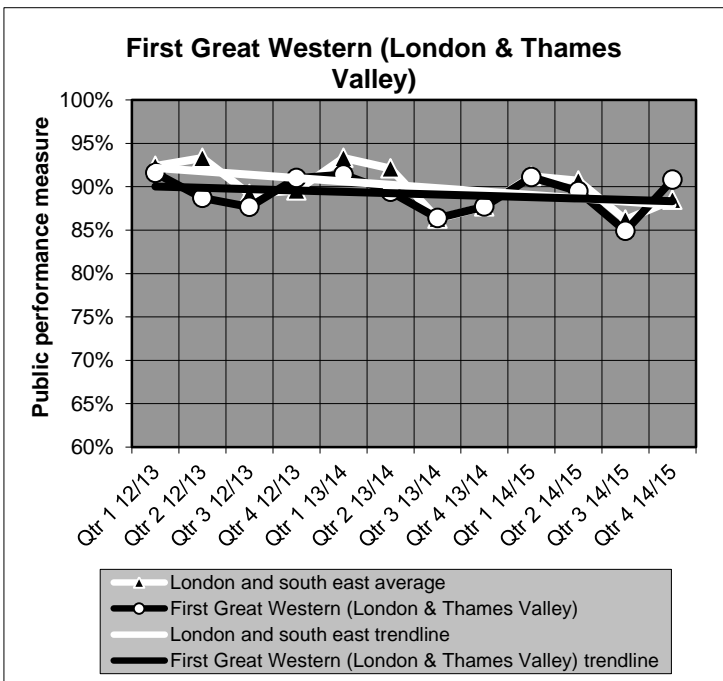
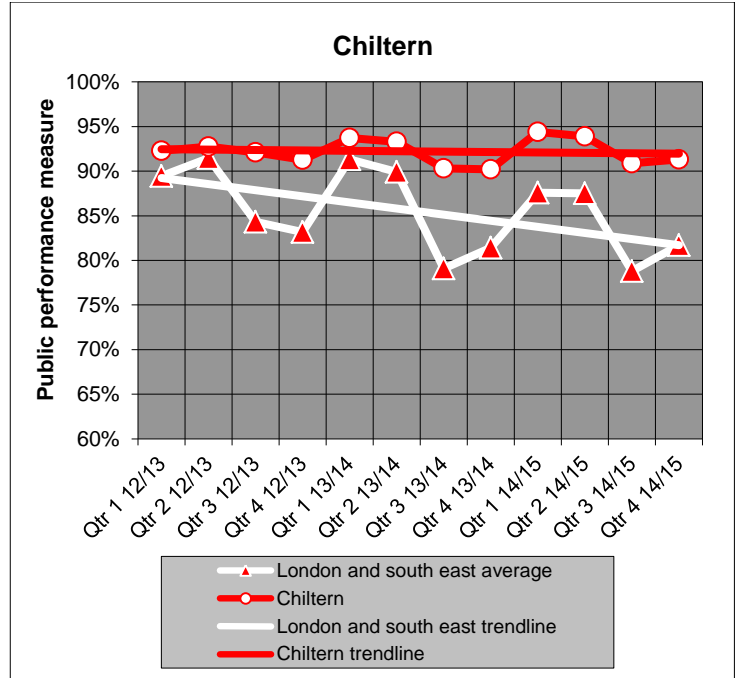
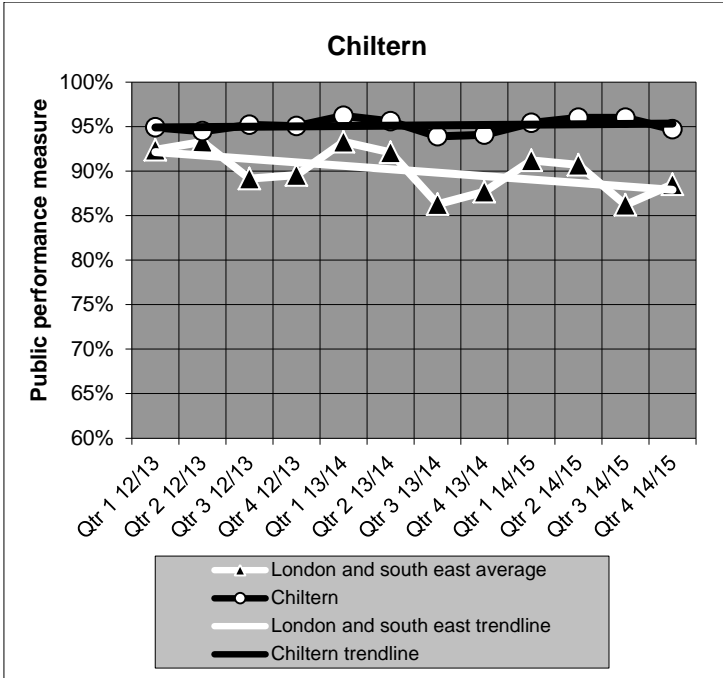


Peak trains performance

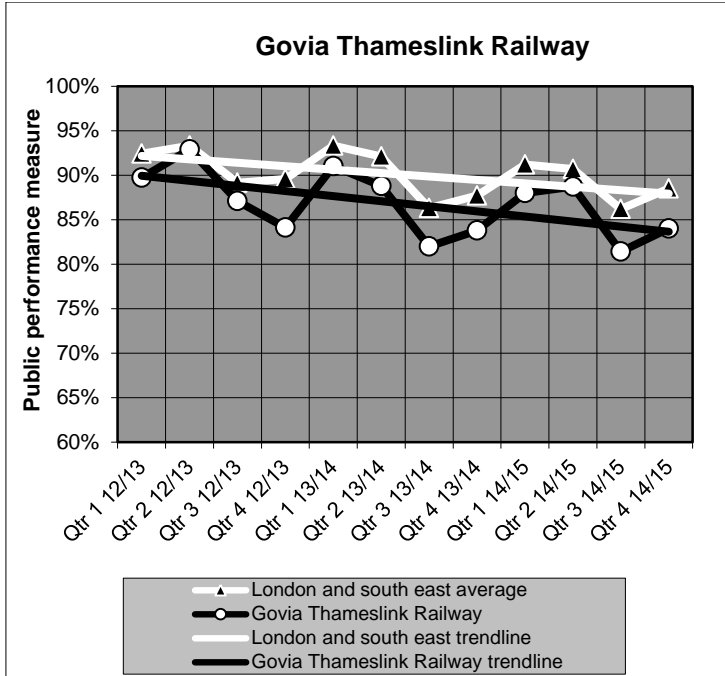


All trains performance

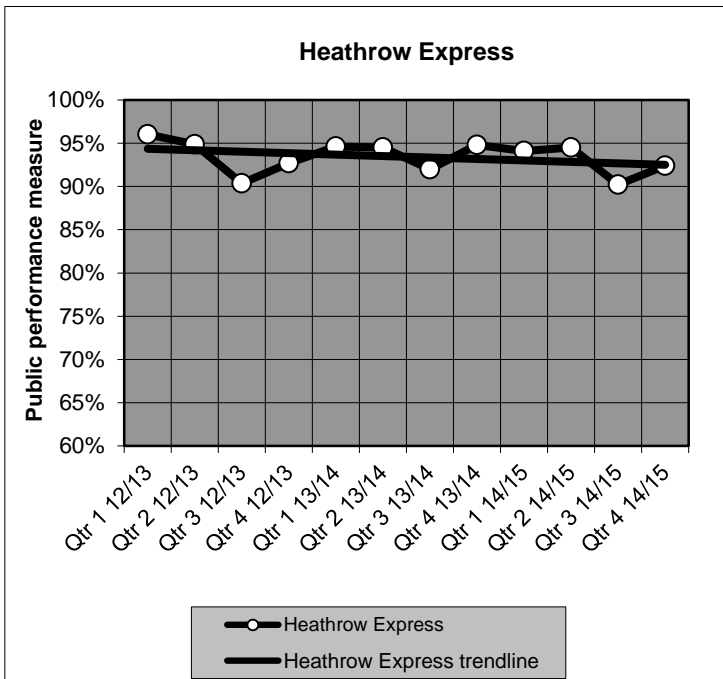
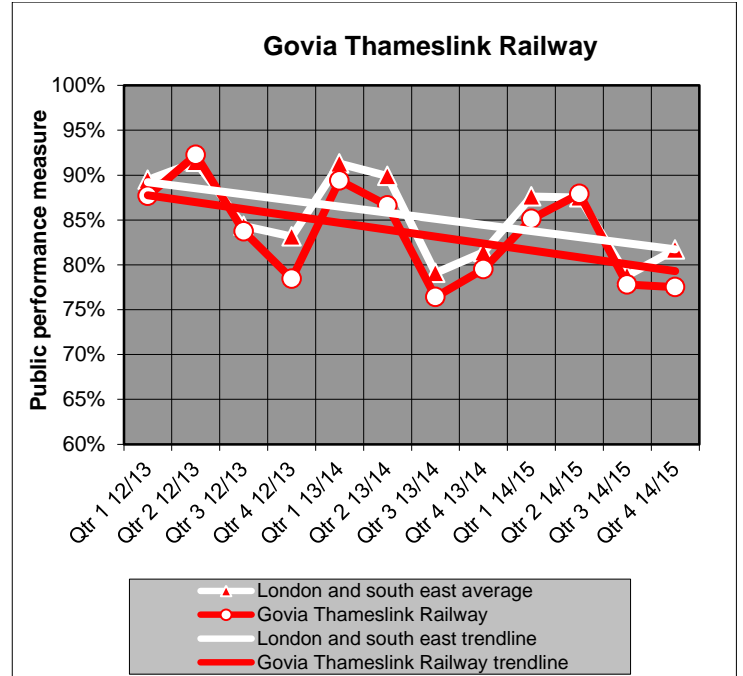
Peak trains performance



All trains performance



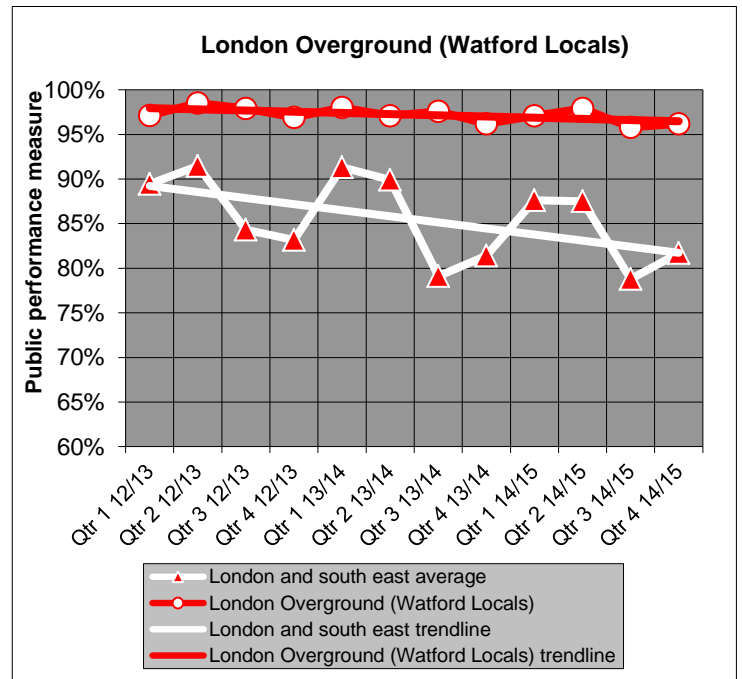
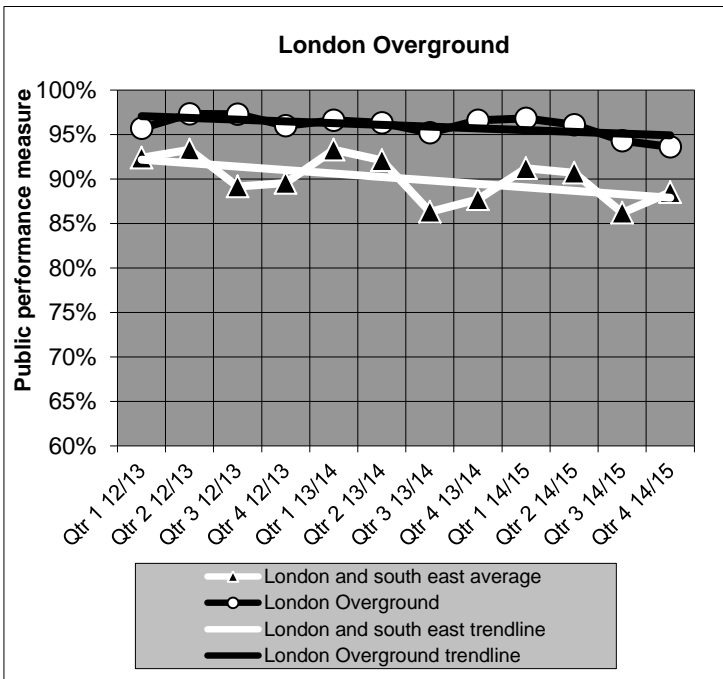
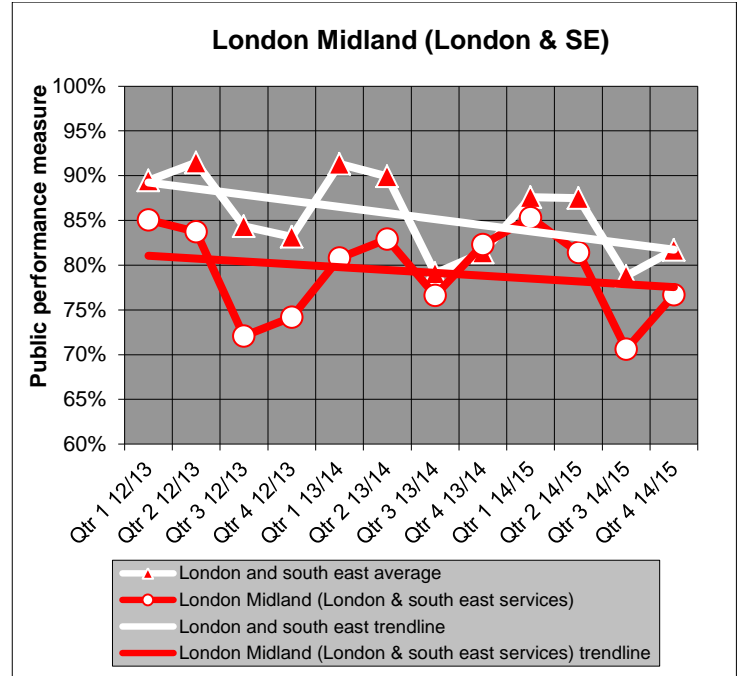
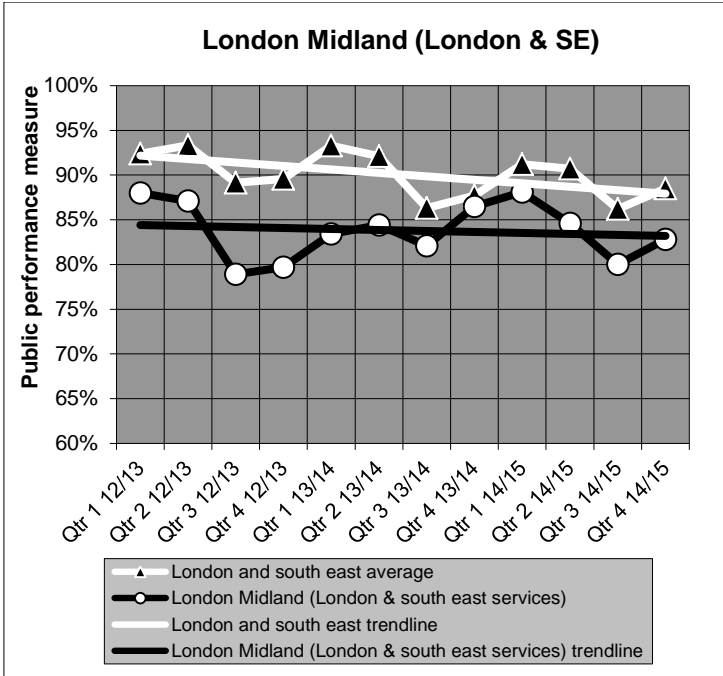
Peak trains performance



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

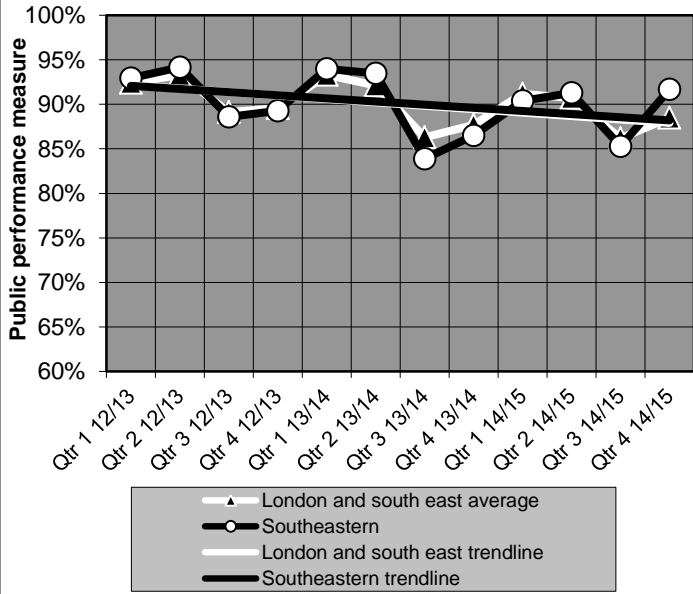
Peak trains performance



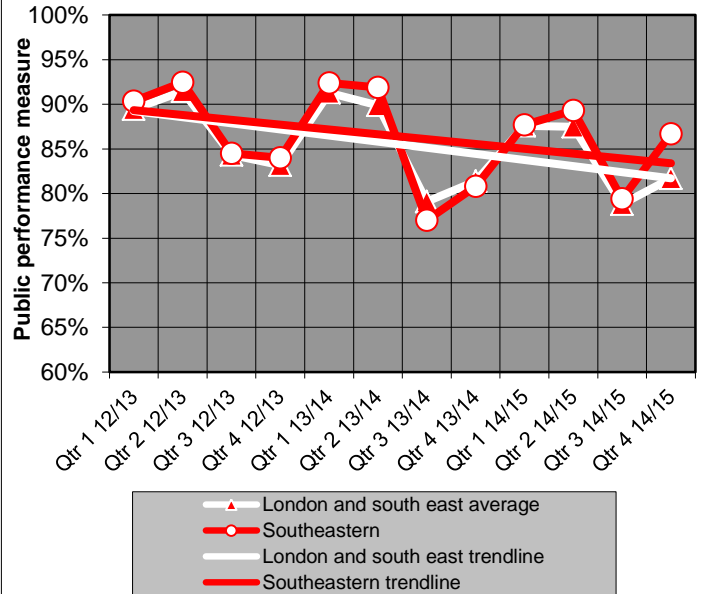
All trains performance

Peak trains performance

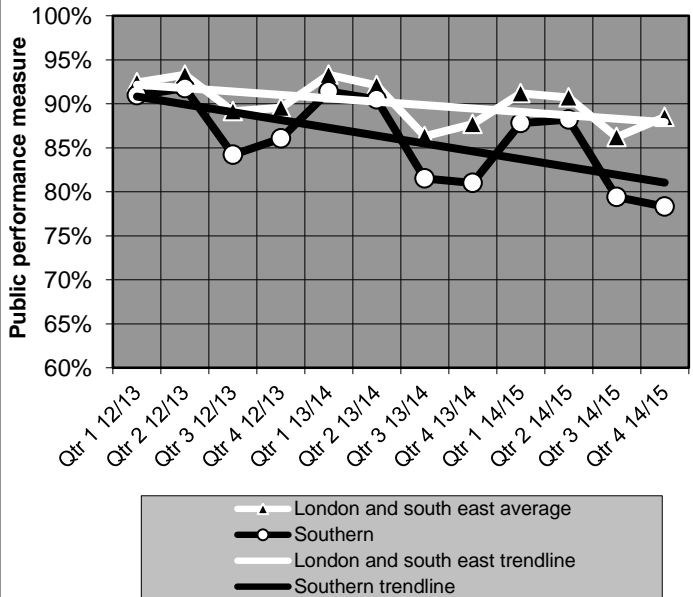
Southeastern



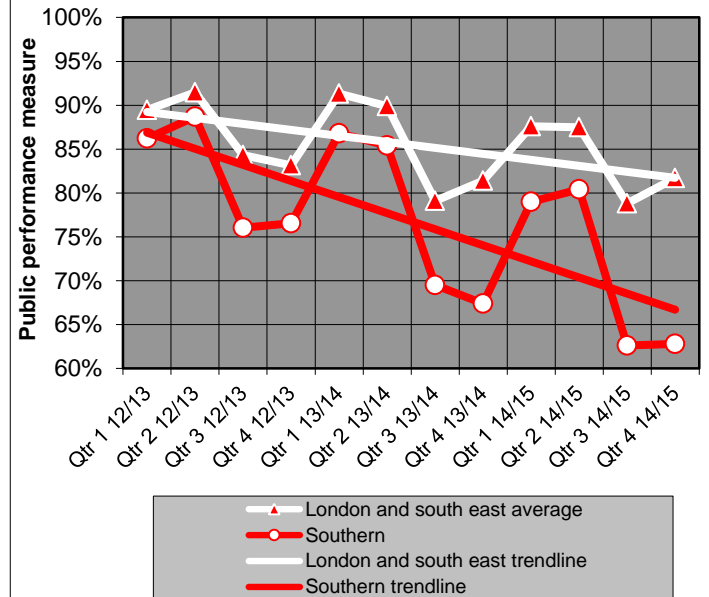
Southeastern



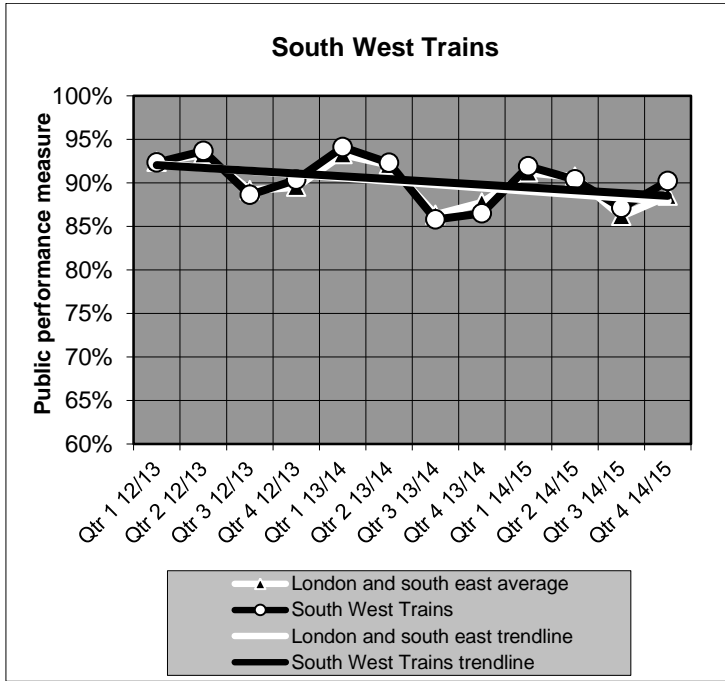
Southern



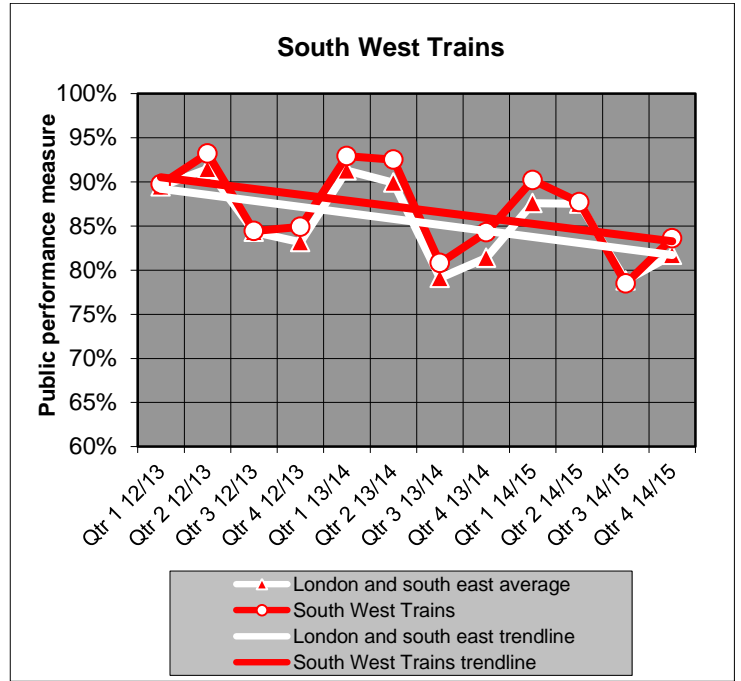
Southern



All trains performance



Peak trains performance



2.3 Cancellations and significant lateness

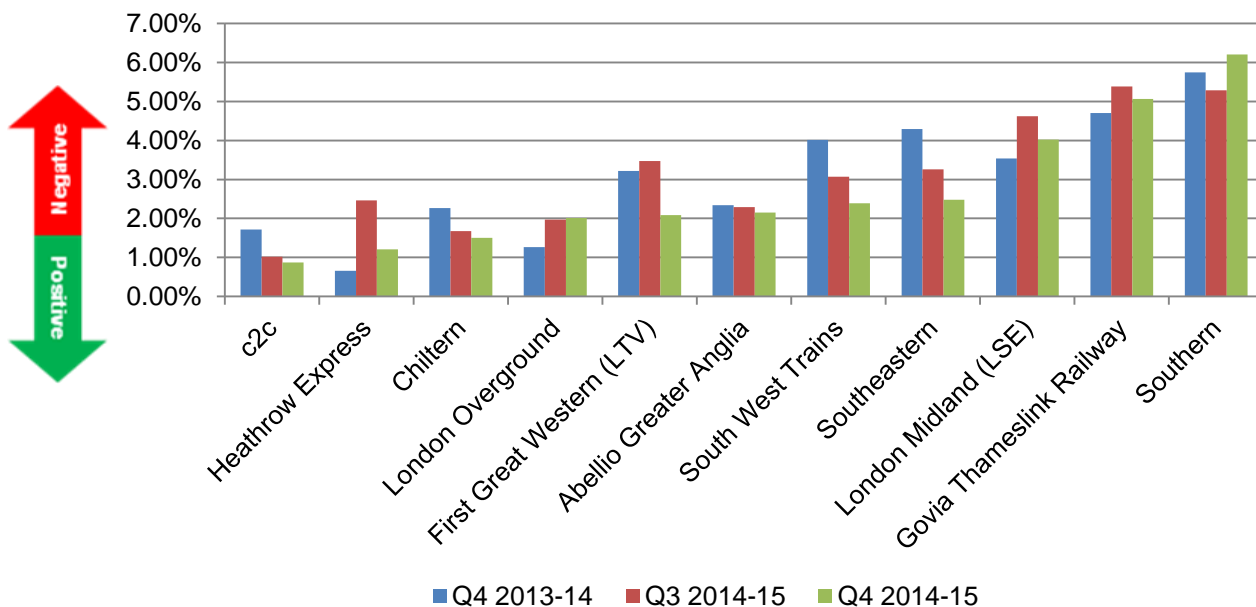
Cancellations and significant lateness is a measure of the percentage of trains which arrive ‘significantly’ late or do not run, expressed as a percentage of the total number of trains planned. A train is defined as significantly late if it arrives 30 or more minutes late at its planned destination or fails to complete its entire planned route, including calling at all timetabled stations. This measure reflects the level of serious disruption to passenger journeys.

The overall rate of cancellations and significant lateness was 3.2% in Q4 2014-15, which was 0.2 percentage points below the previous quarter and 0.4 percentage points lower than in Q4 2013-14. c2c recorded the lowest percentage, with 0.8%, a 0.8 percentage point reduction. Govia Thameslink Rail (formerly First Capital Connect), and Southern had the worst levels, with 5.0%, and 6.2% respectively.

Benefitting from a more benevolent weather conditions compared to the same quarter a year ago, First Great Western score for Q4 2014-15 was 2.0%, down 1.1 percentage points compared to Q4 2013-14.

Service reliability of the new GTR franchise (both Thameslink and Great Northern routes), and Southern did not benefit from the improved weather conditions, and continued to be poor for a number of reasons, mainly poor timetable planning and not enough tracks on the approach to london bridge, numerous points and track circuit failures, and engineering works.

Graph 2 – Cancellations and significant lateness Q4 2013-14, Q3 2014-15 & Q4 2014-15



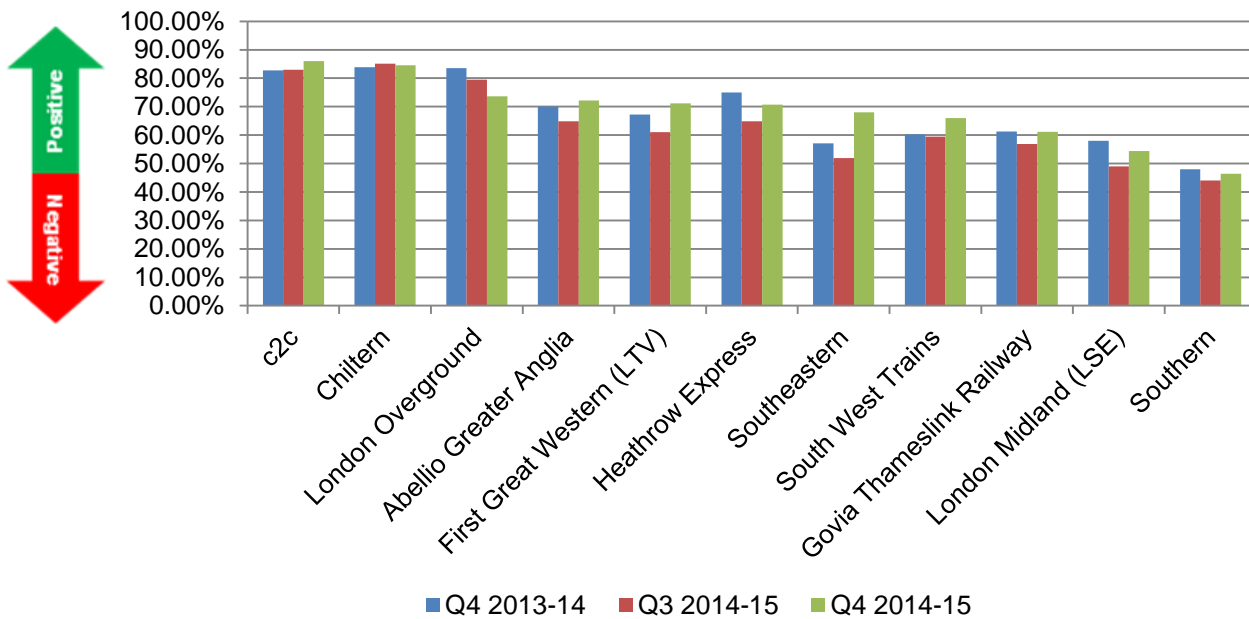
2.4 Right time arrivals

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).

The overall rate of ‘right time’ arrivals was 65.1% in Q4 2014-15, 5.9 percentage points higher than Q3 2014-15, and 1.9 percentage points higher than Q4 2013-14. In the five quarters, Southern have had the worst RTA score compared to other L&SE operators, with 46.4% in Q4 2014-15, 1.5 percentage points lower than Q4 2013-14.

London Overground had the largest decrease in right time arrivals relative to the previous year (Q4 2013-14), with 73.6%, 5.7 percentage points lower than Q3 2014-15 and a 9.9 percentage point decrease compared to Q4 2014-15. The deterioration of right time performance can be attributed to the knock on effects of the works at London Bridge and the poor performance of other TOCs.

Graph 3 – Right time arrivals Q4 2013-14, Q3 2014-15 & Q4 2014-15



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. 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. 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 which raise multiple issues. Inter-operator comparisons are generally less revealing than trends over time in individual companies’ data.

3.1 Complaints by operator

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q3 2014-15 (Oct-Dec 2014). 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 which are outside London and the south east. Heathrow Express is an unfranchised (or "open access") operator, for which complaints data are not published, and is therefore omitted.

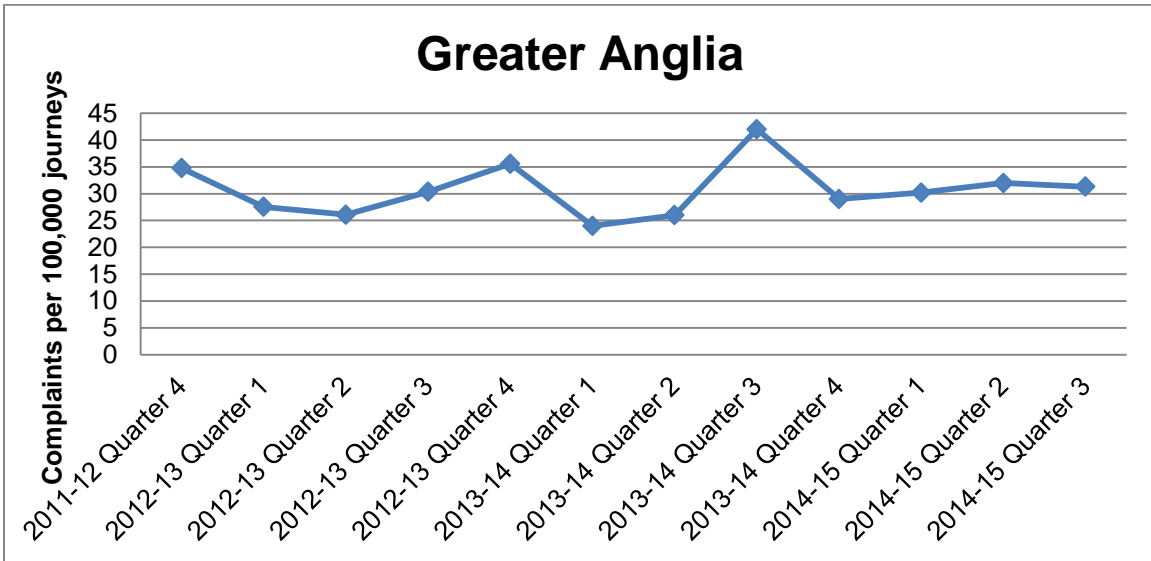
London Overground is conspicuous for its comparatively low rate of complaints. A number of factors probably contribute to this, including high service frequencies, short journeys, a simple ticketing system, fully staffed stations, and a generally high level of reliability. It is noteworthy that Chiltern 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	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Average
	11-12	12-13	12-13	12-13	12-13	13-14	13-14	13-14	13-14	14-15	14-15	14-15	
Chiltern Railways	50	63	36	37	39	31	76	84	127	63	78.5	60.5	62.1
London Midland	74	64	77	149	96	57	35	40	40	28.6	27.6	32.6	60.1
First Great Western	73	50	59	81	89	44	48	56	68	41.8	38.3	37.9	57.2
Abellio Greater Anglia	35	28	26	30	36	24	26	42	29	30.2	35	33.8	31.3
Govia Thameslink Railway	27	24	18	18	30	21	16	20	33	14.8	10.5	16.8	20.8
c2c	13	9	8	10	21	11	14	13	16	12.6	24.8	25.0	14.8
South West Trains	10	9	9	17	18	9	11	15	17	13.2	15.2	21.7	13.8
Southeastern	13	12	12	13	15	9	9	14	20	8.1	9.2	13.8	12.3
Southern	5	6	5	3	6	5	6	9	9	9.5	8.9	10.6	6.9
London Overground	3	4	3	2	3	3	2	3	3	2.8	2.8	3.1	2.9

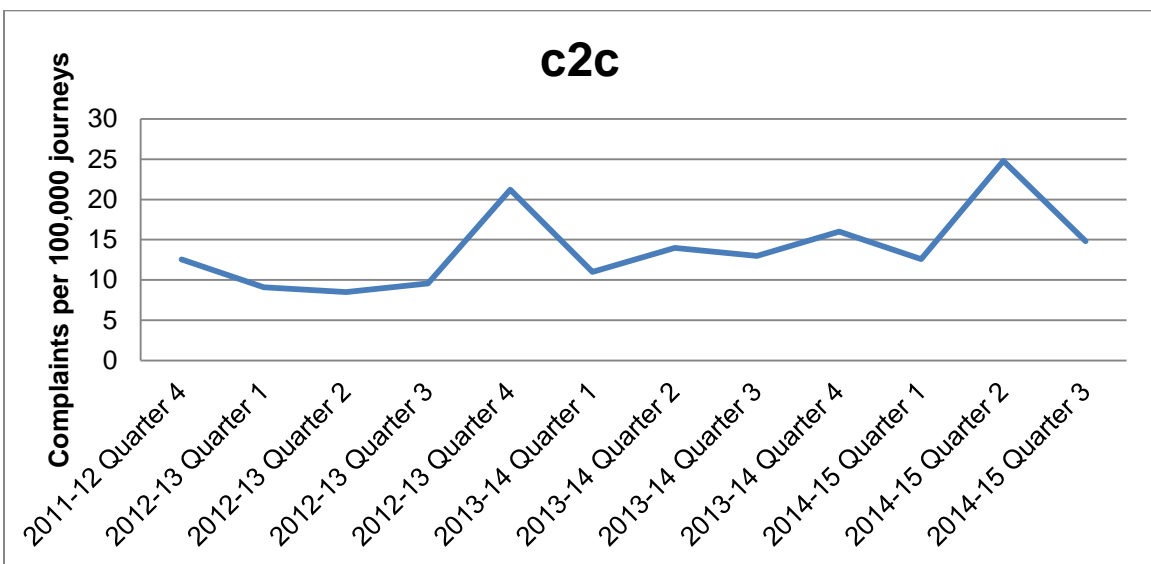
Abellio Greater Anglia

On average, there were 31.3 complaints to Abellio Greater Anglia per 100,000 journeys over the previous 12 quarters. Complaints about service performance, staff conduct and ticketing were the most common. Abellio Greater Anglia took over the franchise from National Express East Anglia in February 2012.



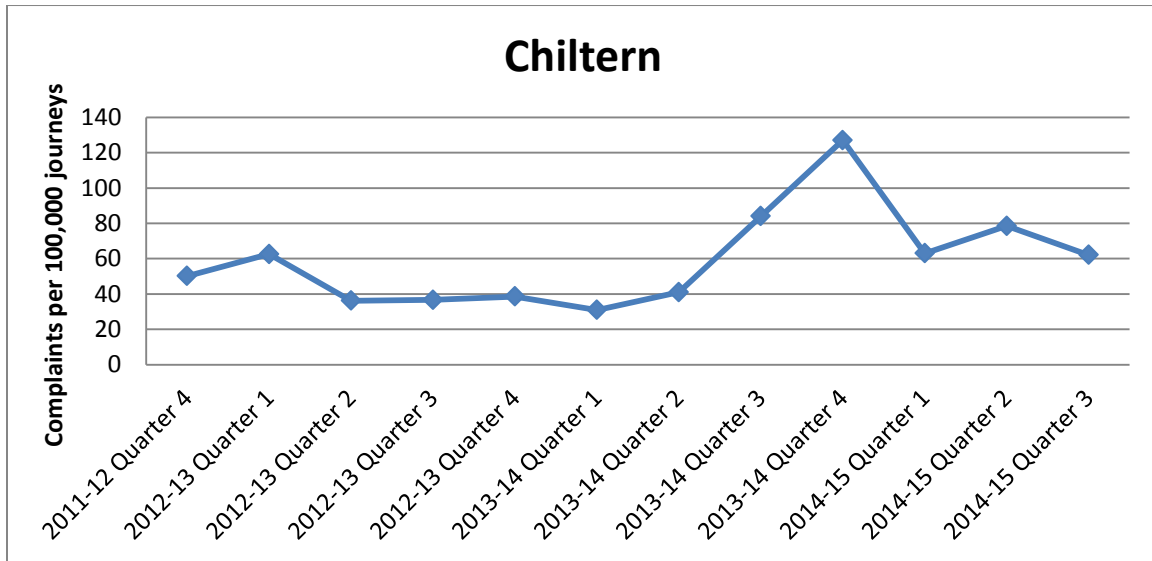
c2c

On average, there were 14.8 complaints to c2c per 100,000 journeys over the previous 12 quarters. Issues about service performance and ticketing were the most frequent categories.



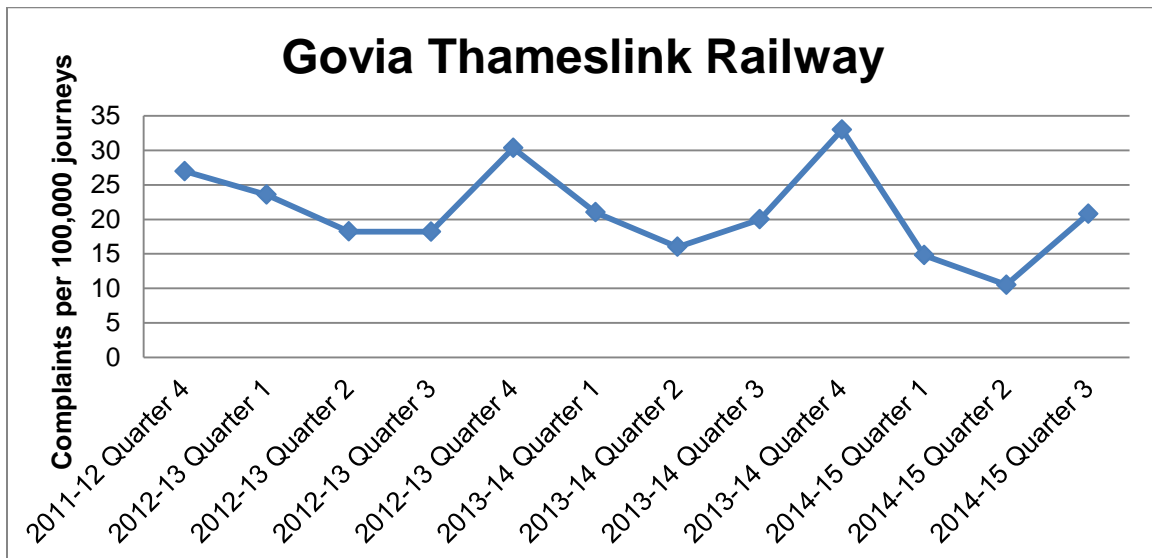
Chiltern

On average, there were 62.1 complaints to Chiltern per 100,000 journeys over the previous 12 quarters. Complaints about service performance and ticketing were the most frequent categories.



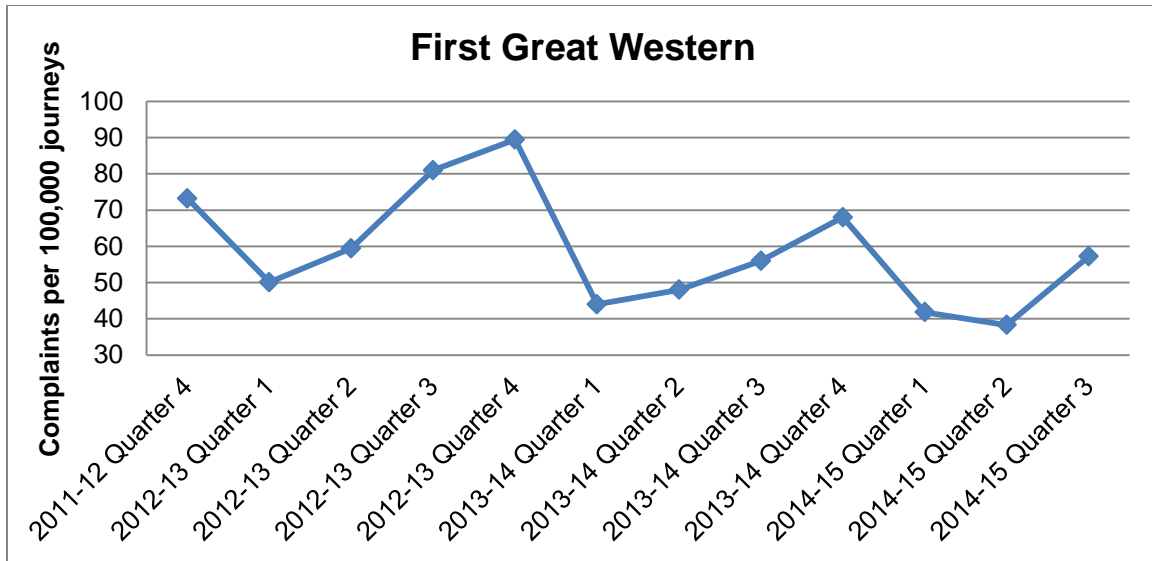
Govia Thameslink Railway

On average, there were 20.8 complaints to Govia Thameslink Railway per 100,000 journeys over the previous 12 quarters. Complaints about service performance, ticketing and complaints handling were the most common. During Q2 2014-15, the First Capital Connect franchise was replaced by Govia Thameslink Railway. This came into effect on 14 September 2014.



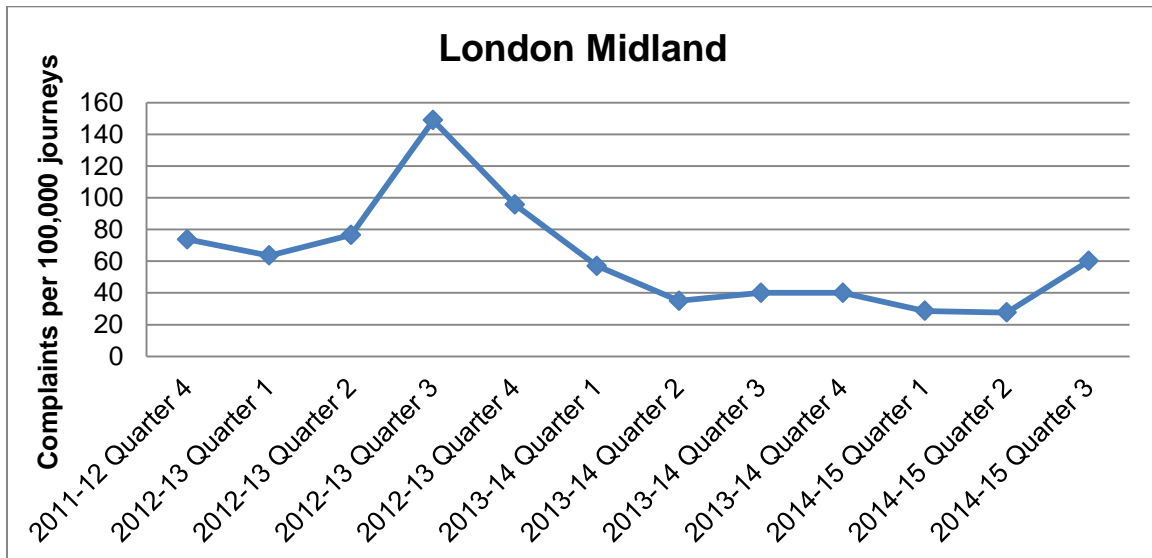
First Great Western

On average, there were 57.2 complaints to First Great Western per 100,000 journeys over the previous 12 quarters. Complaints about service performance, complaint handling, on train facilities and ticketing were the most common.



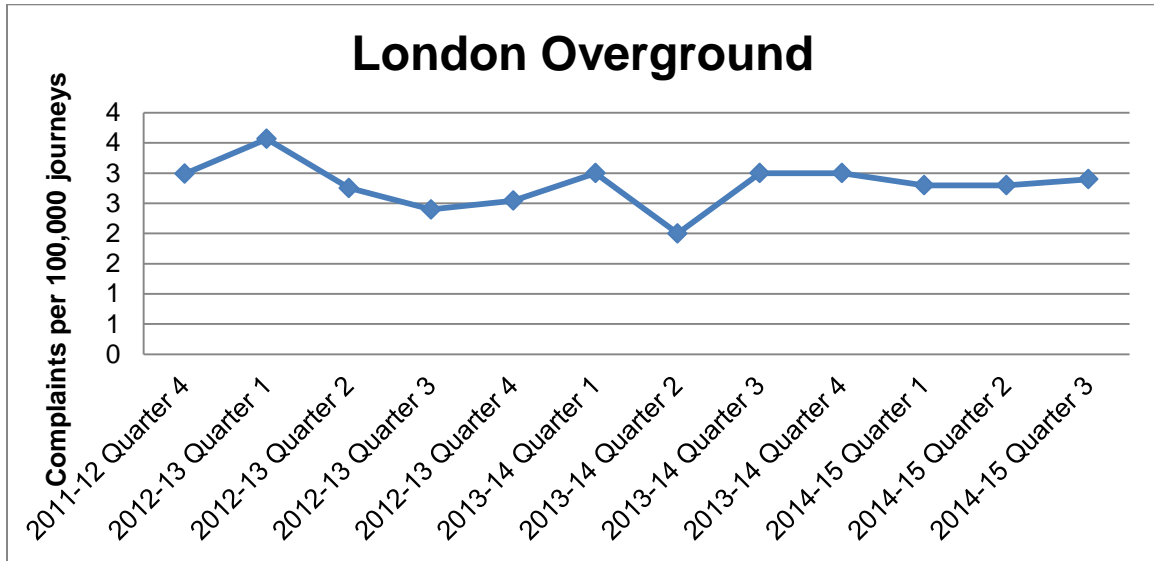
London Midland

On average, there were 60.1 complaints to London Midland per 100,000 journeys over the previous periods. Complaints about service performance and sufficient room for all passengers to sit/stand were the most common.



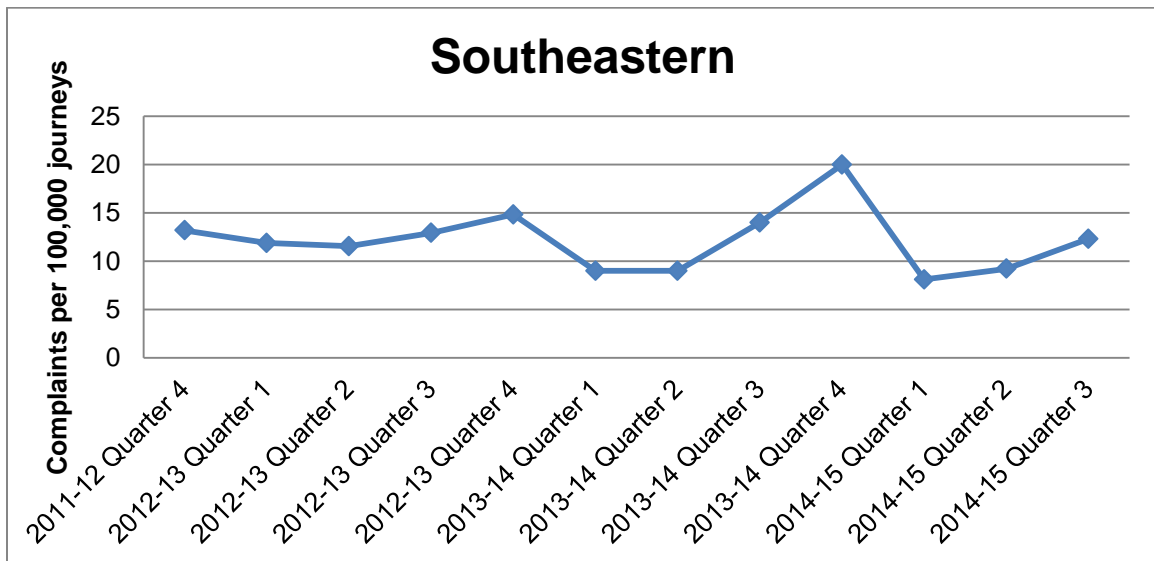
London Overground

On average, there were 2.9 complaints to London Overground per 100,000 journeys over the previous periods. Train performance, ticketing and staff conduct are the most common categories of complaint.



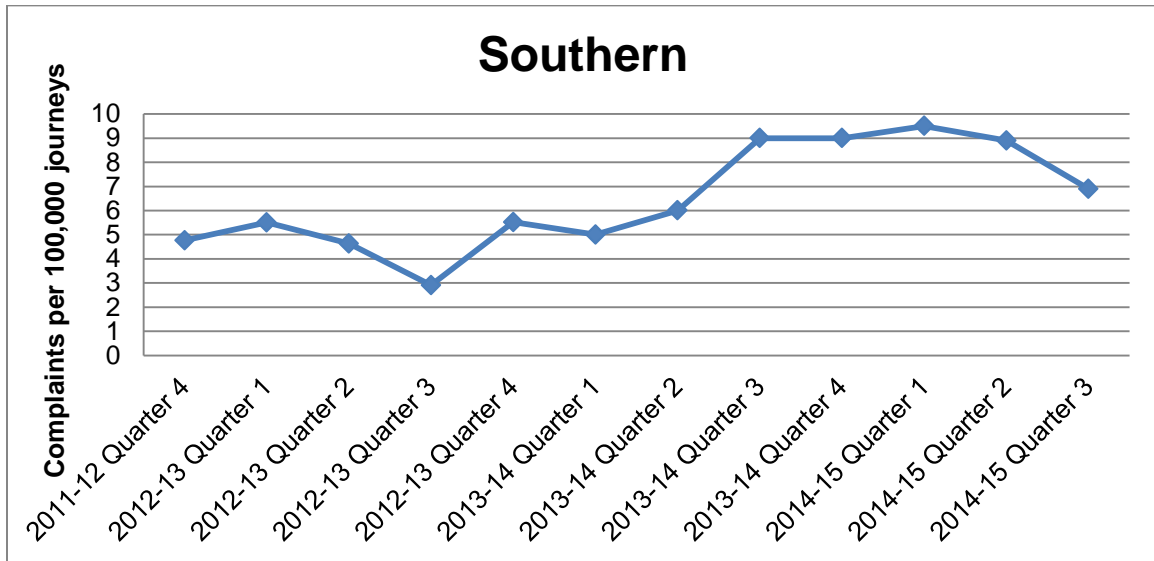
Southeastern

On average, there were 12.3 complaints to Southeastern per 100,000 journeys over the previous periods. Complaints about service performance and ticketing were the most common.



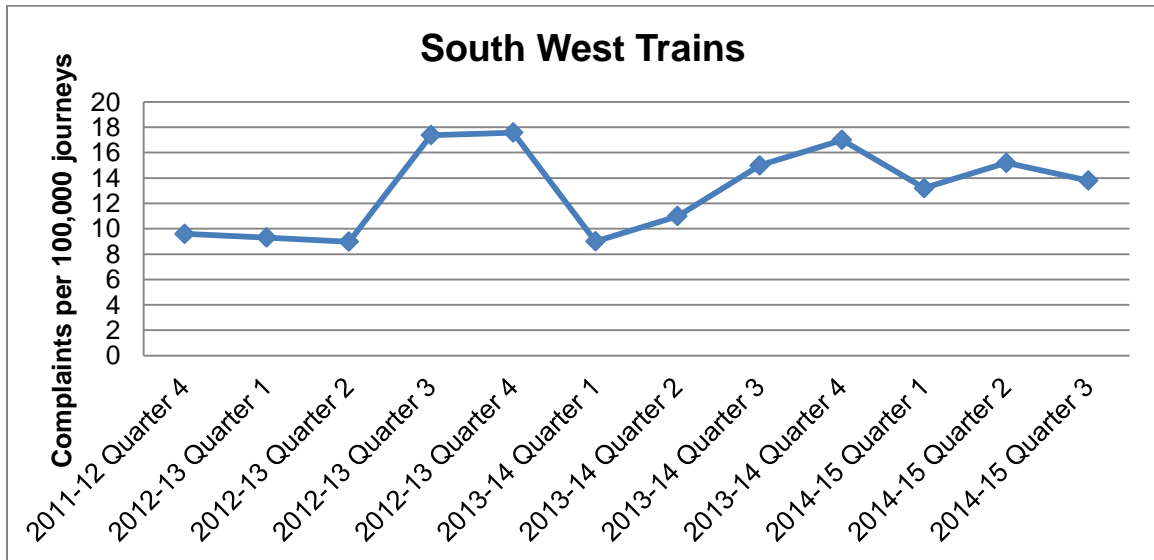
Southern

On average, there were 6.9 complaints to Southern per 100,000 journeys over the previous periods. Complaints about service performance, Provision of information about train times/platforms and ticketing were the most common.



South West Trains

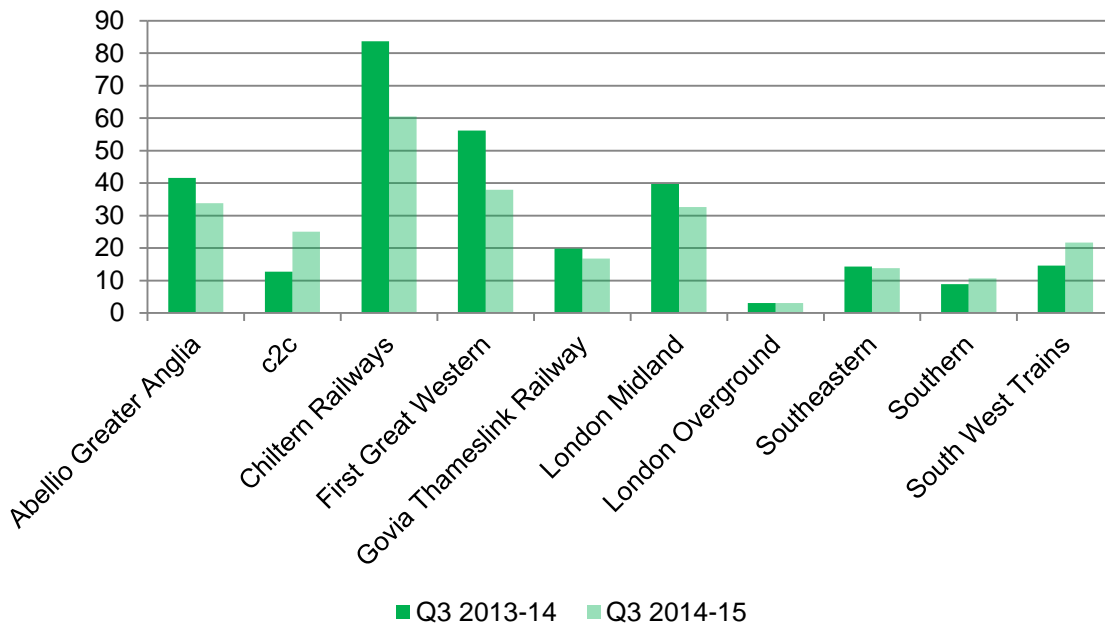
On average, there were 13.8 complaints to South West Trains per 100,000 journeys over the previous 12 quarters. Complaints about service performance, was the most common.



In the London & SE area, Chiltern Railways received the highest number of complaints per 100,000 passenger journeys in Q3 2014-15 with 60.5 complaints. London Overground had the lowest complaints rate in Q3 2014-15 with 3.1 complaints per 100,000 passenger journeys. London Overground has had the lowest rate of complaints of all the train operating companies in London & SE for every quarter since Q1 2011-12.

Between Q3 2013-14 and Q3 2014-15, seven TOCs experienced a decrease in the number of complaints per 100,000 passenger journeys. During the same period, three TOCs experienced an increase in their complaints rate. c2c saw the largest percentage increase in complaints rate with an increase of 96.1% to 25.0 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

- Network Rail
- Office of Rail and Road