

National Rail Performance Report - Quarter 3 2015-16 (Oct-Dec 2015)

February 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

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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 third quarter (Oct to Dec) of 2015-16). For definitions of the measures used, see Section 2 and 3.

London & South East train service performance

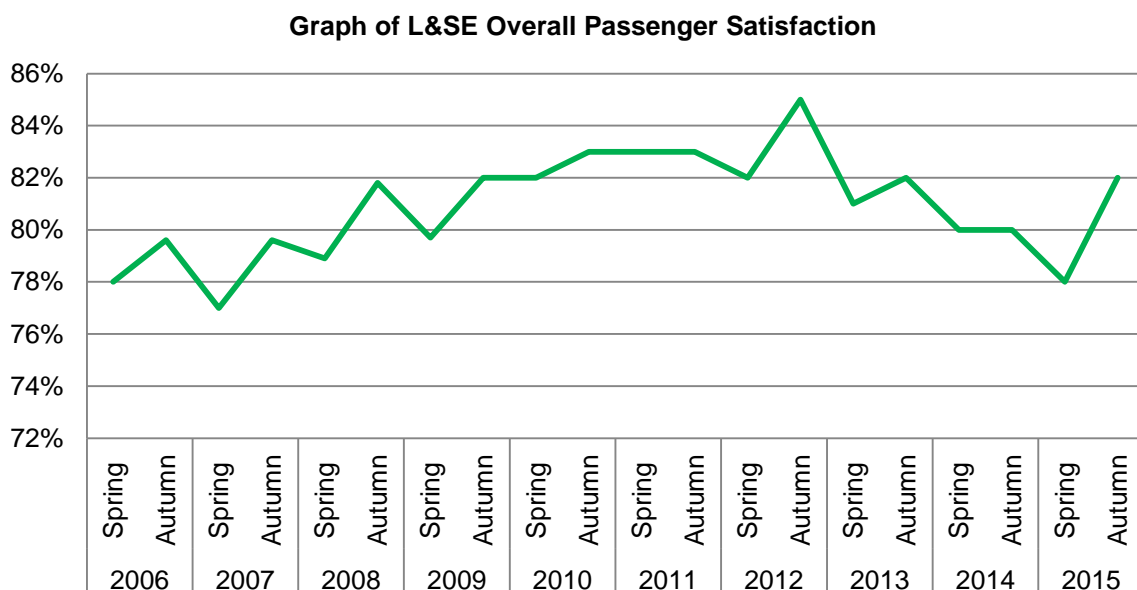
L&SE train operators' overall *public performance measure* (PPM) result this quarter was lower than Q2 2015-16, and Q3 2014-15. At 85.0%, PPM was 1.1 percentage points worse than Q3 2014-15 and 4.2 percentage points worse than Q2 2015-16. The decline, in part, be attributed to the increase in Network Rail related delays, such as infrastructure failures (signal failures, broken rails and emergency engineering works), as well as trespassing incidents and fatalities. TOC related issues, such as rolling stock and staffing shortages has also increased.

The overall rate of cancellations and significant lateness was 3.8% in Q3 2015-16, which was 0.5 percentage points higher than the previous quarter and 0.3 percentage points higher than in Q3 2014-15.

The overall rate of *right time arrivals* was 59.2% in Q3 2015-16, 0.07 percentage points lower than Q3 2014-15, and 6.4 percentage points lower than Q2 2015-16.

Typically, between 50 and 60 percent of delays are attributed to Network Rail. These include infrastructure delays, such as points and track circuit failures and operational delays such possession over-runs.

National Rail Passenger Survey (NRPS) London & South East passenger satisfaction



Overall NRPS satisfaction in autumn 2015 has increased when compared to autumn 2014 results. The percentage of passengers satisfied was 82% compared with 78% in spring 2015 and 80% in autumn 2014. The highest rate of passenger satisfaction in autumn 2015 in L&SE was with Heathrow Express, at 95%. Thameslink, part of GTR had the lowest score with 73%. TfL Rail achieved the highest increase of any L&SE operator.

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 are presented separately due to different reporting practices. From 2015-16 Q2 onwards the new franchise is presented in its entirety (Southern, Thameslink, Great Northern and Gatwick Express)

The franchise known as 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. A number of Greater Anglia services were 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 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 Great Western Railway, 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 (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. 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 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”.

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, and this information is 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. 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 decreased in this quarter, when compared with the previous quarter (Q2 2015-16) and the same period year ago (Q3 2014-15). Overall, L&SE had a PPM of 85.0% during the quarter, which was 1.1 percentage points worse than Q3 2014-15 and 4.2 percentage points worse than Q2 2015-16. The decline, in part, be attributed to the increase in Network Rail related delays, such as infrastructure failures (signal failures, broken rails and emergency engineering works), as well as trespassing incidents and fatalities. TOC related issues, such as rolling stock and staffing shortages has also increased.

Operating on routes with minimal interaction with other TOC's, c2c had the highest average PPM in the third quarter of 2015-16 (with 96.0%), a 1.2 percentage point decrease compared with the same quarter last year (Q3 2014-15). TfL Rail had the second highest PPM and the highest percentage point increase in Q3 2015-16, with a score of 95.2%, a 3.9 percentage point increase compared to Q3 2014-15, but a 0.8

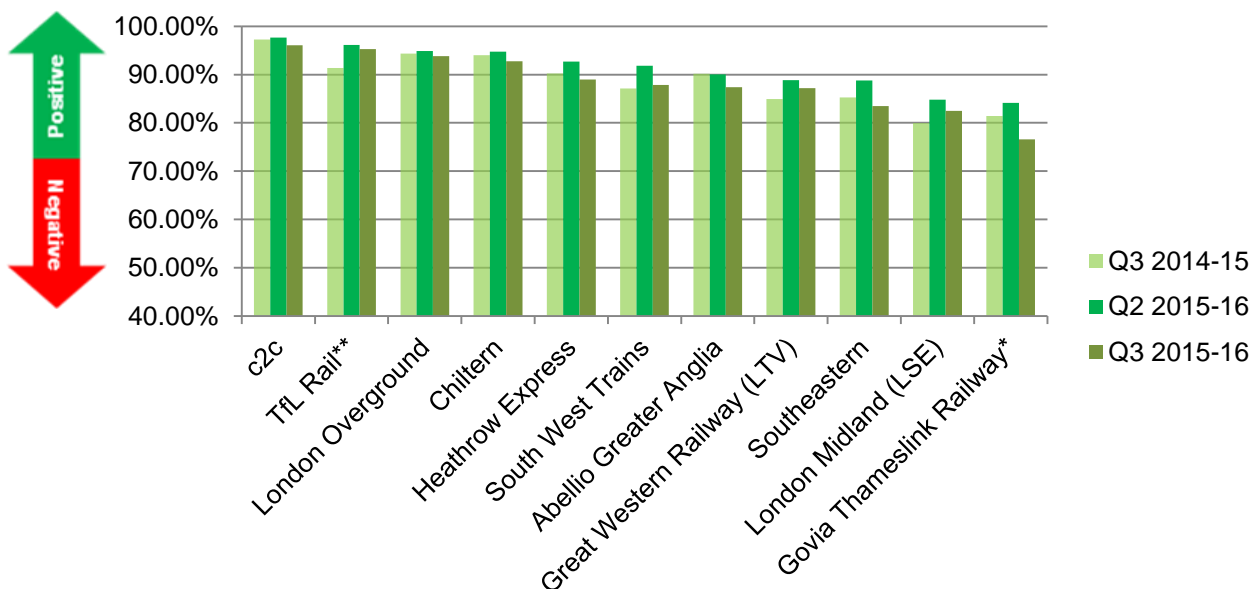
percentage point decrease compared to Q2 2015-16. This improvement can be attributed to a number of initiatives implemented by TfL Rail since the commencement of the contract to improve right time reliability and manage Network Rail responses, such as:

- Additional staff at station and on platforms to help manage crowding and dispatch trains promptly.
- Additional Network Rail maintenance team to respond to incidents.
- Improved reliability of train fleet from revised methods of maintenance to improve rolling stock.
- Additional control staff to help Network Rail with prioritisation of train services during disruption.

Govia Thameslink Railway (GTR), with a PPM of 76.5%, had the lowest score and recorded the largest decrease, a 4.8 percentage point reduction compared to the same quarter in Q3 2014-15. GTRs poor performance can be attributed numerous major incidents, such as, trespassing near East Croydon, infrastructure failure and rolling stock issue, as well as, on-going works at London Bridge.

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 Q3 2015-16, with a score of 95.0%. GTR recorded a score of 67.3%, the lowest peak PPM in Q3 2015-16. The overall peak PPM score for Q3 2015-16 is 85.0%, 1.2 percentage point lower than in Q3 2014-15.

Graph 2 – Public performance measure Q3 2014-15, Q2 2015-16 & Q3 2015-16



1

¹* Govia Thameslink Railway(GTR) from 14 September 2014 (previously First Capital Connect).

* 26 July 2015, Southern Railway became part of GTR.

** 1st June 2015, TfL Rail services previously managed by Abellio Greater Anglia

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.

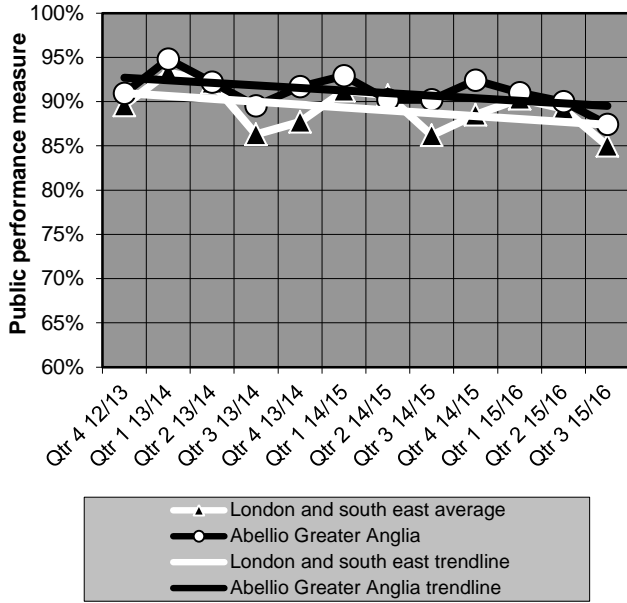
The performance of individual train companies is partially dependent on the varying ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably; but a second factor has also been the inability of some operators adequately to manage the service elements (such as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

The performance of c2c, Chiltern, Abellio Greater Anglia, TfL Rail and London Overground has been on a stable or upward trend over the three-year period. 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, such as GTR.

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

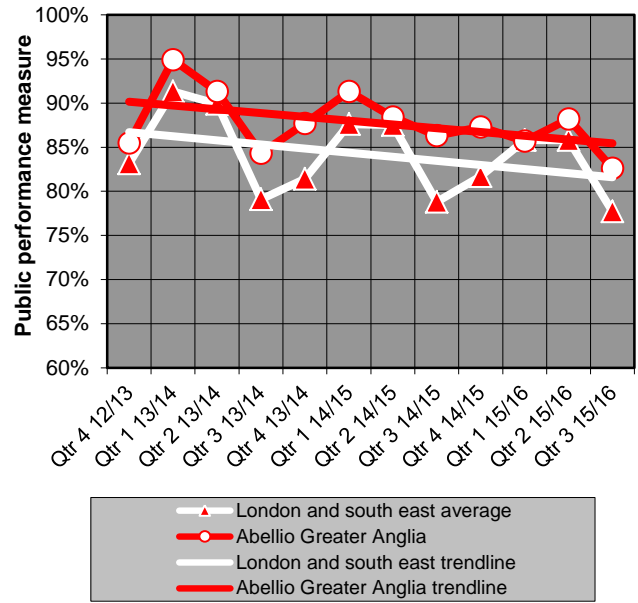
All trains performance

Abellio Greater Anglia

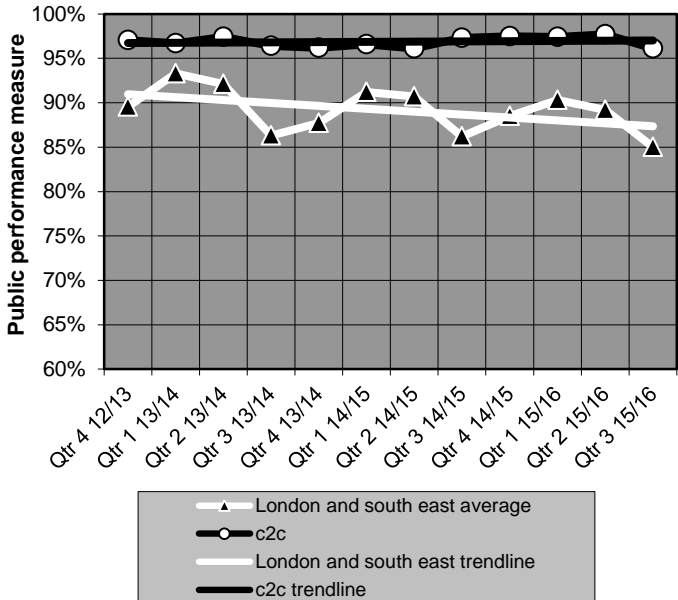


Peak trains performance

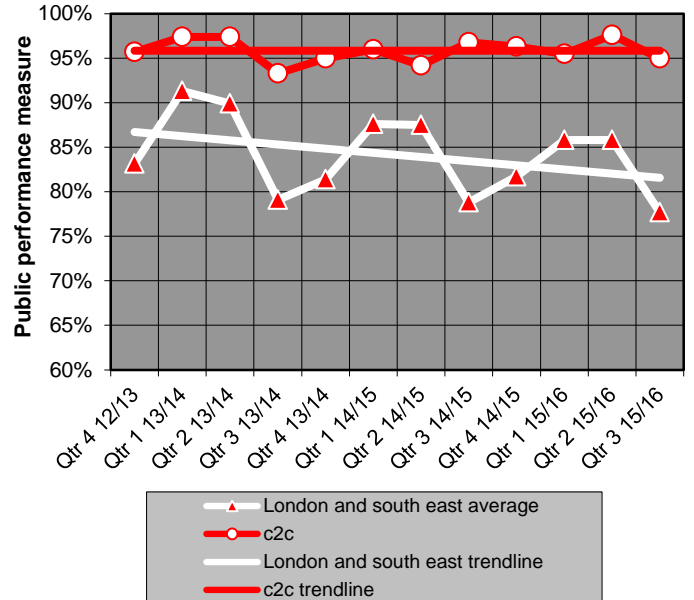
Abellio Greater Anglia



c2c

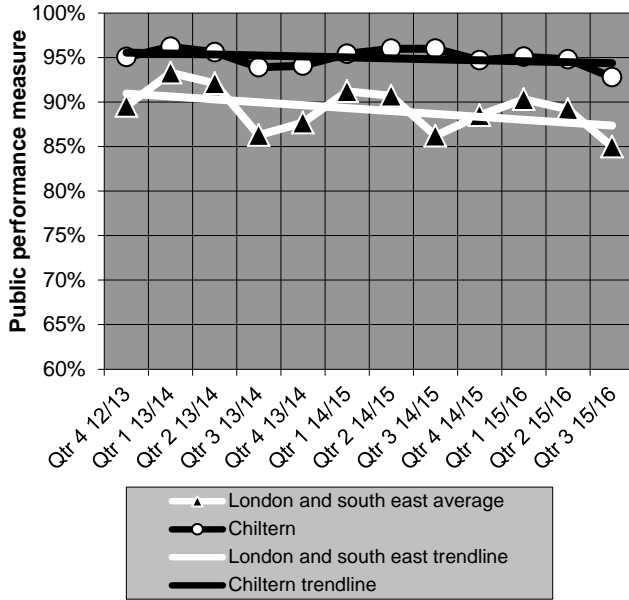


c2c



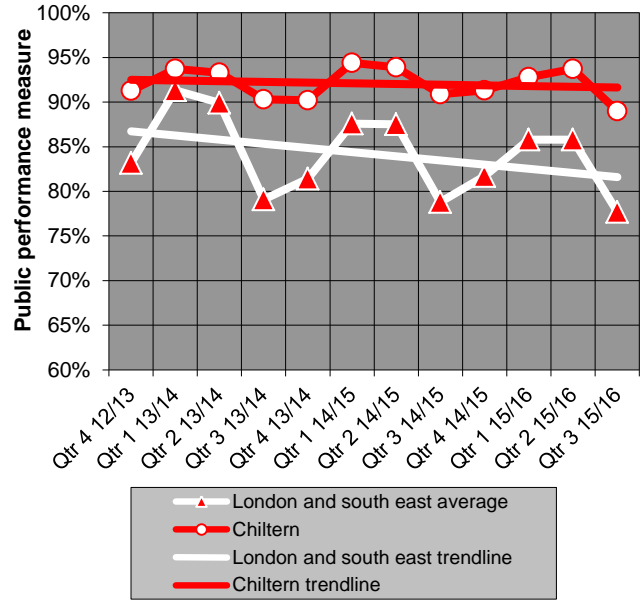
All trains performance

Chiltern Railways

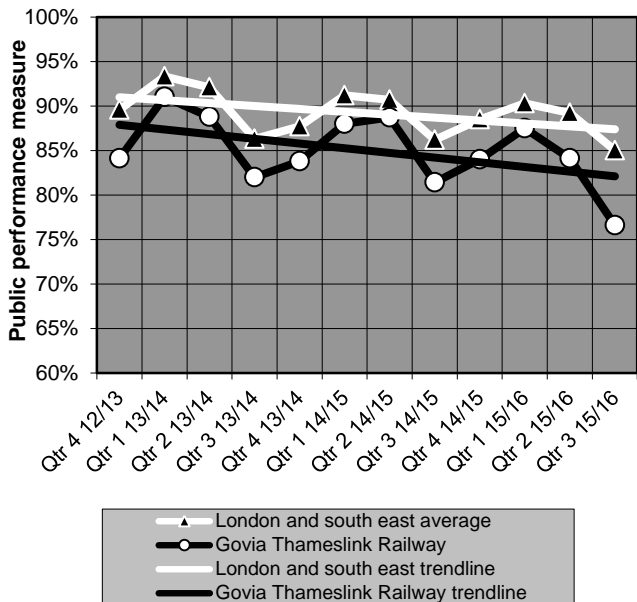


Peak trains performance

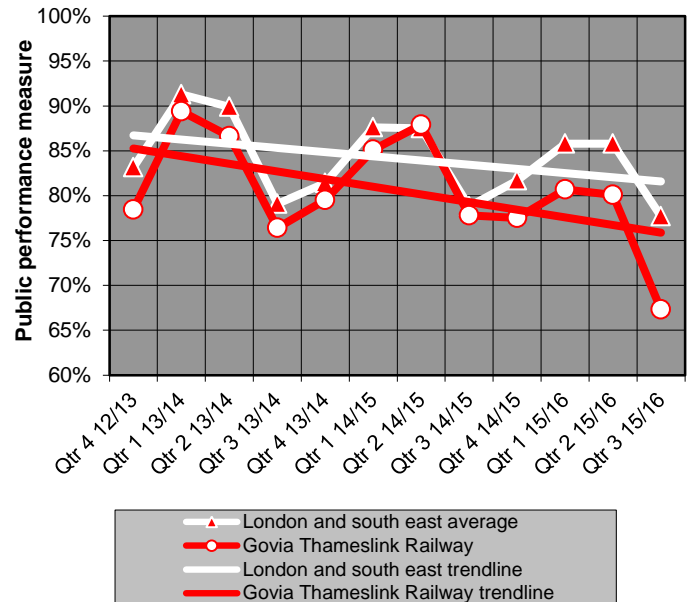
Chiltern Railways



Govia Thameslink Railway

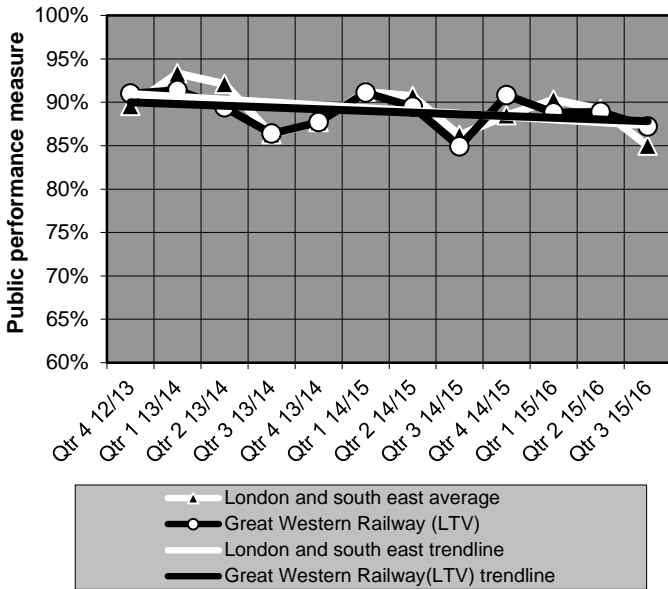


Govia Thameslink Railway



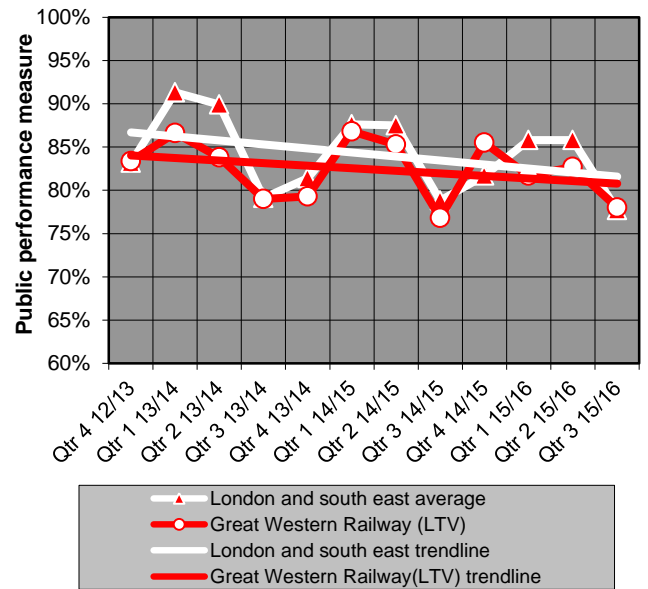
All trains performance

Great Western Railway (LTV)

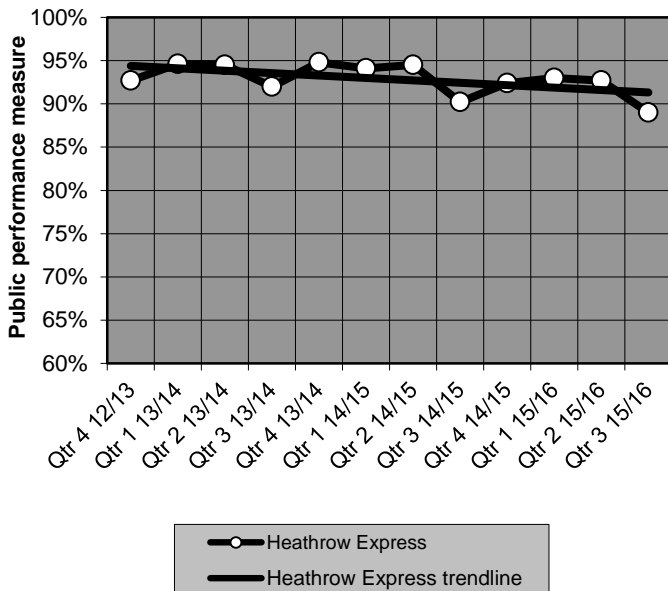


Peak trains performance

Great Western Railway (LTV)



Heathrow Express

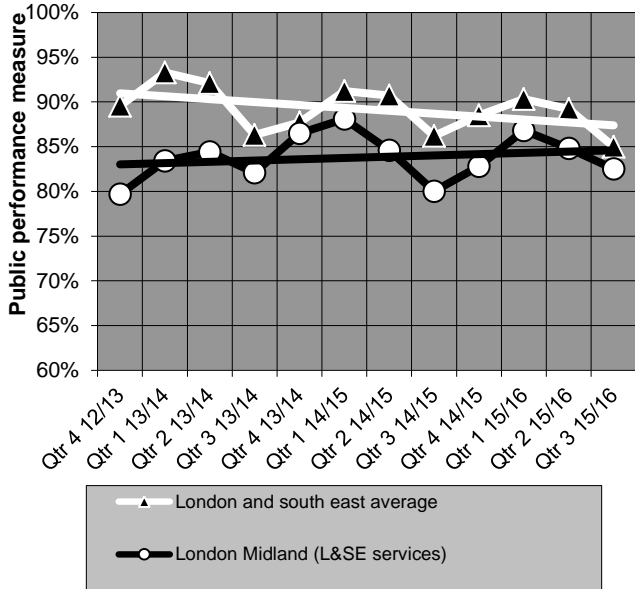


Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately

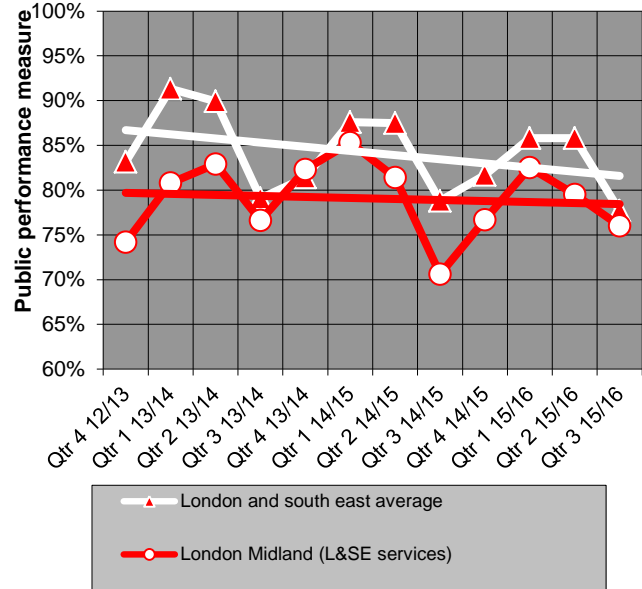
All trains performance

Peak trains performance

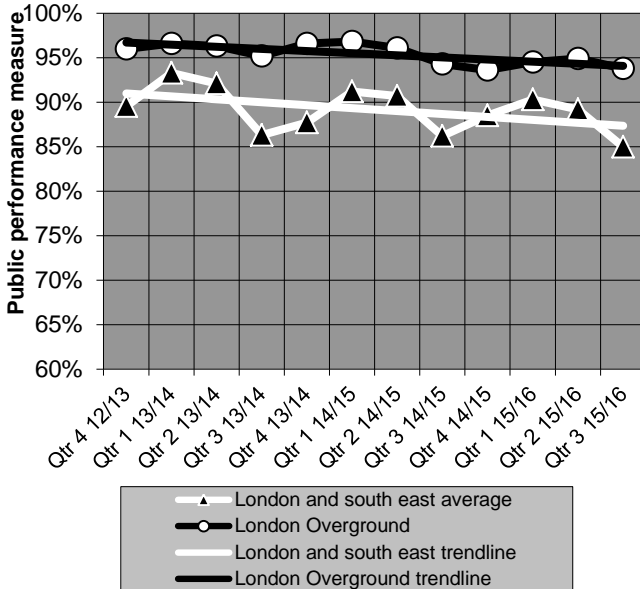
London Midland (L&SE)



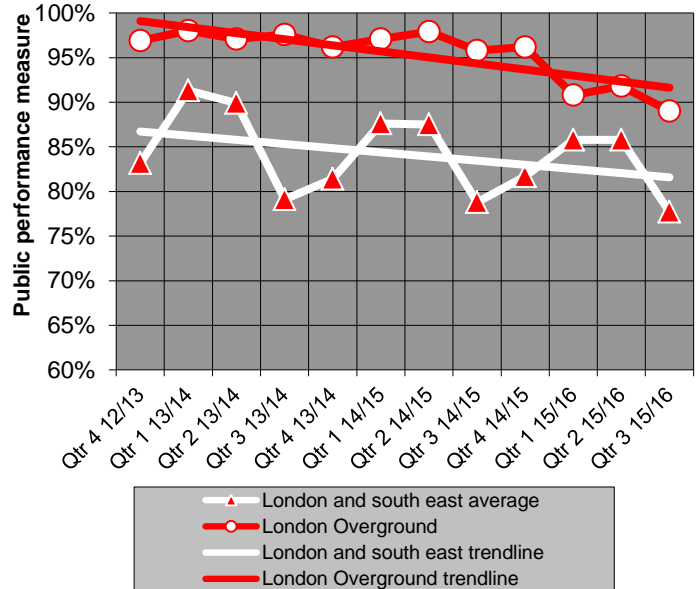
London Midland (L&SE)



London Overground



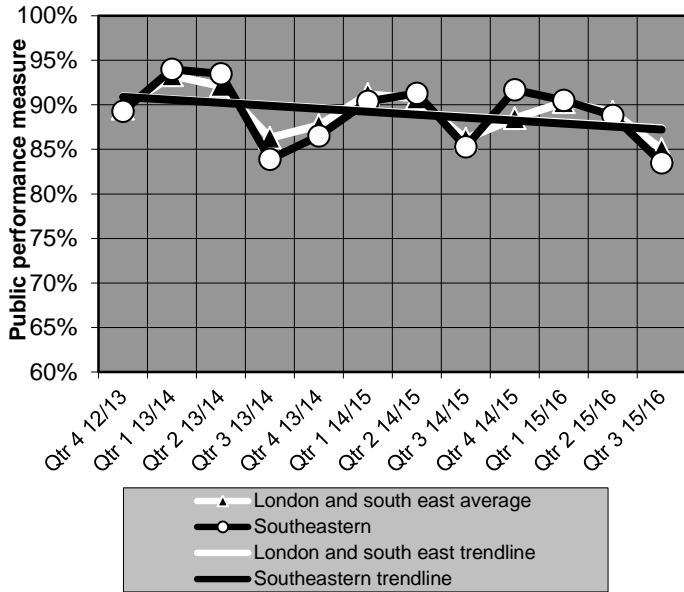
London Overground



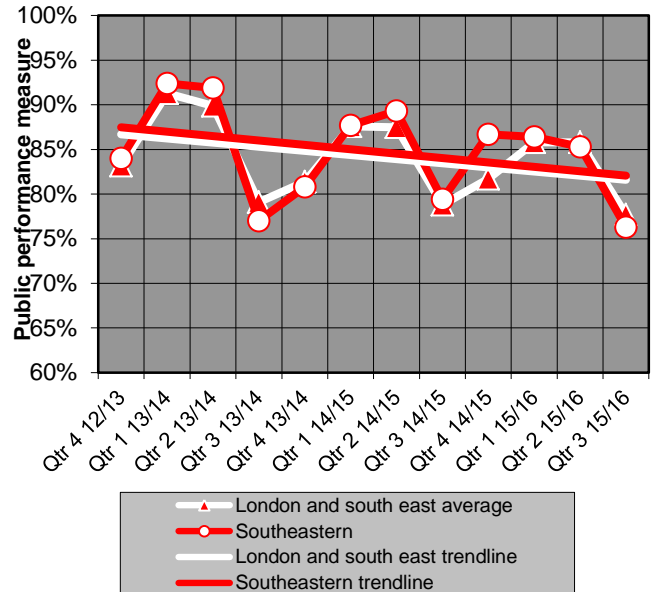
All trains performance

Peak trains performance

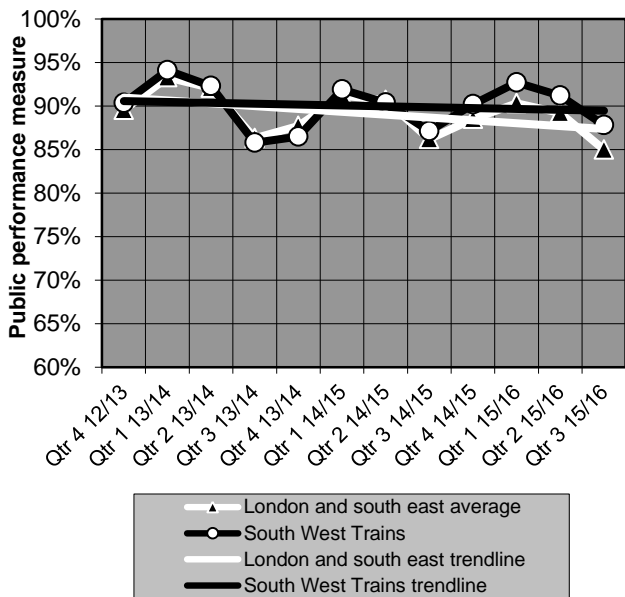
Southeastern



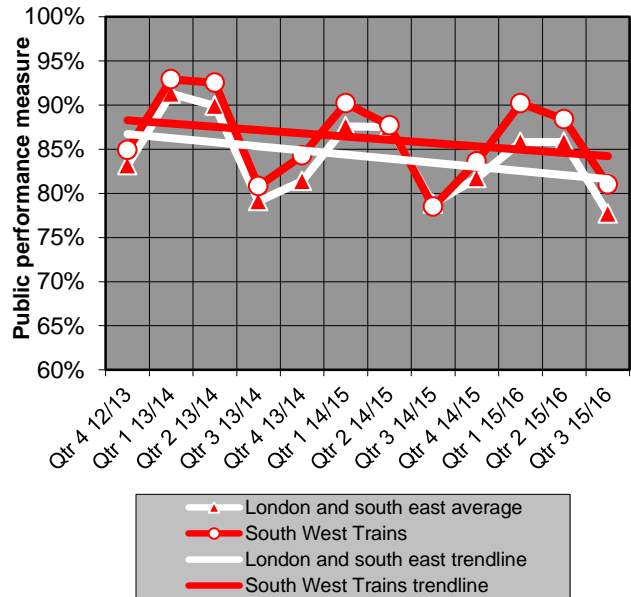
Southeastern



South West Trains

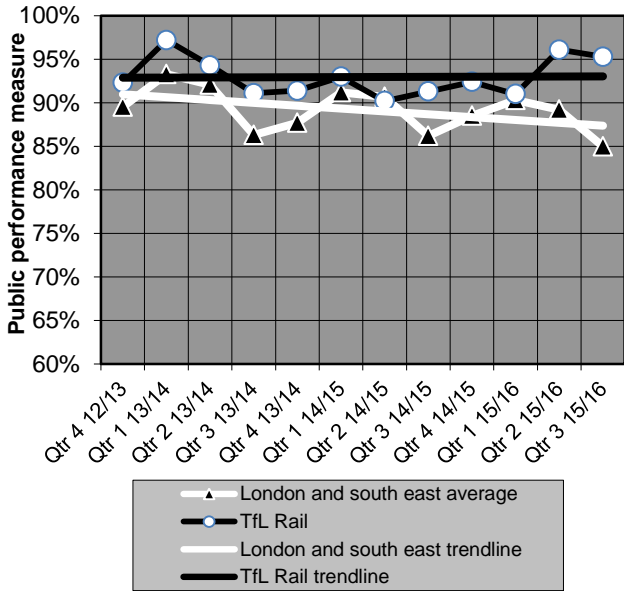


South West Trains



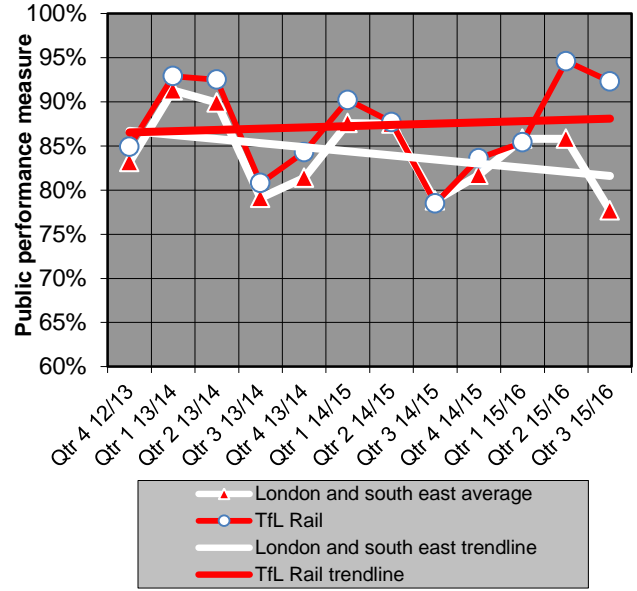
All trains performance

TfL Rail



Peak trains performance

TfL Rail



2.3 Cancellations and significant lateness

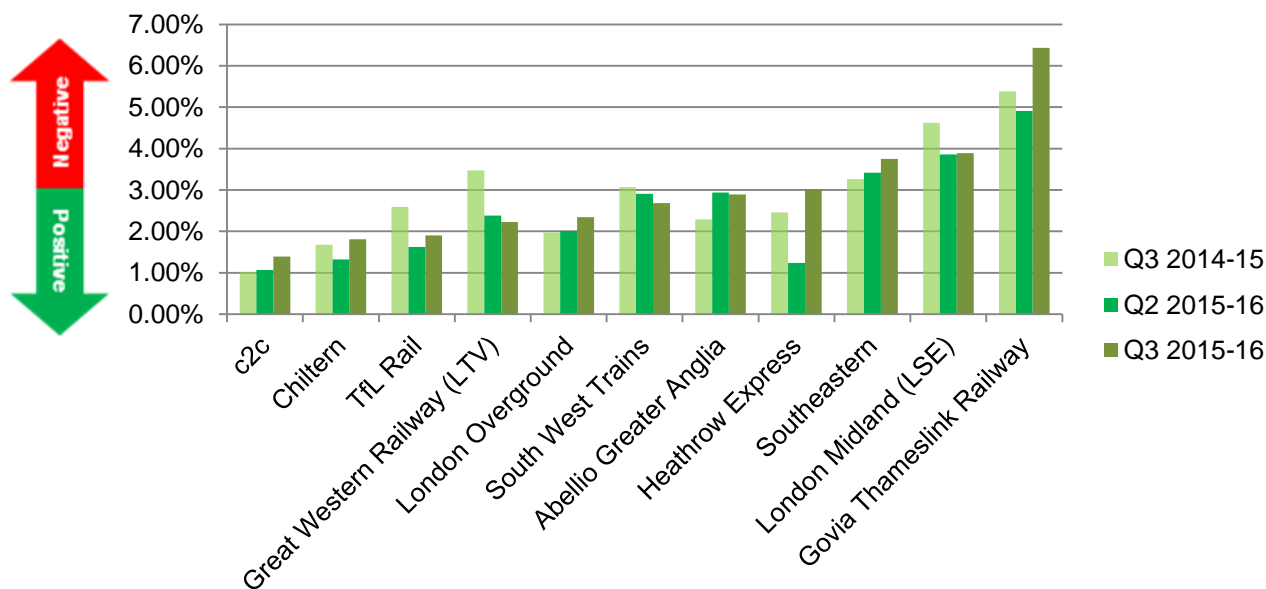
Cancellations and significant lateness is a measure of the percentage of trains, which arrive ‘significantly’ late or do not run, expressed as a percentage of the total number of trains planned. A train is defined as significantly late if it arrives 30 or more minutes late at its planned destination 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 3.8% in Q3 2015-16, which was 0.5 percentage points higher than the previous quarter and 0.3 percentage points higher than in Q3 2014-15.

C2c recorded the lowest percentage, with 1.3%, a 0.3 percentage point increase compared to Q3 2014-15. GTR had the highest percentage and the largest increase, with 6.4%, a 1.5 percentage point higher than Q2 2015-16 and 1.0 percentage point increase compared to Q3 2014-15.

Great Western Railway had the largest reduction for the quarter with 2.2%% of its trains cancelled or significantly late, a 1.2 percentage point decrease, compared to Q3 2014-15.

Graph 2 – Cancellations and significant lateness Q3 2014-15, Q2 2015-16 & Q3 2015-16



2.4 Right time arrivals

Right time arrival (RTA), 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

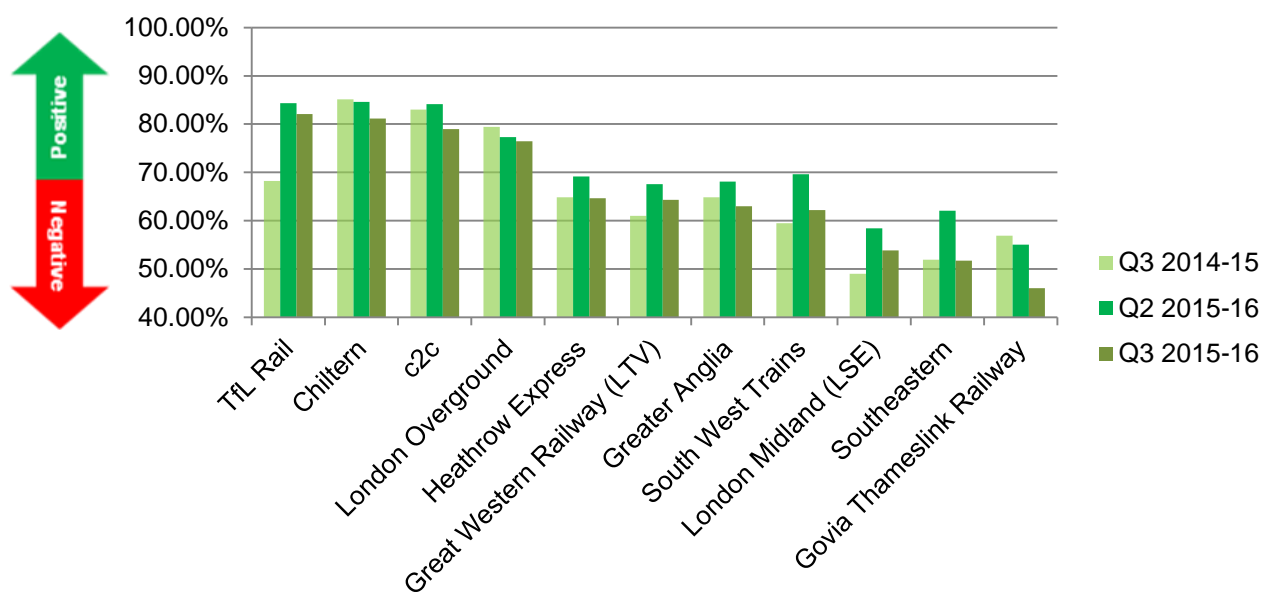
than one minute late (and should not be confused with “on time”, as defined for PPM purposes).

The overall rate of *right time arrivals* was 59.2% in Q3 2015-16, 0.07 percentage points lower than Q3 2014-15, and 6.4 percentage points lower than Q2 2015-16.

TfL Rail had the highest RTA and the largest percentage point increase, with 82.0% of its trains arriving on time, 13.8 percentage points higher than Q3 2014-15, and 2.2 points compared to Q2 2015-16.

GTR had the lowest RTA and the largest decrease relative to the previous year, with 46.0% of their trains arriving on time, a 9.0 percentage point decrease compared to Q2 2015-16 and 10.8 percentage point decrease compared to Q3 2014-15.

Graph 3 – Right time arrivals Q3 2014-15, Q2 2015-16 & Q3 2015-16



3 London & South East passenger satisfaction

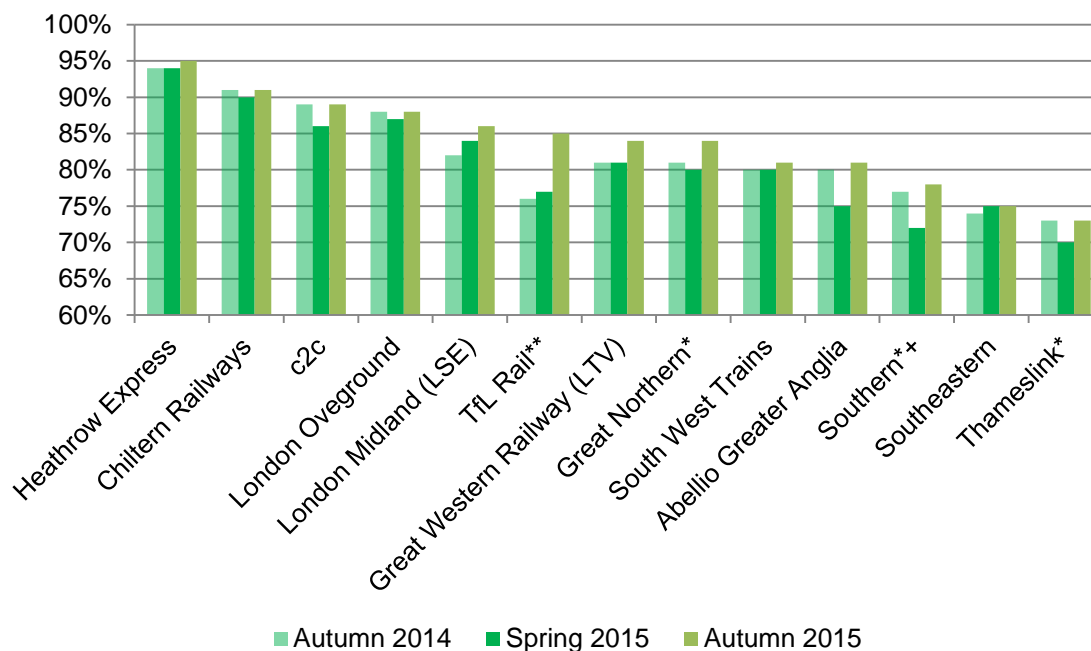
The national passenger watchdog, Transport Focus conducts a survey of National Rail passengers in the autumn and spring of each year. The National Rail Passenger Survey (NRPS) provides a network-wide picture of passengers' satisfaction with rail travel, and this report focuses on a snapshot of the London and South East passengers' overall levels of satisfaction.

In autumn 2015 the percentage of satisfied passengers, taking all London and South East operators together, had increased since they were surveyed in autumn 2014. The operator with the highest satisfaction rate was Heathrow Express, 95% of whose users rated the service as satisfactory or good. This is 1 percentage points higher than in autumn 2014. TfL Rail achieved the highest increase of any London & South East operator.

Thameslink (part of GTR) had the lowest level of passenger satisfaction, with only 73% of its passengers satisfied.

L&SE train operating companies customer satisfaction figures for the last two surveys, along with the survey results from one year ago, are shown in graph 5

Graph 5 – L & SE National Rail Passenger Survey



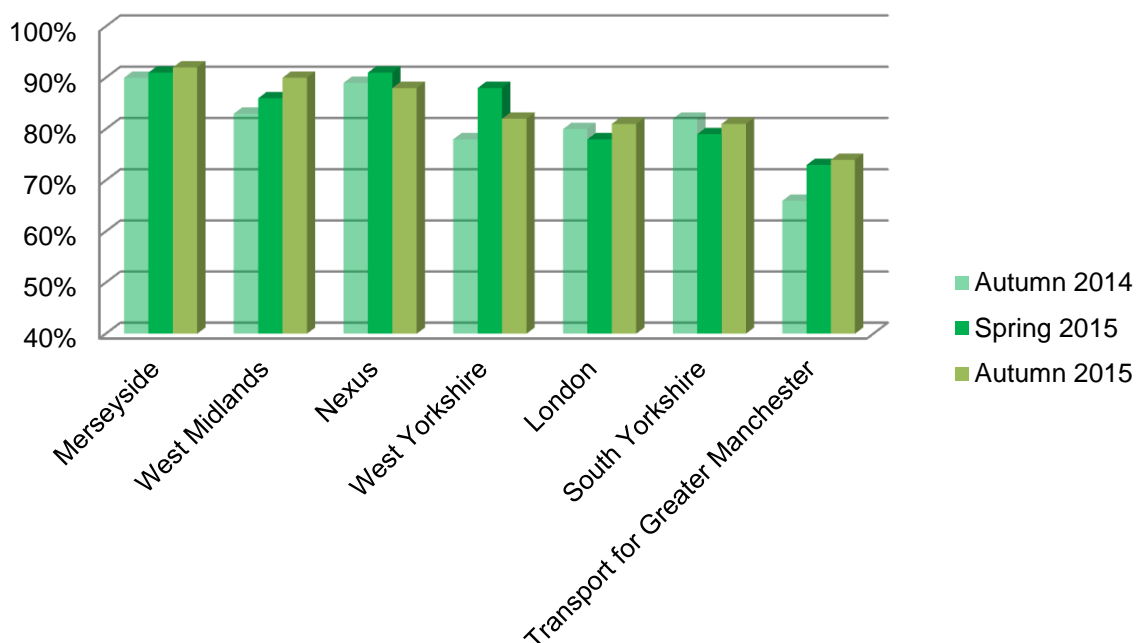
* From Autumn 2015 part of GTR. + Boundary changes of TOC from Autumn 2015. ** New TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia metro route

3.1 NRPS London

This section compares the satisfaction of London passengers with those in other conurbations covered by the survey. Topics covered include punctuality and reliability, value for money, staff availability, frequency of trains and toilet facilities on trains.

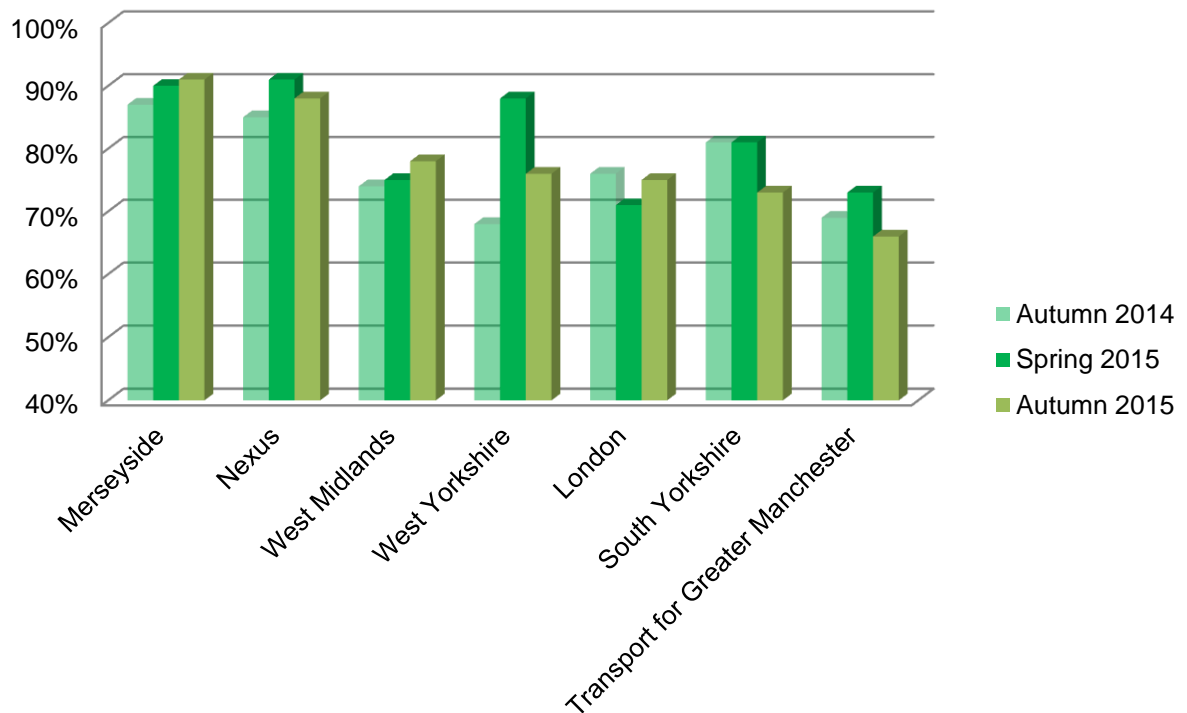
The overall satisfaction with journey table shows that passengers in Merseyside and those in the West Midlands area were the most satisfied with their travel and those in Greater Manchester the least. London experienced an increase in passengers' satisfaction with their journey, compared to autumn 2014, and spring 2015, but were the third least satisfied.

Overall satisfaction with journey



London passengers were the third least satisfied, with the punctuality and reliability of their train service, when compared to the other regions. London experienced a slight reduction in satisfaction compared to autumn 2014, but a notable increase compared to spring 2015.

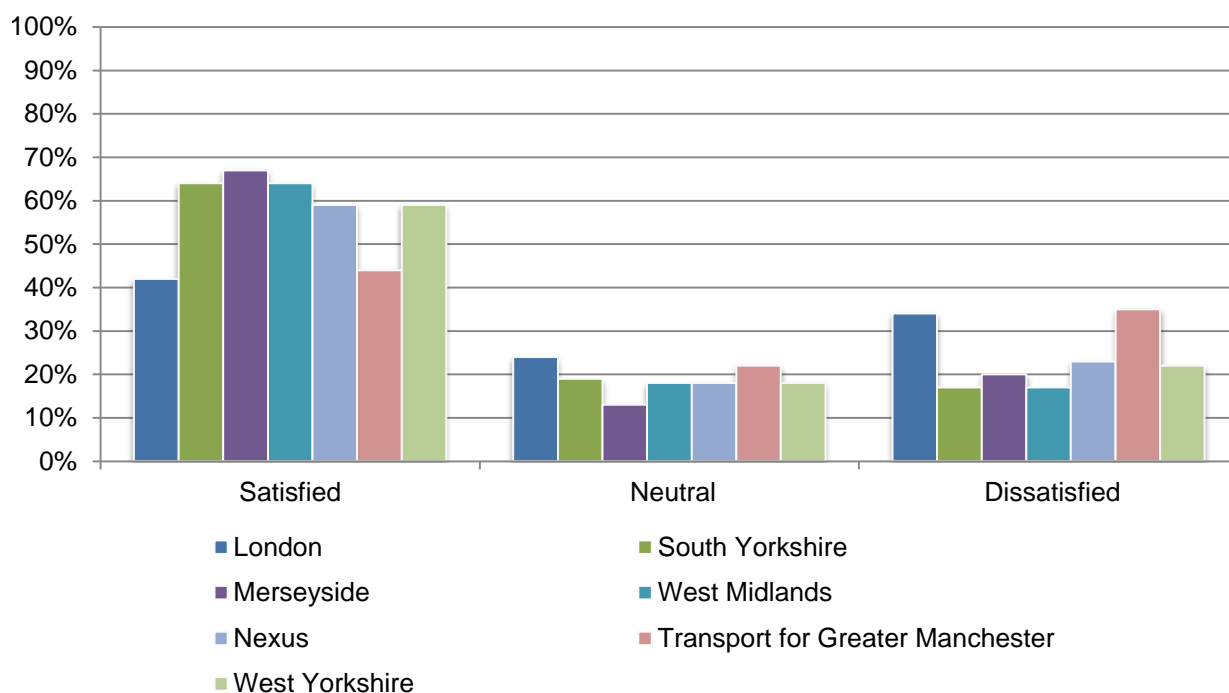
Satisfaction with punctuality and reliability of the train



London passengers are the least satisfied with the value for money of their ticket price, compared to those in other metropolitan areas. This can be attributed to the higher level of fares paid by Londoners than those in other cities, a higher dependency on public transport, 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* report².

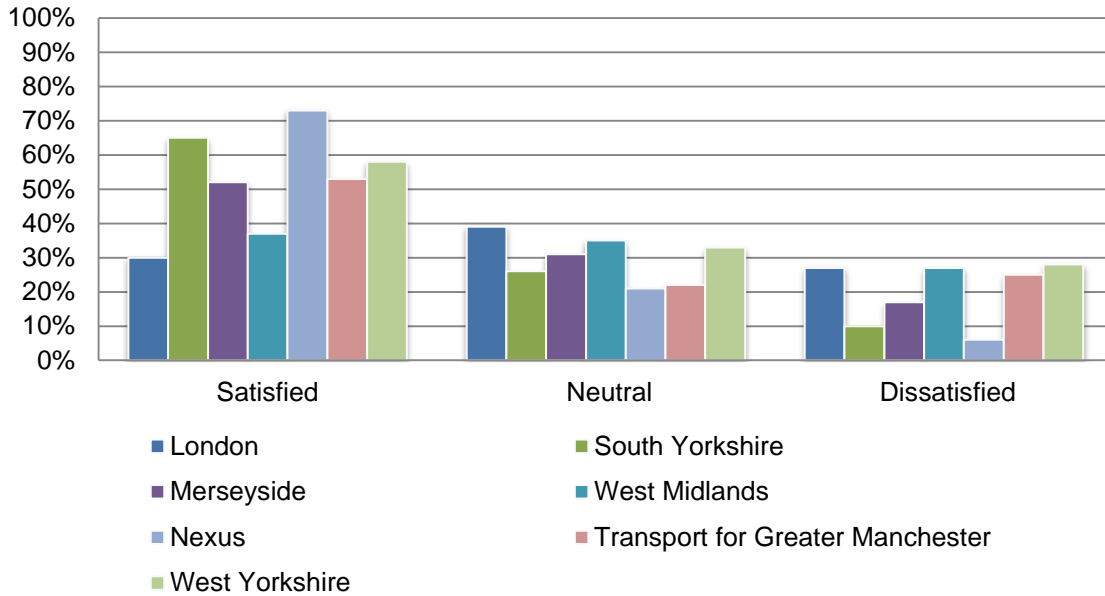
² [Value for Money on London's transport services: what consumers think](#)

Satisfaction with value for money (of ticket price) autumn 2015



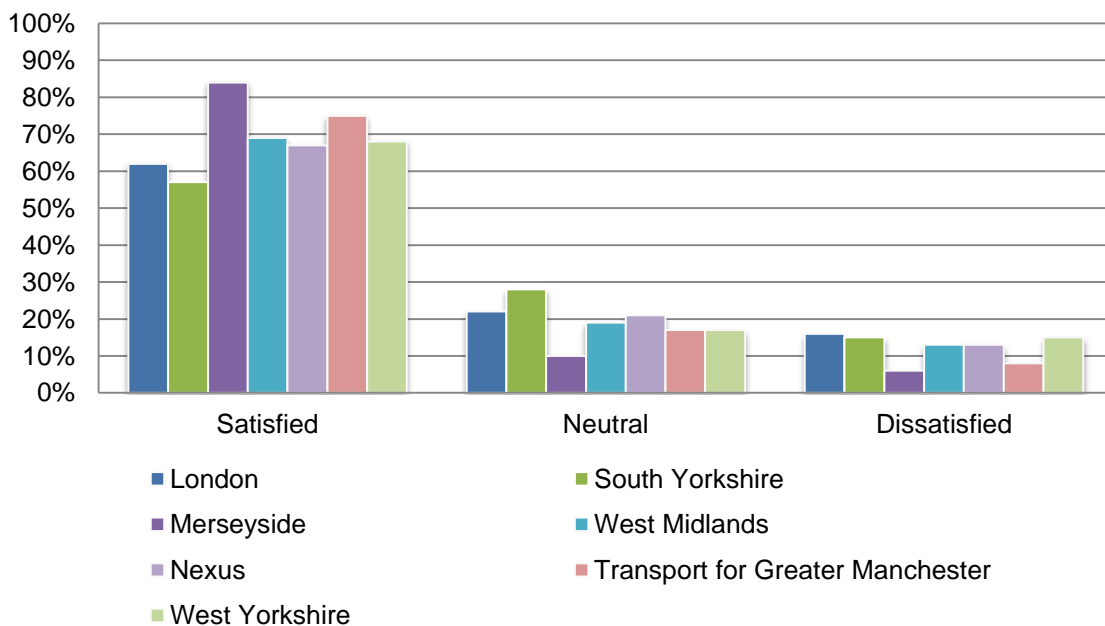
London passengers are more dissatisfied about the availability of staff on trains than passengers in other areas. This may be attributable to the fact that most metropolitan regions' trains are generally operated on 'pay train' principles, with a conductor passing through the train. This gives much greater staff visibility than London's method of operation, in which many trains have only a driver on board plus an occasional ticket inspector.

Satisfaction with availability of staff on train autumn 2015



London passengers' satisfaction level with station staff availability is in stark contrast with the satisfaction levels for staff on trains. This may be attributed to the fact that the ticket offices are usually staffed, with set operating hours, and staff can usually be found at ticket gates and on station platforms.

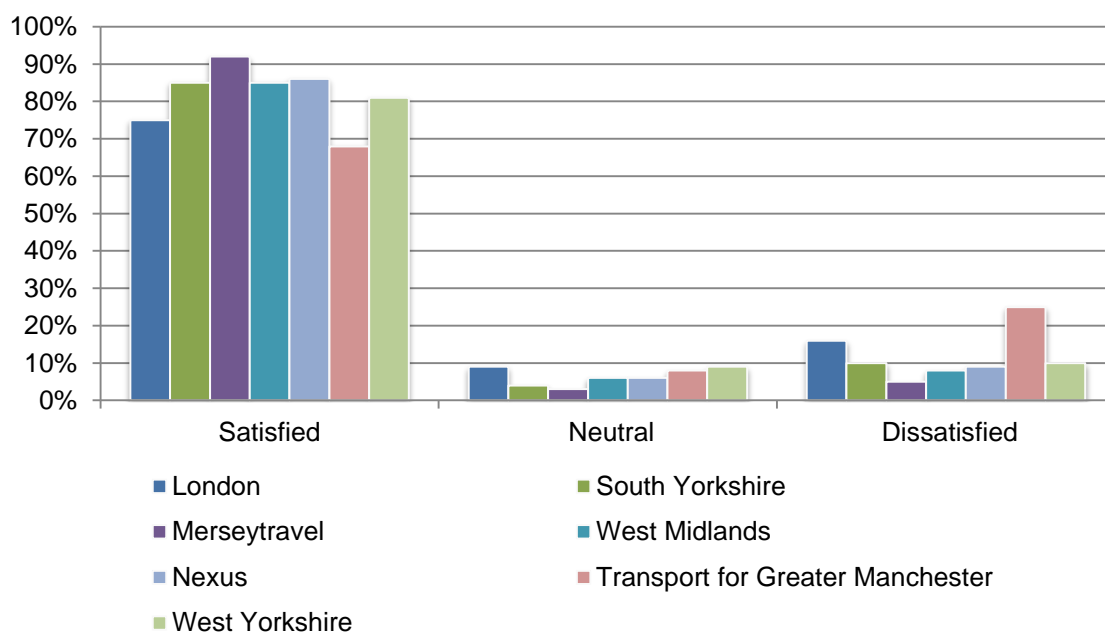
Satisfaction with availability of staff at station autumn 2015



London passengers are at the lower end of reported satisfaction levels with service frequency, when compared with other metropolitan areas, because many suburban routes have services that run only every 30 minutes or less. In Merseyside and some other metropolitan areas most services run at least once every 15 minutes or more, and have consistent service patterns throughout the day (whereas in London these can vary considerably).

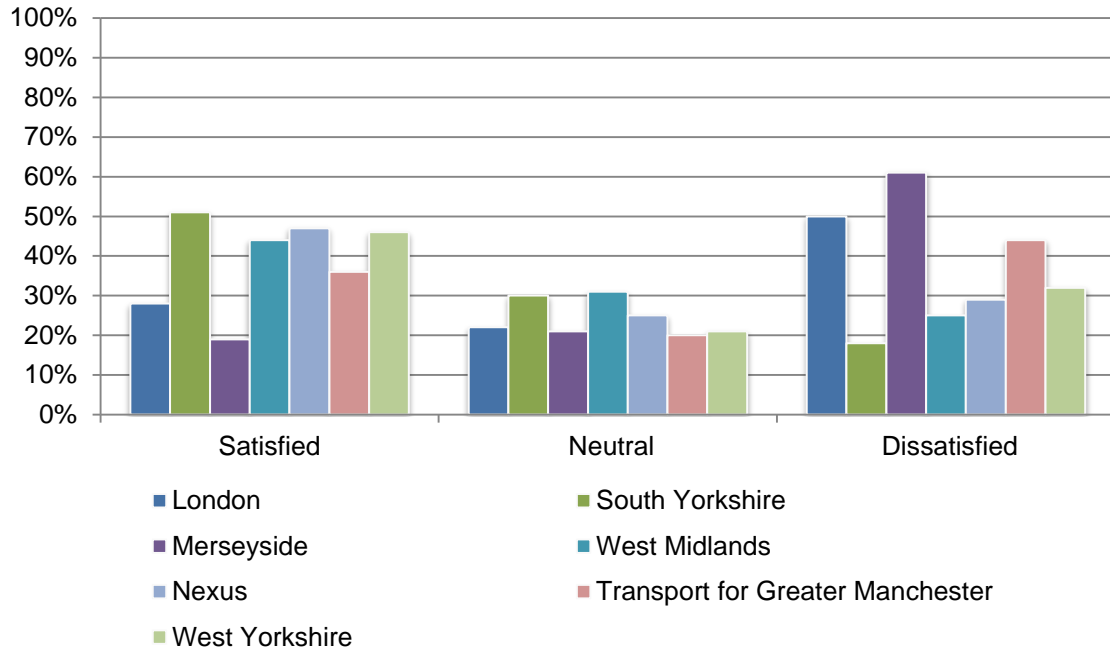
There is a correlation between this measure and that for value for money. It should be noted that operators with a higher frequency of service achieve much better satisfaction with value for money (e.g. London Overground, TfL Rail, c2c, Great Western Railway).

Satisfaction with the frequency of trains on route autumn 2015



The poor level of satisfaction with on train toilet facilities in London is a reflection of the level of crowding on many London trains, and the short length of most journeys, which means that space is generally not used to provide toilets. Only Merseyside users were less satisfied.

Satisfaction with on train toilet facilities autumn 2015



4 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. Levels of complaint are not necessarily related to level of service and are more a matter of whether users feel it is worth making a complaint and how easy it is to do so.

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.

4.1 Complaints by operator

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q2 2015-16 (Oct to 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, which are outside L&SE. Heathrow Express is an unfranchised (or "open access") operator, for which complaints data are not published, and is therefore omitted.

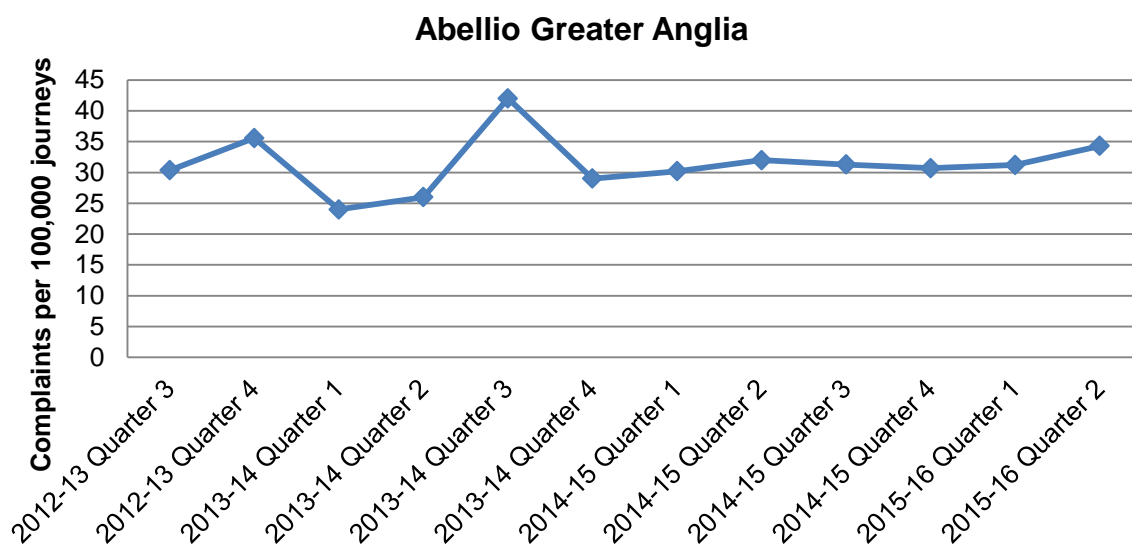
London Overground is conspicuous for its comparatively low rate of complaints. A number of factors probably contribute to this, including high service frequencies, short journeys, a simple ticketing system, fully staffed stations, and a generally high level of reliability. It is noteworthy that Chiltern 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 the inclusion of "delay-repay" applications in its complaint totals, a practice that is not universal among other TOCs.

Quarterly passenger complaints per 100,000 journeys

TOC	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Average
	.12-13	.12-13	13-14	13-14	13-14	13-14	14-15	14-15	14-15	14-15	15-16	15-16	
Chiltern Railways	37	39	31	76	84	127	63	78.5	60.5	94.8	102.2	50.7	70.3
Great Western Railway	81	89	44	48	56	68	41.8	38.3	37.9	36.9	28.7	36.1	50.5
London Midland	149	96	57	35	40	40	28.6	27.6	32.6	30.0	27.3	31.1	49.5
Abellio Greater Anglia	30	36	24	26	42	29	30.2	35.0	33.8	28.4	34.5	62.3	34.3
Govia Thameslink Railway	18	30	21	16	20	33	14.8	10.5	16.8	20.5	13.8	8.1	19.5
c2c	10	21	11	14	13	16	12.6	24.8	25.0	17.7	15.5	18.1	16.6
South West Trains	17	18	9	11	15	17	13.2	15.2	21.7	18.2	12.0	10.0	14.8
Southeastern	13	15	9	9	14	20	8.1	9.2	13.8	23.4	14.7	12.3	13.5
Southern	3	6	5	6	9	9	9.5	8.9	10.6	9.3	7.3	:	7.6
TfL Rail	:	:	:	:	:	:	:	:	:	:	:	3.2	3.2
London Overground	2	3	3	2	3	3	2.8	2.8	3.1	2.8	3.3	4.4	2.9

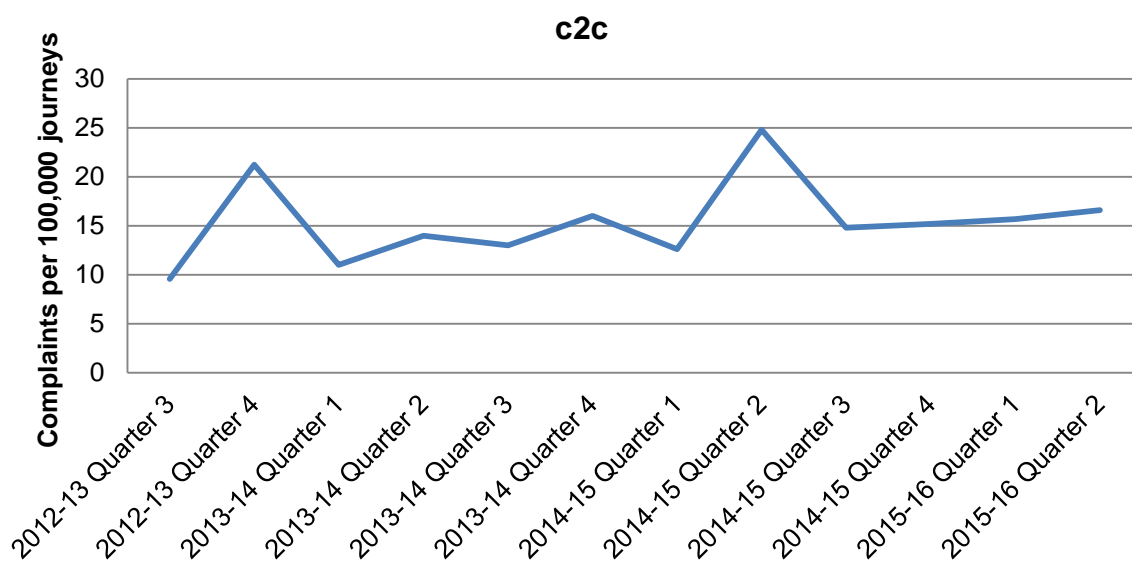
Abellio Greater Anglia

On average, there were 34.3 complaints to Abellio Greater Anglia per 100,000 journeys over the previous 12 quarters. Complaints about service performance, and ticketing were the most common. Abellio Greater Anglia took over the franchise from National Express East Anglia in February 2012.



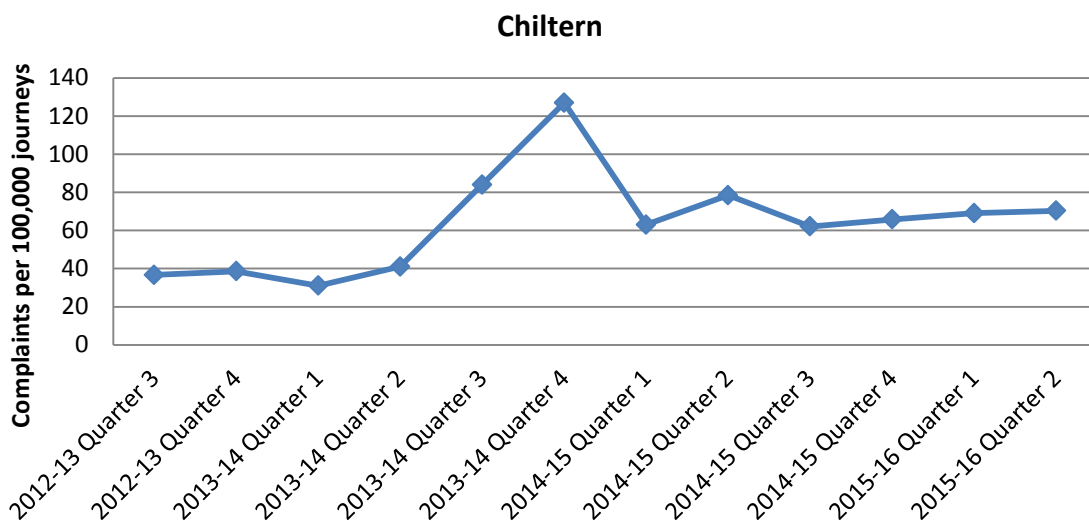
c2c

On average, there were 16.6 complaints to c2c per 100,000 journeys over the previous 12 quarters. Issues about service performance and ticketing were the most frequent categories.



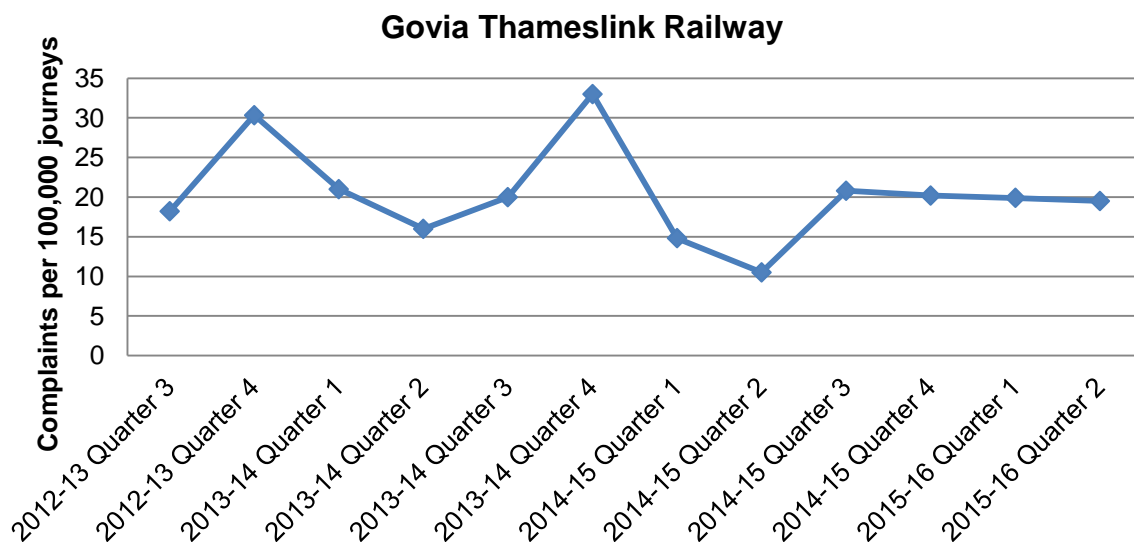
Chiltern

On average, there were 70.3 complaints to Chiltern per 100,000 journeys over the previous 12 quarters. Complaints about service performance and ticketing were the most frequent categories.



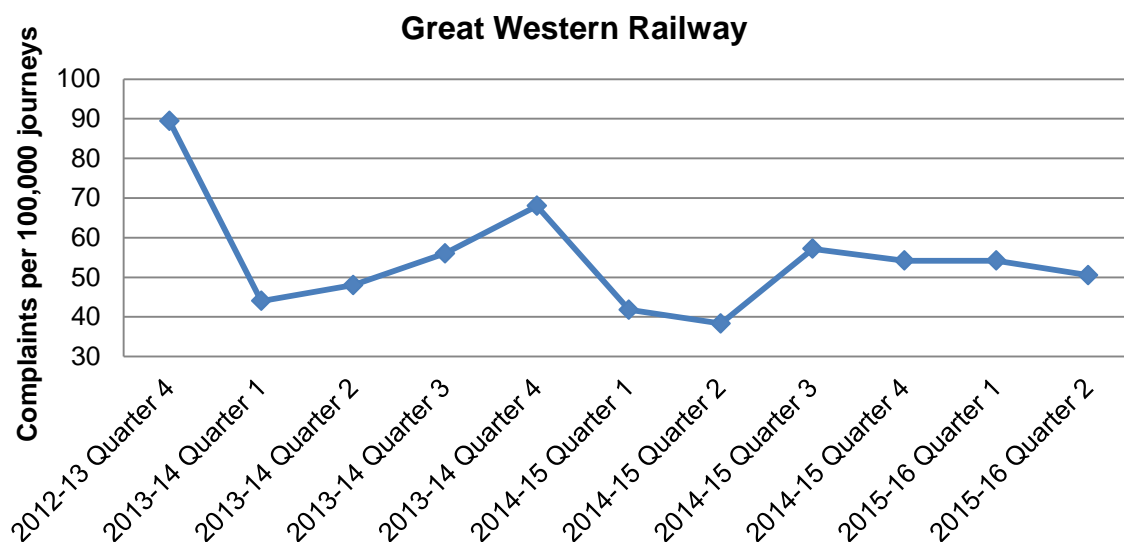
Govia Thameslink Railway

On average, there were 19.5 complaints to Govia Thameslink Railway per 100,000 journeys over the previous 12 quarters. Complaints about service performance, ticketing.



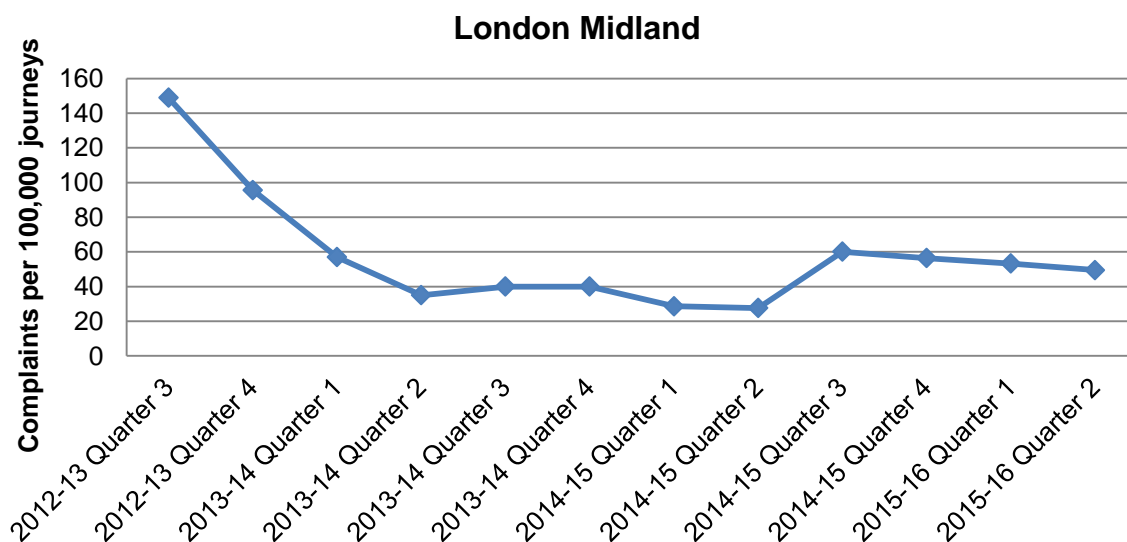
Great Western Railway

On average, there were 50.5 complaints to First Great Western per 100,000 journeys over the previous 12 quarters. Complaints about service performance, sufficient sitting/standing room on train and attitude and helpfulness of staff were the most common.



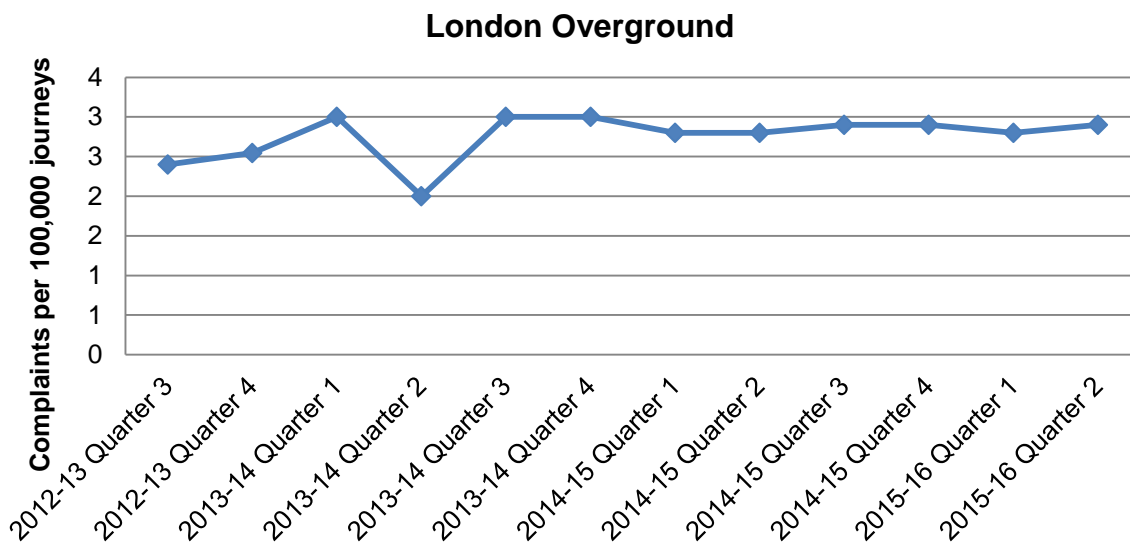
London Midland

On average, there were 49.5 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.



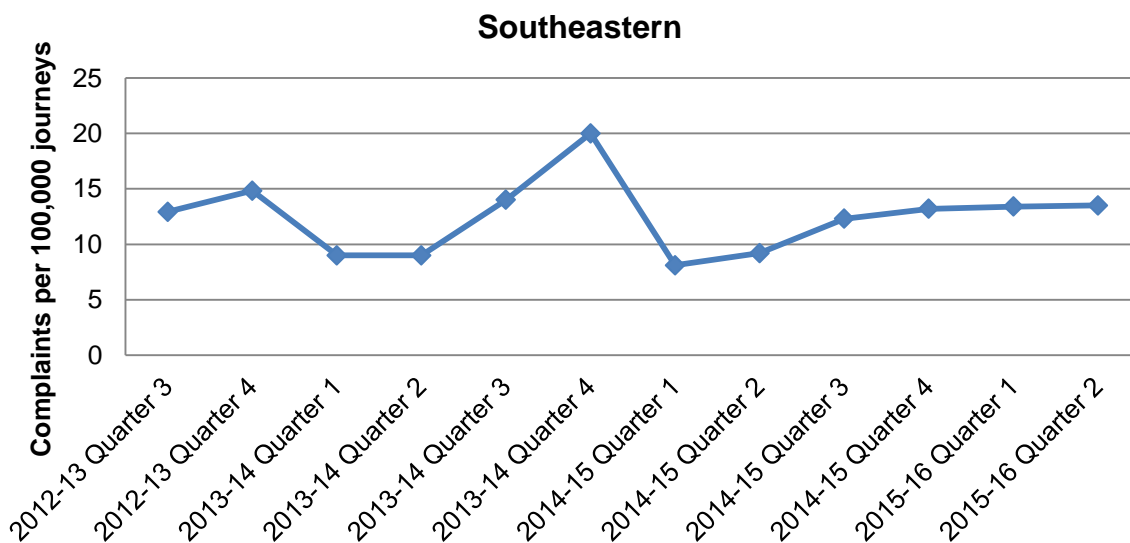
London Overground

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



Southeastern

On average, there were 13.5 complaints to Southeastern per 100,000 journeys over the previous periods. Complaints about service performance and ticketing and refund policy, ticket-buying facilities were the most common.



South West Trains

On average, there were 14.8 complaints to South West Trains per 100,000 journeys over the previous 12 quarters. Complaints about service performance, ticket buying facilities, sufficient room for passengers to sit/stand were the most common.

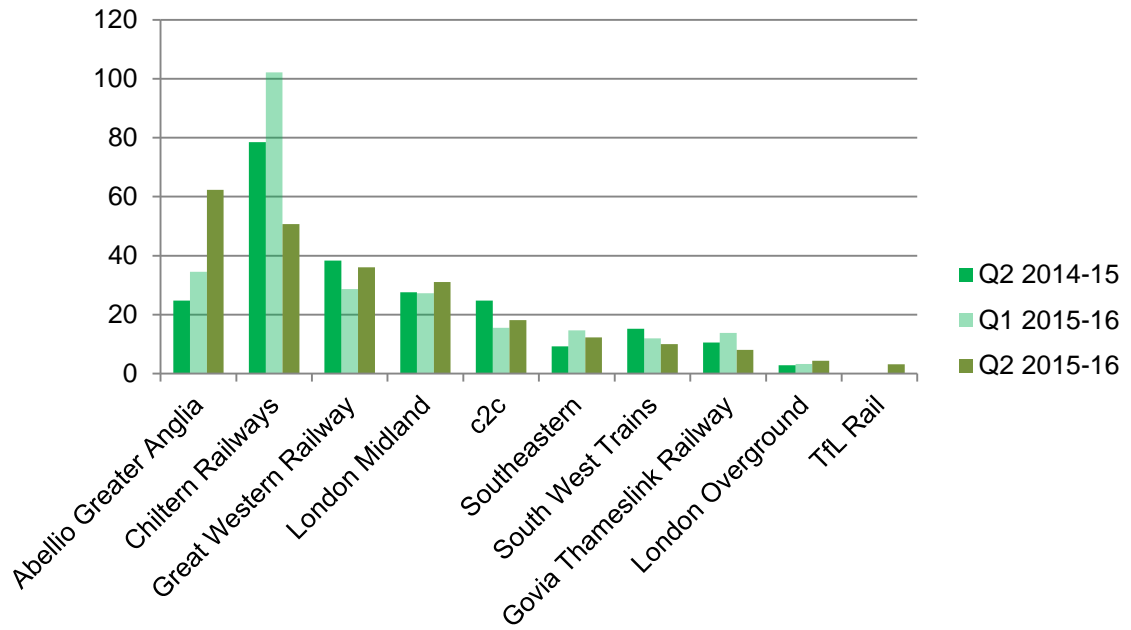


On 31 May 2015 a number of services transferred from Greater Anglia to create a new franchise known as TfL Rail (this is the precursor to Crossrail). At the same time, a number of Greater Anglia services were transferred to London Overground. Therefore the 2015-16 data for these operators are not fully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

In the London & SE area, Abellio Greater Anglia received the highest number of complaints per 100,000 passenger journeys in Q2 2015-16 with 62.3 complaints. Chiltern Railway had the largest reduction in complaints compared to Q2 2014-15 and Q1 2015-16.

TfL Rail had the lowest complaints rate in Q2 2015-16 with 3.2 complaints per 100,000 passenger journeys.

Q2 2014-15, Q1 2015-16 & Q2 2015-16 Complaints Comparison



Appendix – Glossary & references

Glossary

Term	Definition
TOC	Train Operating Companies
L&SE	London & the 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
NRPS	National Rail Passenger Survey

References

- Network Rail
- Office of Rail and Road