

Agenda item: 7  
Reference: PC101

# National Rail Performance Report - Quarter 1 2016-17 (April-June 2016)

October 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
Quarter 4 2015-16 – Jan to March	May 2016
Quarter 1 2016-17 – April to June	Oct 2016

Published by:

London TravelWatch  
169 Union Street  
London SE1 0LL

Phone: 020 3176 2999

---

## Contents

<b>1</b>	<b>Executive summary .....</b>	<b>1</b>
<b>2</b>	<b>London &amp; South East train service performance.....</b>	<b>4</b>
2.1	Public performance measure .....	4
2.2	Performance trends .....	6
2.3	Cancellations and significant lateness .....	14
2.4	Right time arrivals .....	15
<b>3</b>	<b>London &amp; South East passenger satisfaction.....</b>	<b>16</b>
3.1	NRPS London.....	17
<b>4</b>	<b>Passenger complaints.....</b>	<b>24</b>
3.1	Complaints by operator.....	25
<b>5</b>	<b>Passengers in excess of capacity (PiXC) .....</b>	<b>32</b>
	<b>Appendix – Glossary &amp; references.....</b>	<b>35</b>

## 1 Executive summary

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 first quarter (April to June) of 2016-17.

The analysis of the data is carried out by London TravelWatch using information from various sources including the Office of Rail and Road and Network Rail. The findings are London TravelWatch's independent assessment of each operator's performance with a focus on outcomes from a passenger perspective.

For definitions of the measures, see Section 2 and 3.

### London & South East train service performance

Overall, L&SE had a PPM of 84.6% during the first quarter, which was 2.1 percentage points worse than Q4 2015-16 and 4.3 percentage points worse than Q1 2015-16. The performance decline was caused by severe weather conditions, Network Rail related delays, such as infrastructure failures (signal failures, broken rails and over running and emergency engineering works), TOC related issues such staffing shortages and defective rolling stock.

It is estimated that performance failures across Govia Thameslink Railway (GTR) services were responsible for 80% of the decline in public performance measure (PPM) figures in the first quarter of 2016-17, despite the fact they operated only 28% of services in the L&SE sector.<sup>1</sup>

c2c had the highest average PPM in the first quarter of 2016-17, with 95.8%. GTR, with an overall PPM of 76.3% had the lowest score; a 11.1 percentage point reduction compared to the same quarter in 2015-16. When analysed individually, all TOCs within the GTR franchise performed worse than any other TOC operating in the L&SE area.

Of all the franchised peak services, which operate on weekdays between 0700 and 0959 and 1600 and 1859, the overall peak PPM score for Q1 2016-17 is 83.1%, 2.6 percentage point lower than in Q1 2015-16. c2c had the highest proportion of trains on time for Q1 2016-17, with a score of 96.7%. GTR recorded a score of 74.2%

The overall rate of CaSL was 5.6% in Q1 2016-17, which was 2.0 percentage points higher than the previous quarter and 2.5 percentage points higher than in Q1 2015-16. c2c recorded the lowest percentage, with 1.5%. GTR, with an overall

---

<sup>1</sup> Obtained from the ORR

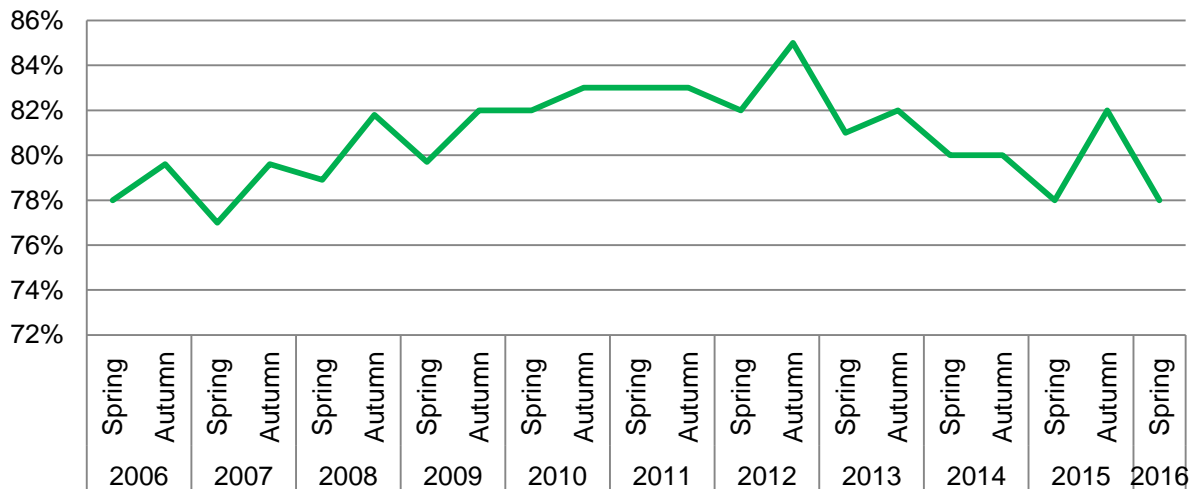
score of 9.1%, had the largest increase and the worst levels of services being cancelled or late.

The overall rate of ‘right time’ arrivals was 60.1% in Q1 2016-17, 7.4 percentage points lower than Q1 2015-16, and 2.2 percentage points lower than Q4 2015-16. TfL Rail had the highest RTA and the largest increase, with 83.9% of its trains arriving on time. GTR has the worst RTA and the largest reduced score compared to other L&SE operators, with 48.2% in Q1 2016-17.

### London & South East (L&SE) passenger satisfaction

Overall the percentage of satisfied passengers, taking all L&SE operators together, had remained the same since the spring 2015 survey, but decreased when compared to autumn 2015. The operator with the highest satisfaction rate was Heathrow Express, 91% of whose users rated the service as satisfactory or good, a reduction when compared to the previous two surveys. Gatwick Express (8%), Southeastern (6%) and Thameslink (6%) had the highest decrease of any L&SE operators

**Graph 1 - L&SE Overall Passenger Satisfaction**



### Complaints

Punctuality and reliability of trains was the common cause for complaint to TOCs in Q4 2015-16. Ticketing and refund policy were also a high source of complaints.

Chiltern Railways had the largest percentage reduction in complaints compared to Q3 2015-16 and Q4 2014-15, but received the highest number of complaints per 100,000 passenger journeys in Q4 2015-16, with 72.3 complaints. This may reflect Chiltern’s inclusion of “delay-repay” applications in its complaint totals, a practice which is not universal among train operators.

---

### **Passenger in excess of capacity**

Overall, in London and the south east, 6% of all passengers travelled in excess of train capacity using London's terminals in 2015 in the morning peak, compared to 5% in the morning peak in 2014. In the evening peak, crowding was 3% in 2014 and 2015.

### **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 Q1 statistics for these two franchises are not wholly comparable with data from previous quarters.

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 London and the South East (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 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 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. 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".

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.

#### 2.1.1 Results Quarter 1 2016-17

Overall, L&SE had a PPM of 84.6% during the first quarter, which was 2.1 percentage points worse than Q4 2015-16 and 4.3 percentage points worse than Q1 2015-16. The performance decline was caused by severe weather conditions, Network Rail related delays, such as infrastructure failures (signal failures, broken rails and over running and emergency engineering works), TOC related issues such as staffing shortages, defective rolling stock. It is estimated that performance failures across Govia Thameslink Railway (GTR) services were responsible for 80% of the decline in public performance measure (PPM) figures in the first quarter of 2016-17, despite the fact they operated only 28% of services in the L&SE sector.

Most operators' PPM scores decreased in this quarter, when compared with the same period year ago (Q1 2015-16). Operating on routes with minimal interaction with other TOCs, c2c had the highest average PPM in the first quarter of 2016-17 with 95.8%, a 1.4 percentage point reduction compared with the same quarter last year. GTR, with an overall PPM of 76.3%, had the lowest score; a 11.1 percentage point reduction compared to the same quarter in 2015-16. When analysed individually, all TOCs within the GTR franchise performed worse than any other TOC operating in the L&SE area (see PPM graph below).

In the last six quarters, GTR have had the worst PPM score compared to other L&SE operators. Its poor performance can be attributed to infrastructure failures,

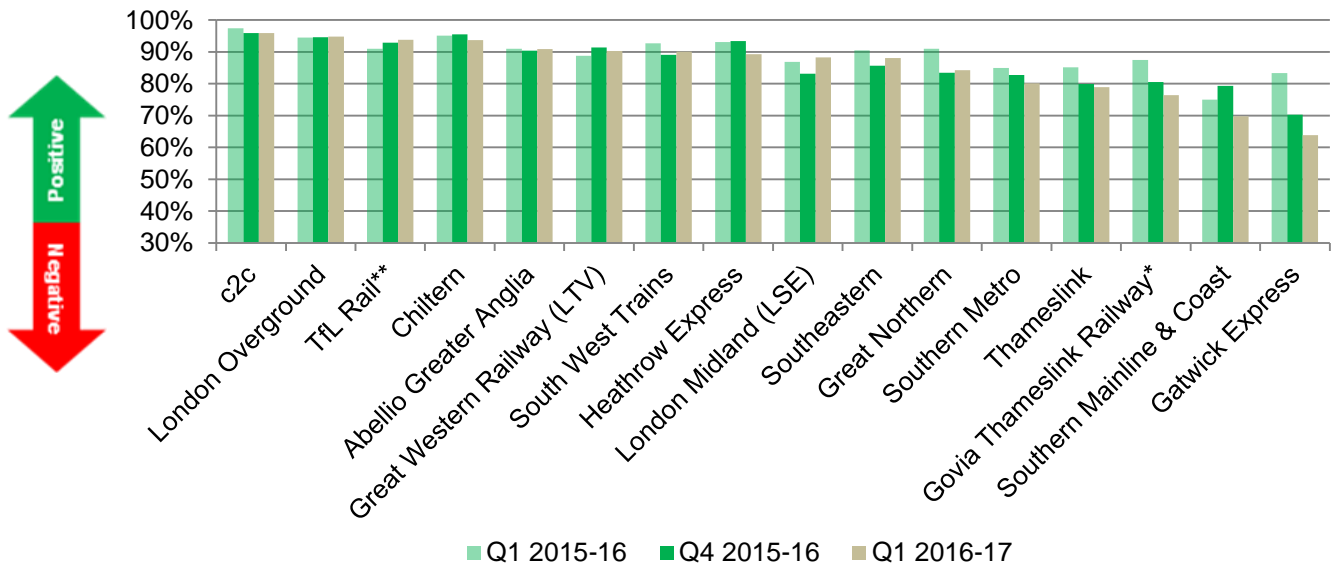
on-going works at London Bridge, rolling stock and prevalent staffing issues, and weather related delays.

Southeastern, with their PPM falling from 90.4% in Q1 2015-16 to 88.1% in Q1 2016-17, a 2.3 percentage point reduction, was the second worst performing TOC outside of the GTR franchise. As well as infrastructure failures and on-going works at London Bridge, performance was affected by trespassing and severe flooding on the network.

Heathrow Express recorded the largest reduction outside of the GTR franchise, with their PPM falling from 93.0% in Q1 2015-16 to 89.2% in Q1 2016-17, a 3.8 percentage point reduction.

London Midland had a slight increase in their performance this quarter, but has consistently been one of the poorest performers in previous quarters and was still the third worst performing operator outside of the GTR franchise.

**Graph 2 – Public performance measure Q1 2015-16, Q4 2015-16 & Q1 2016-17**



**2.1.2 Peak services**

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 Q1 2016-17, with a score of 96.7%. GTR recorded a score of 74.2%, the lowest peak PPM and had the largest decrease, 6,5 percentage points. The overall peak

<sup>2</sup> \*Govia Thameslink Railway from 14 September 2014 (previously First Capital Connect)  
 \*\* 1st June 2015, TfL Rail services previously managed by Abellio Greater Anglia



PPM score for Q1 2016-17 is 83.1%, 2.6 percentage point lower than in Q1 2015-16.

TfL Rail, which recorded a peak PPM of 91.2% in Q1 2016-17, had the largest increase of any operator, 5.8 percentage points compared to the same quarter last year.

## 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.

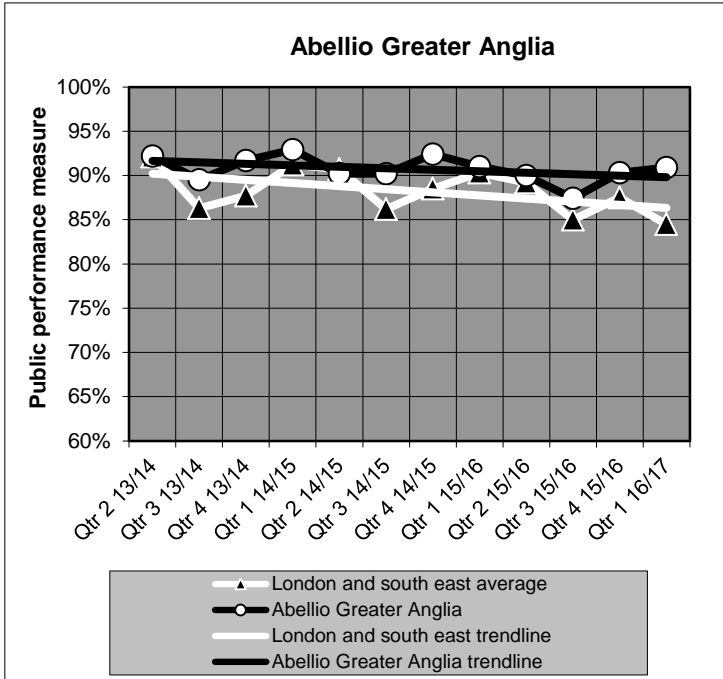
The performance of individual train companies is partially dependent on the varying ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably; but a second factor has also been the inability of some operators adequately to manage the service elements (such as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

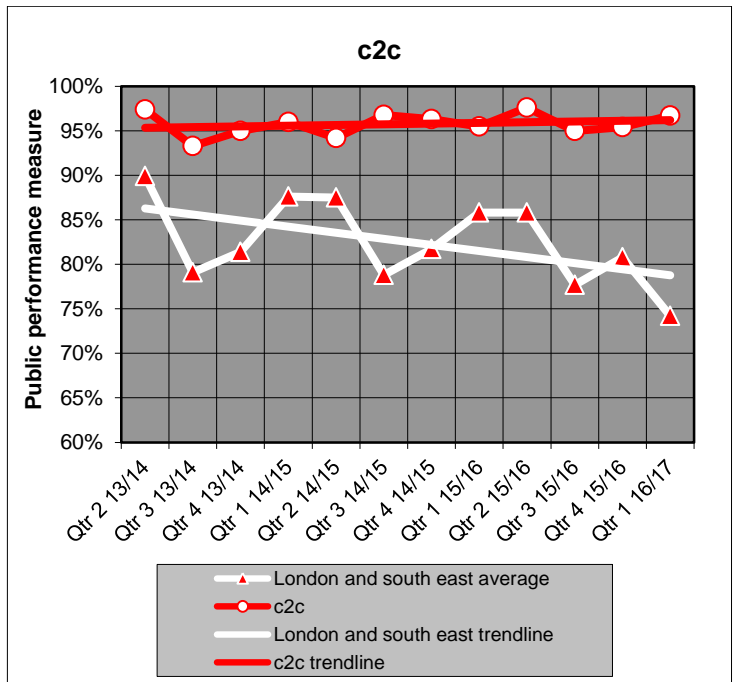
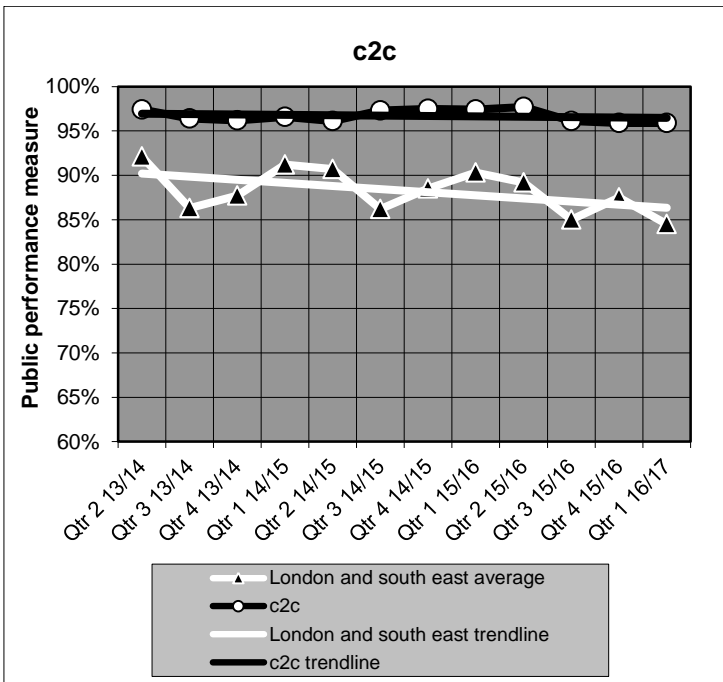
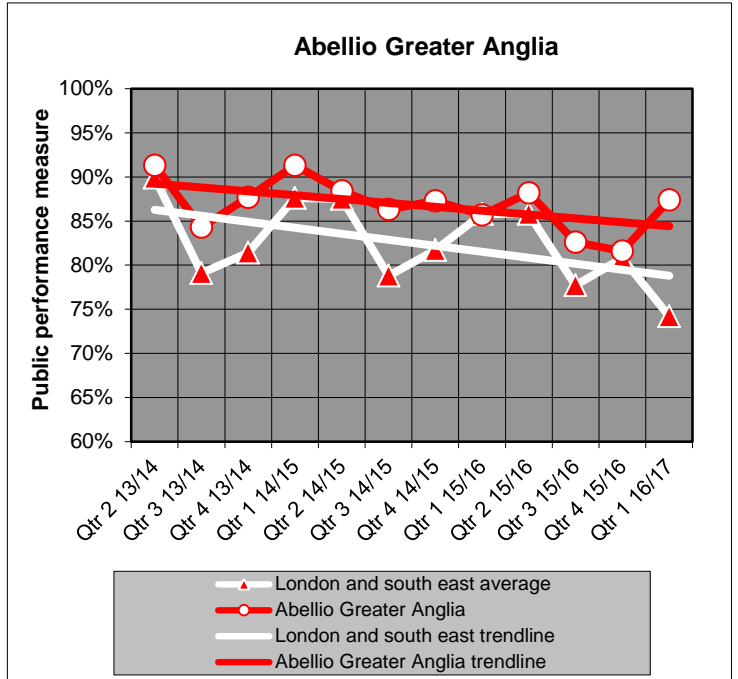
London Overground previously experienced deterioration in its performance due to the knock-on effects of the works at London Bridge and the poor performance of other TOCs, but has seen a reversal in this trend over the last two quarters.

The performance of Govia Thameslink Railway, including all of the sub-groups in its franchise, Great Western Railway, London Midland and Southeastern was below the average of the London & SE group as a whole.

All trains performance



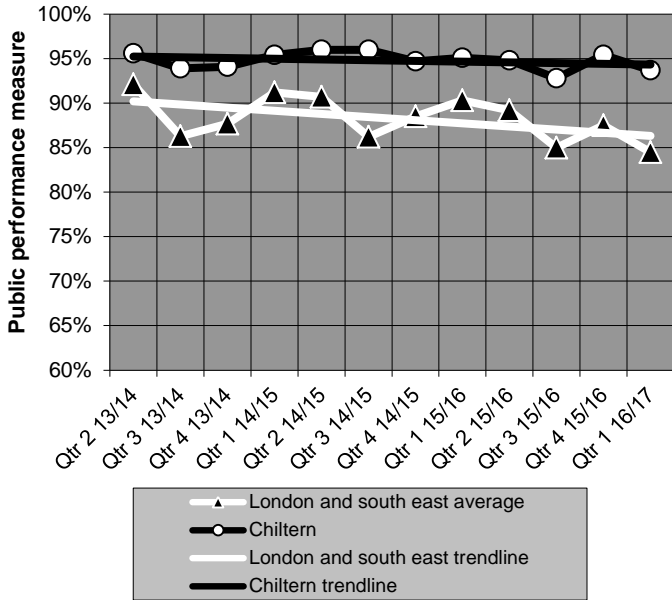
Peak trains performance



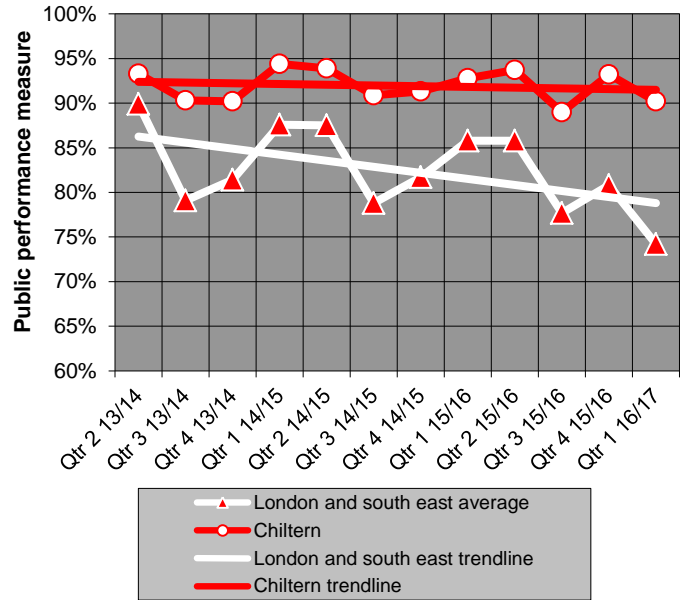
All trains performance

Peak trains performance

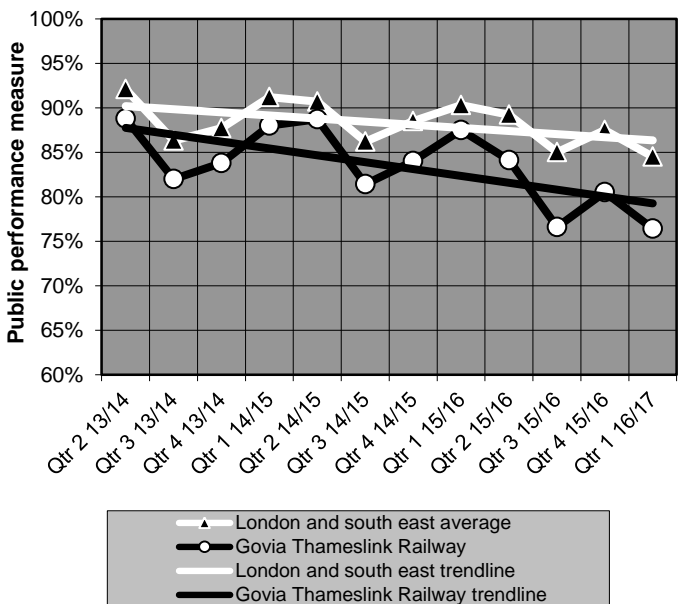
Chiltern Railways



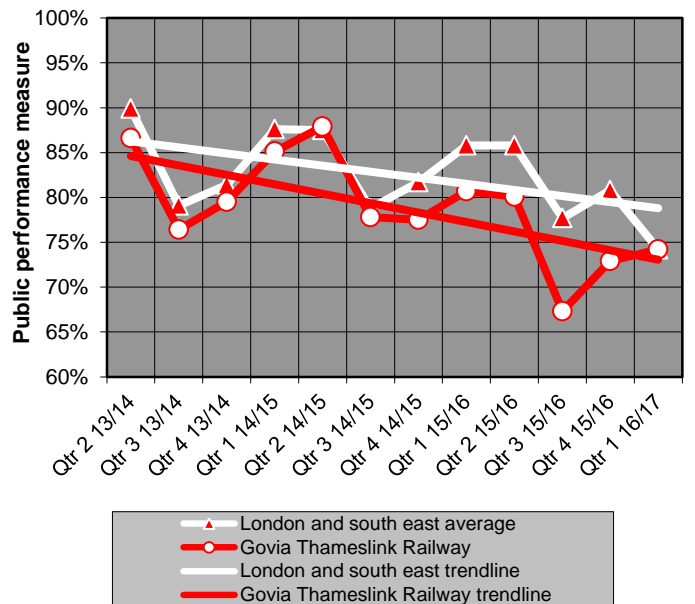
Chiltern Railways



Govia Thameslink Railway

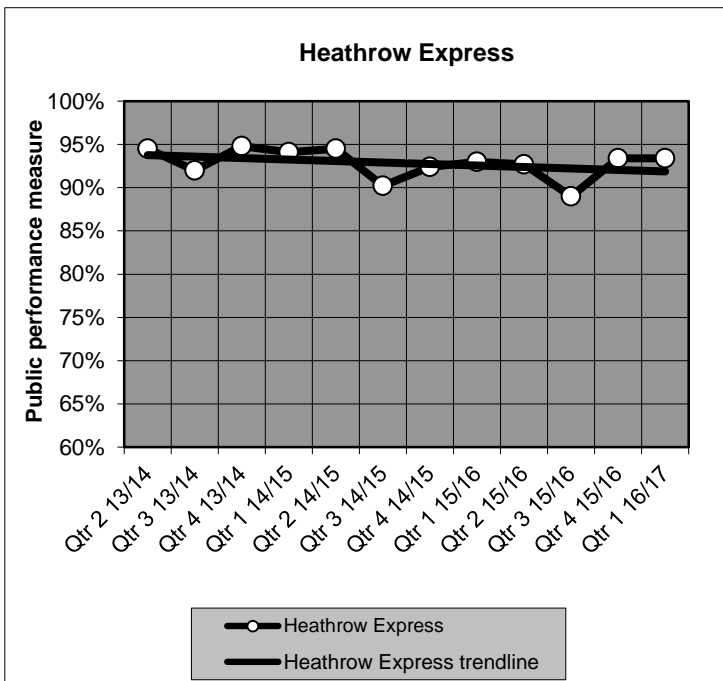
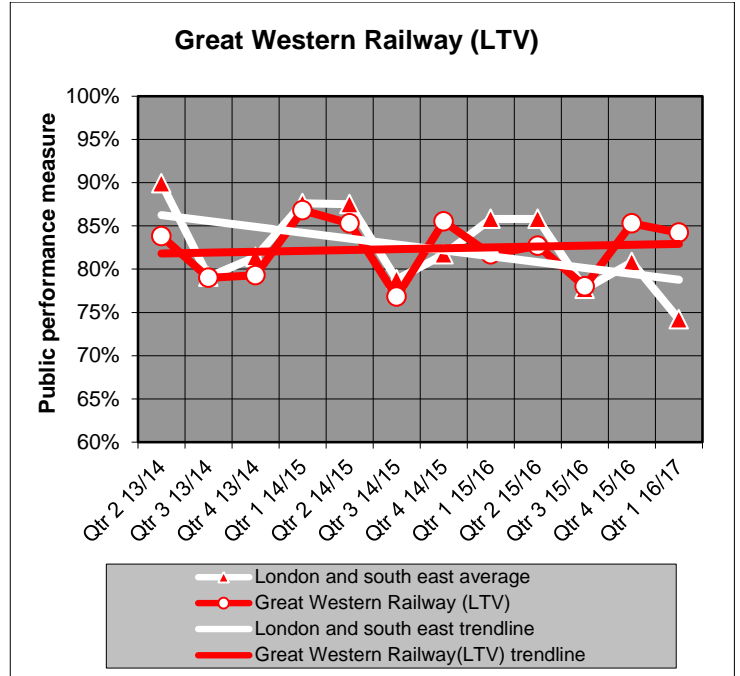
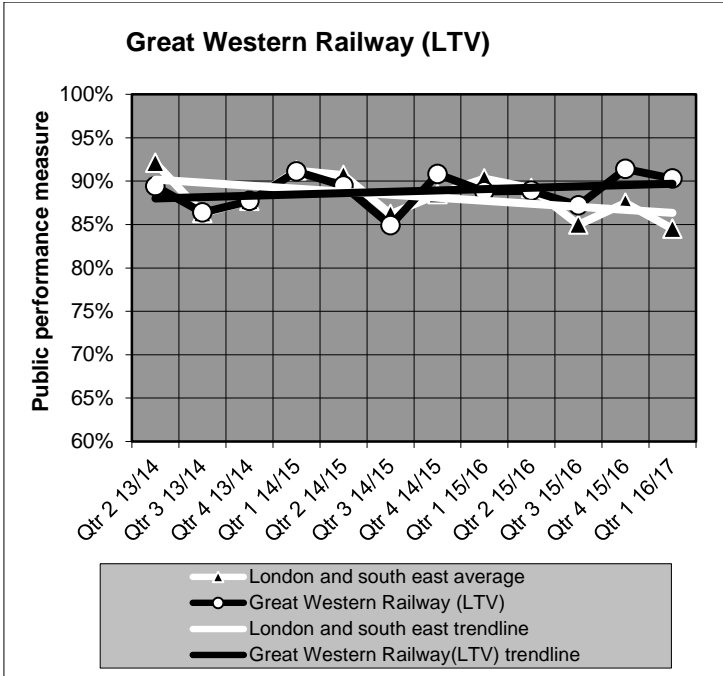


Govia Thameslink Railway



### All trains performance

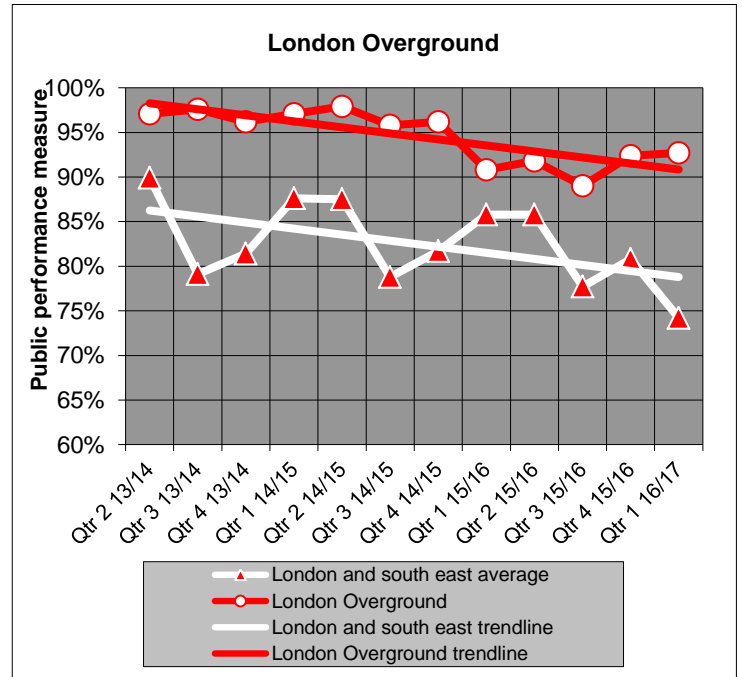
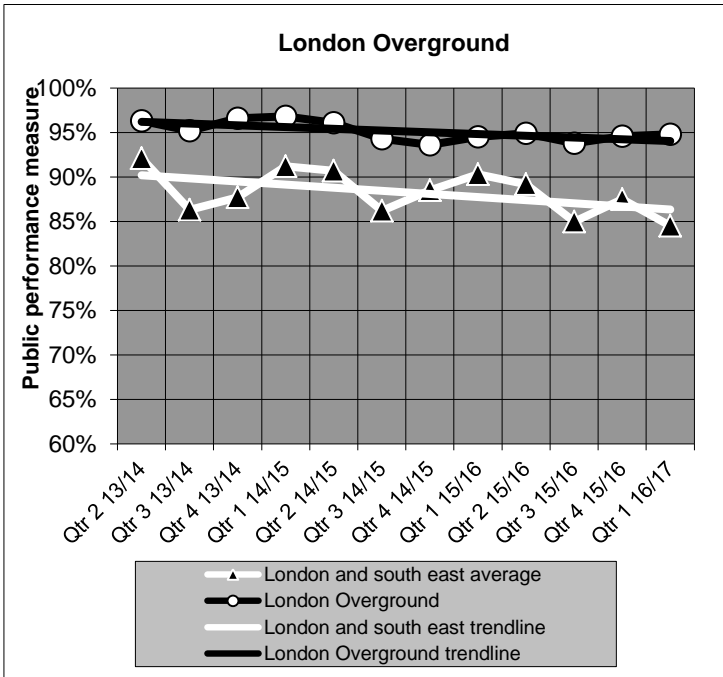
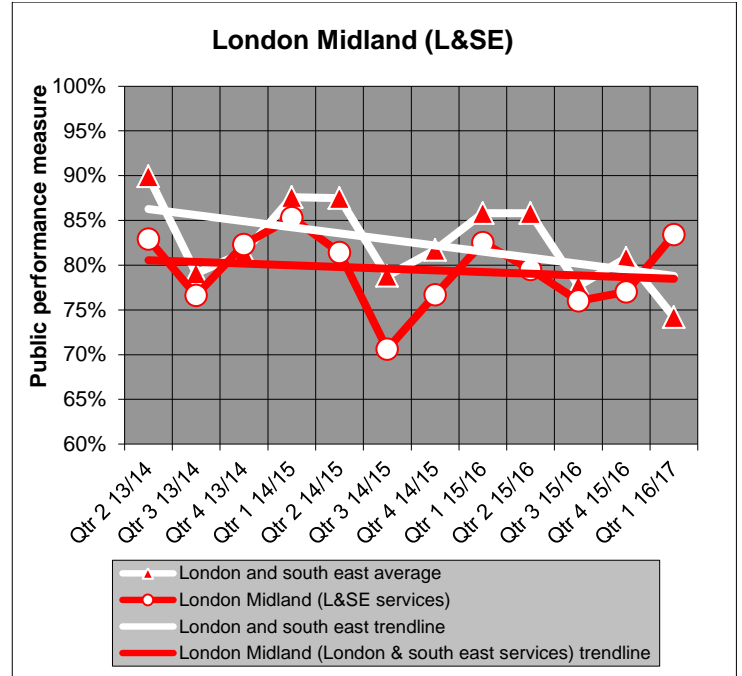
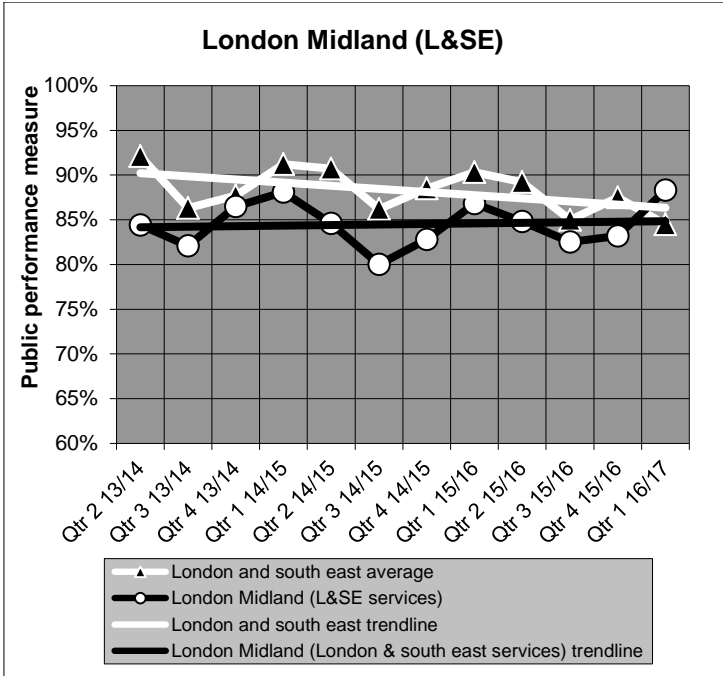
### Peak trains performance



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

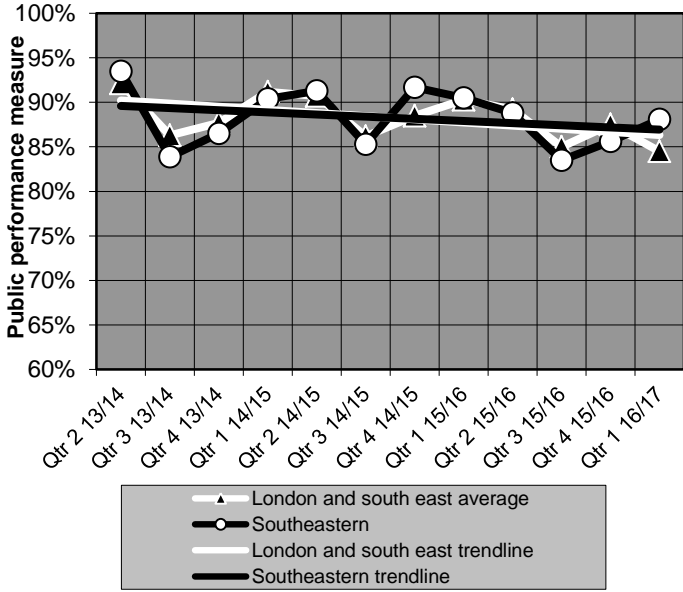
### All trains performance

### Peak trains performance



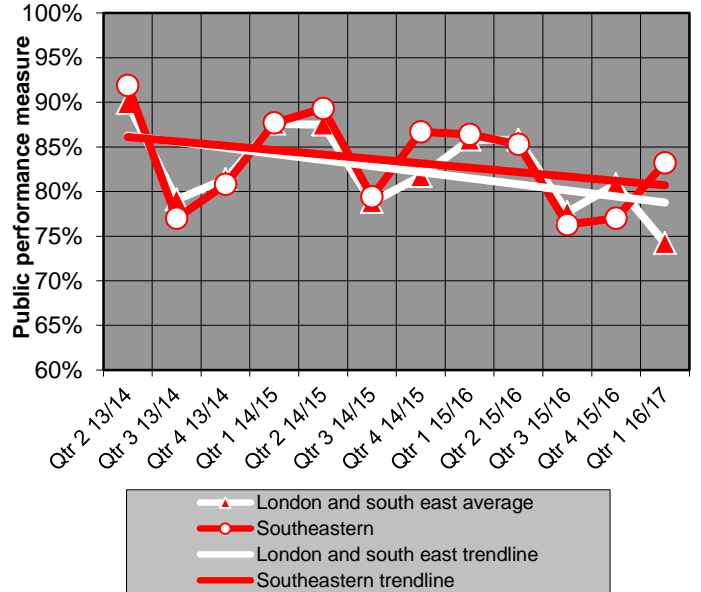
All trains performance

Southeastern

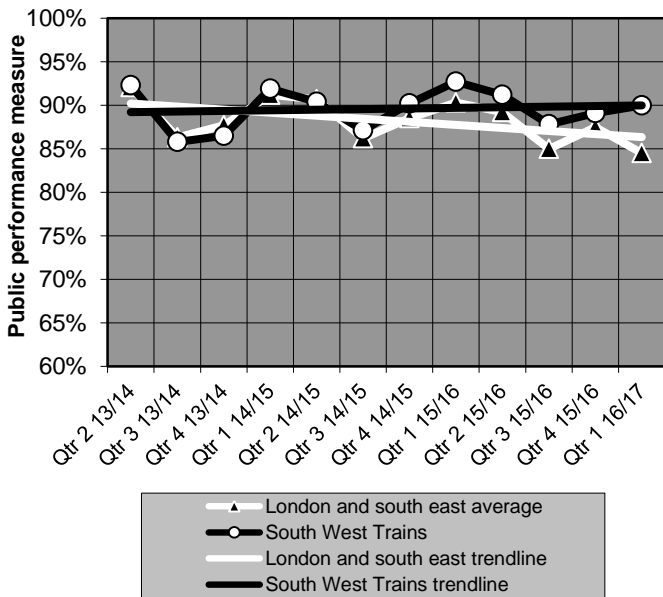


Peak trains performance

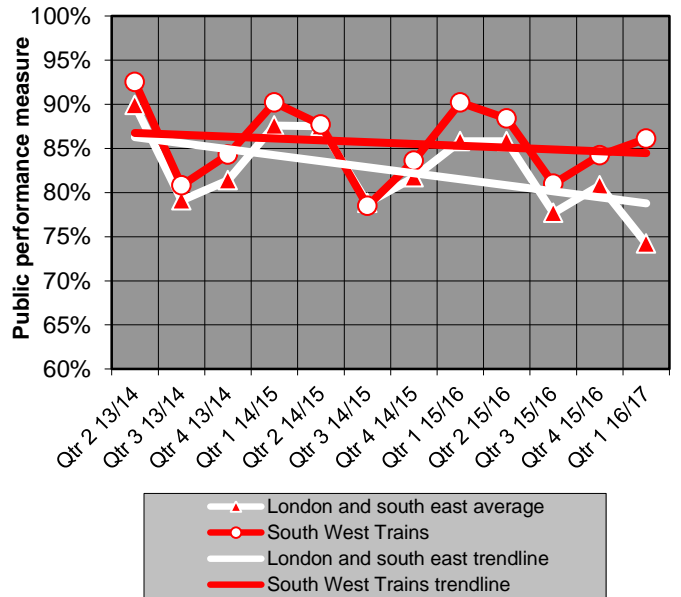
Southeastern



South West Trains

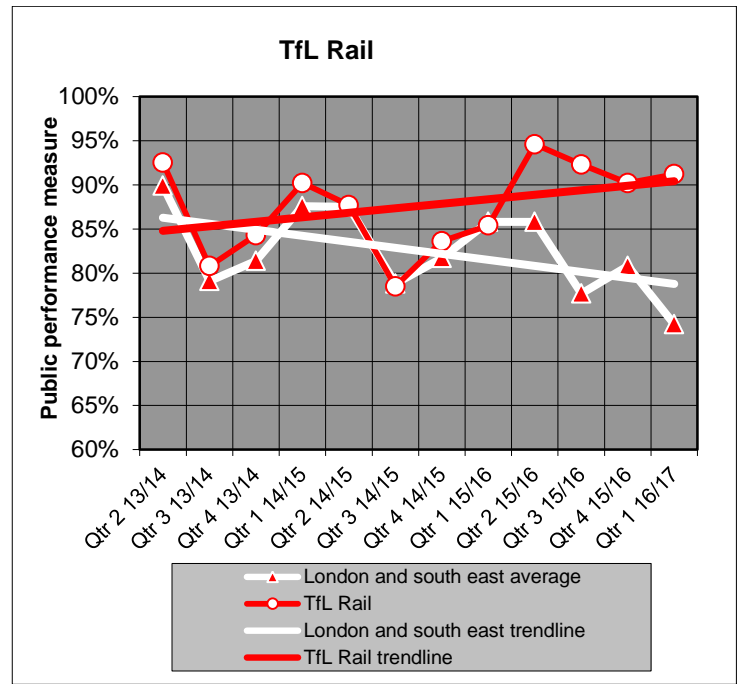
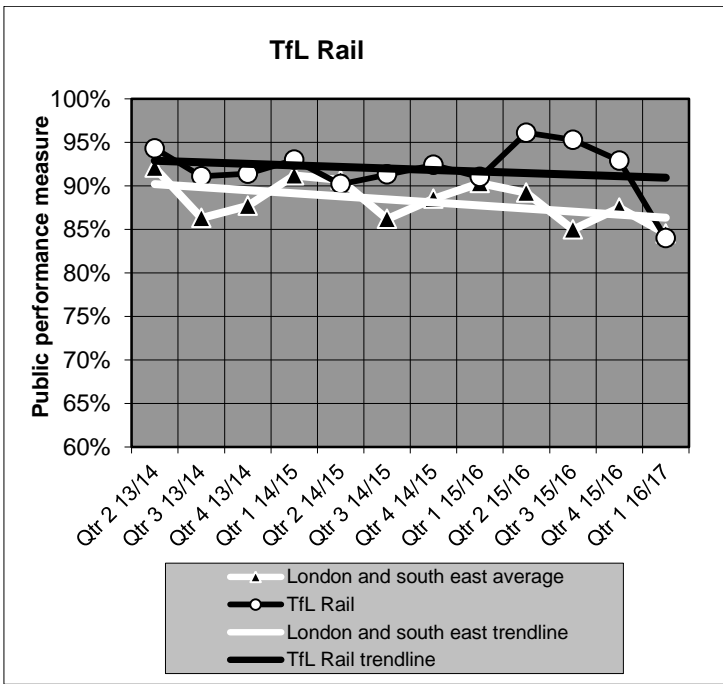


South West Trains

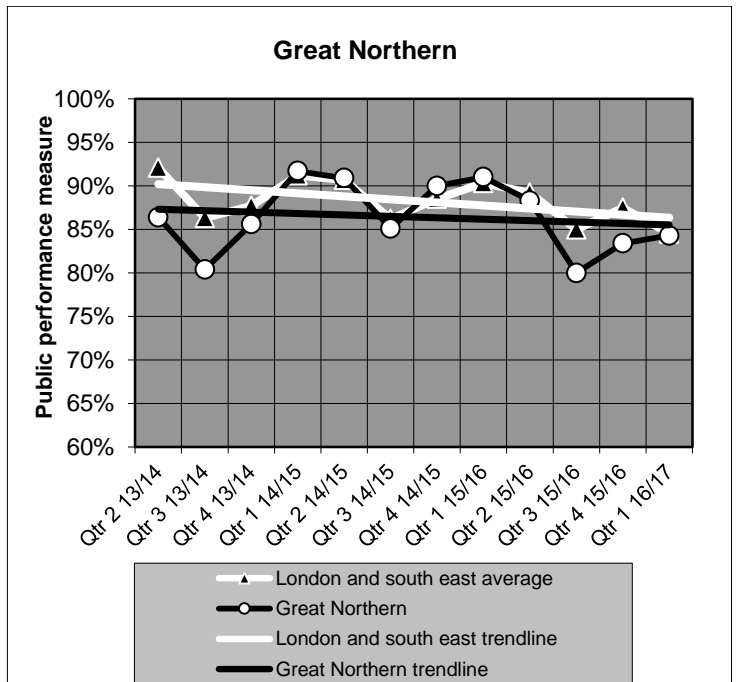
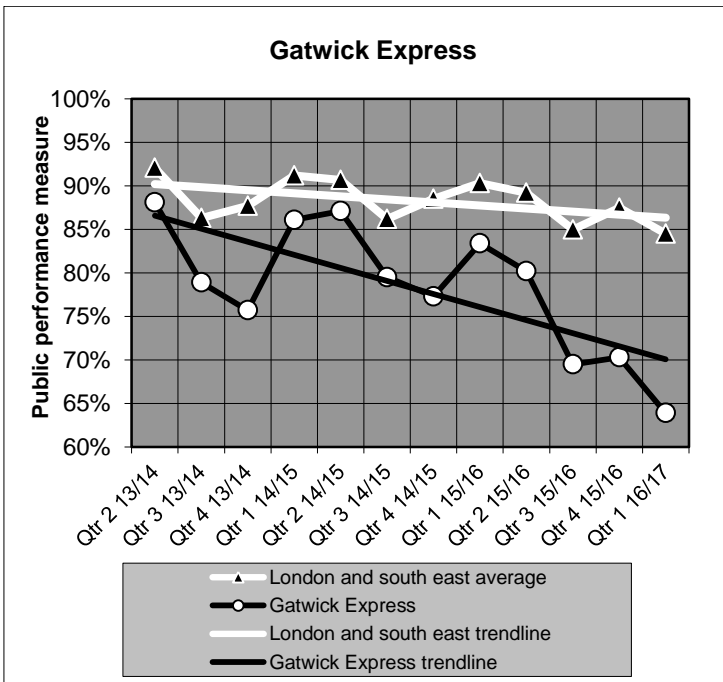


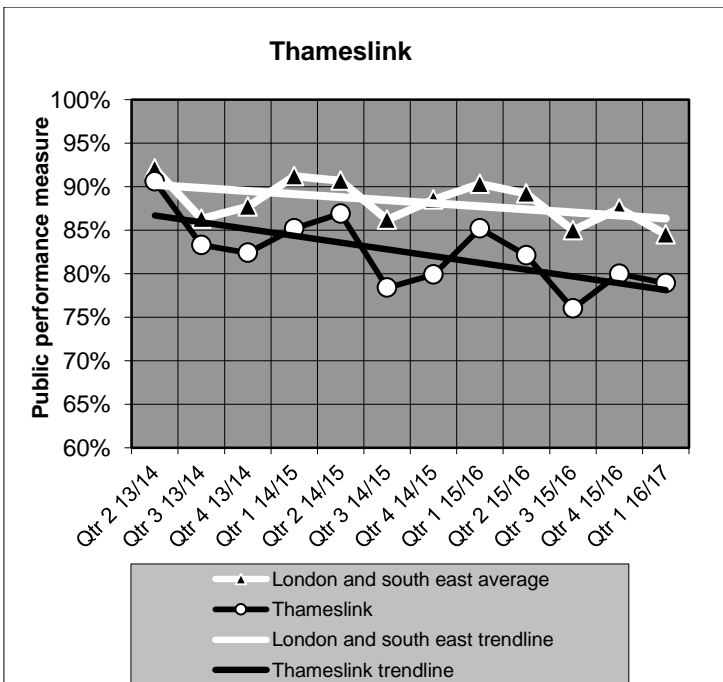
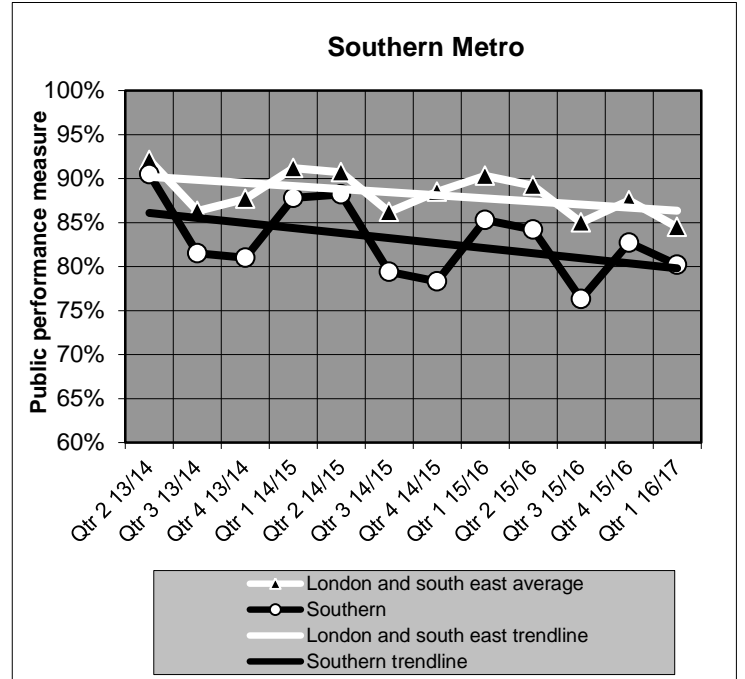
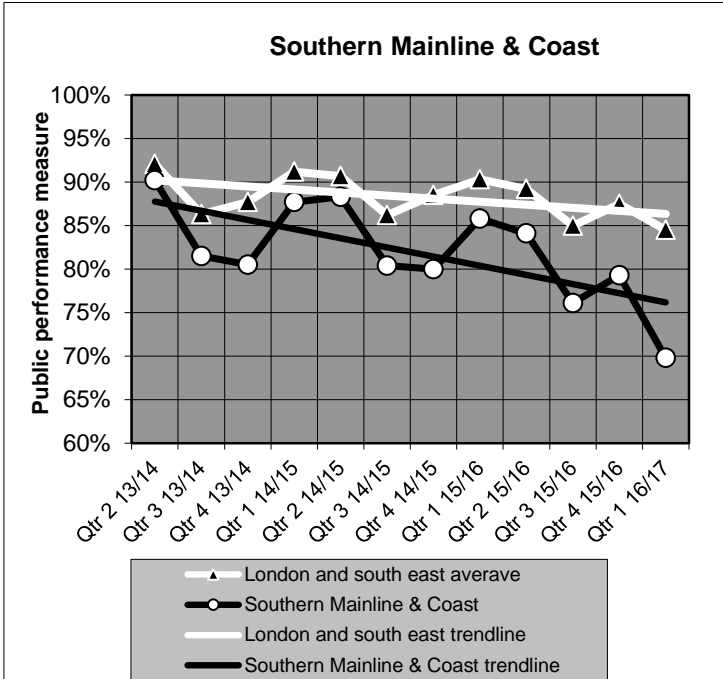
All trains performance

Peak trains performance



The below charts show the long term trains performance for the sub-groups operating under the GTR franchise. Peak service data separate from GTR franchise are not available.







### 2.3 Cancellations and significant lateness

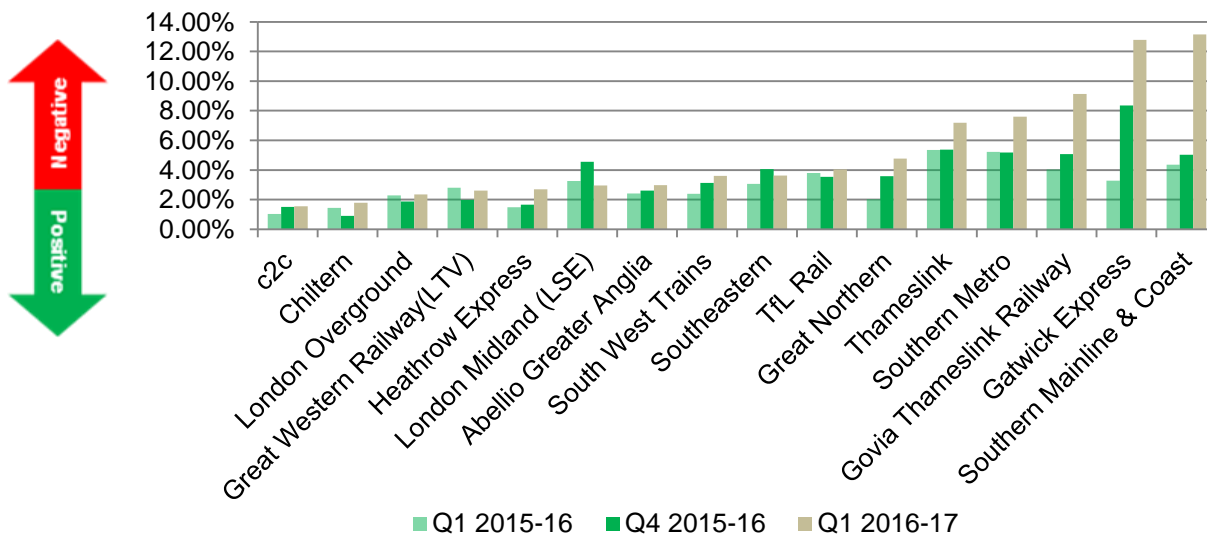
Cancellations and significant lateness (CaSL) is a measure of the percentage of trains which arrive ‘significantly’ late or do not run, expressed as a percentage of the total number of trains planned. A train is defined as significantly late if it arrives 30 or more minutes late at its planned destination 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 CaSL was 5.6% in Q1 2016-17, which was 2.0 percentage points higher than the previous quarter and 2.5 percentage points higher than in Q1 2015-16.

c2c recorded the lowest percentage, with 1.5%, a 0.5 percentage point increase. GTR, with an overall score of 9.1%, had the largest increase, and the worst levels of services cancelled or late, a 5.1 percentage point increase. This is worse than the previous quarter and the same period in 2015-16. Most of the increase is related to driver shortages, resulting in the services being delayed or cancelled. All services within the GTR franchise performed worse than any other TOC.

London Midland had the largest reduction in Q1 2016-17, with 2.95% of its trains cancelled or significantly late, a 0.3 percentage point reduction compared to Q1 2015-16.

**Graph 3 – Cancellations and significant lateness Q1 2015-16, Q 2015-16 & Q1 2016-17**



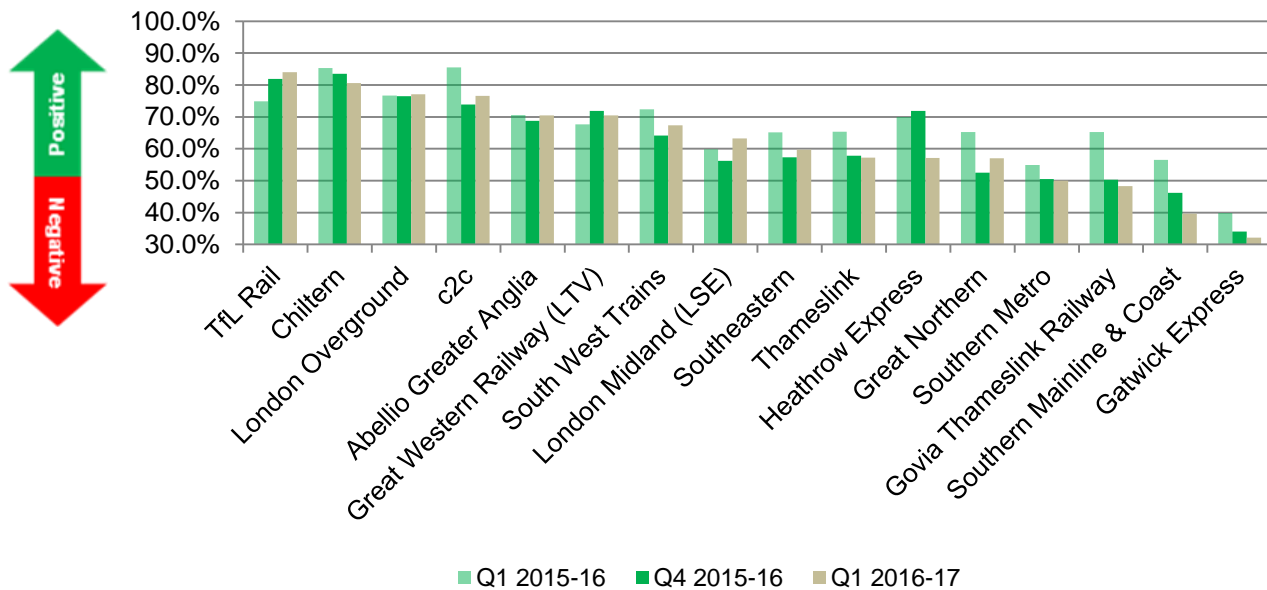
## 2.4 Right time arrivals

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 60.1% in Q1 2016-17, 7.4 percentage points lower than Q1 2015-16, and 2.2 percentage points lower than Q4 2015-16. TfL Rail had the highest RTA and the largest increase, with 83.9% of its trains arriving on time, 9.0 percentage points higher than Q1 2015-16.

GTR has the worst RTA and the largest reduced score compared to other L&SE operators, with 48.2% in Q1 2016-17, 17.0 percentage points lower than Q1 2015-16. Most of the decrease relates to driver shortages, resulting in the services being delayed.

**Graph 4 – Right time arrivals Q1 2015-16, Q4 2015-16 & Q1 2016-17**

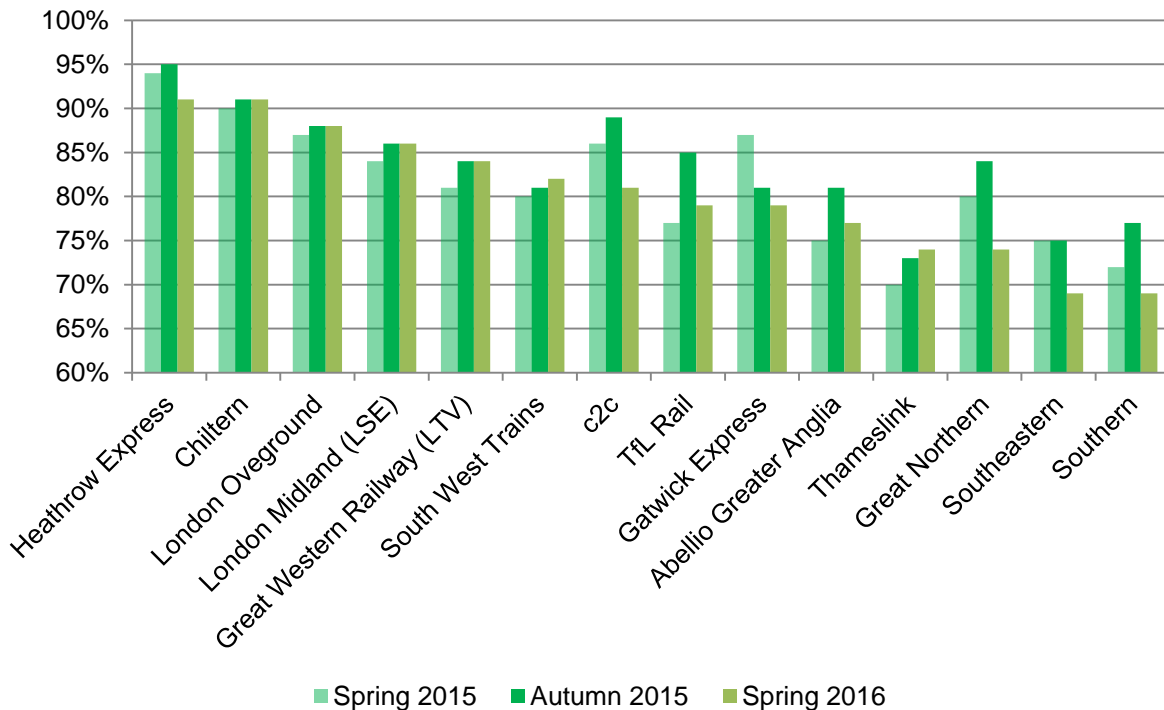


### 3 London & South East passenger satisfaction

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 spring 2016 the percentage of satisfied passengers, taking all L&SE operators together, had remained the same since the spring 2015 survey, but decreased when compared to autumn 2015. The operator with the highest satisfaction rate was Heathrow Express, 91% of whose users rated the service as satisfactory or good, a reduction when compared to the previous two surveys. Gatwick Express (8%), Southeastern (6%) and Thameslink (6%) had the highest decrease of any L&SE operators

Southern had the lowest level of passenger satisfaction with only 69% of its passengers satisfied.

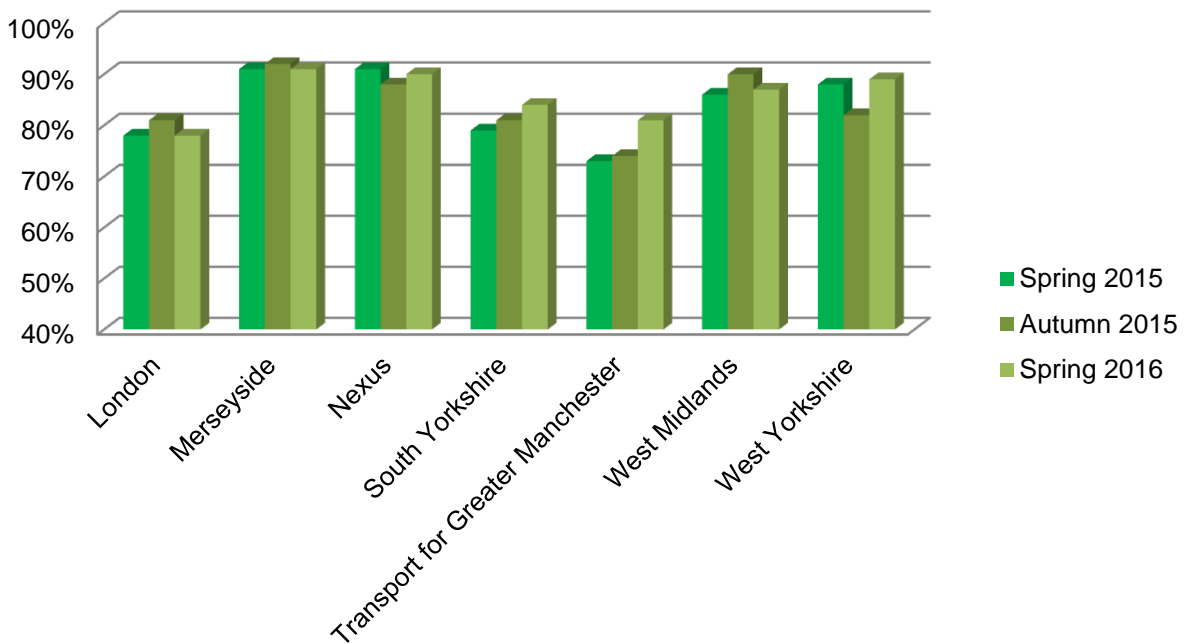


### 3.1 NRPS London

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.

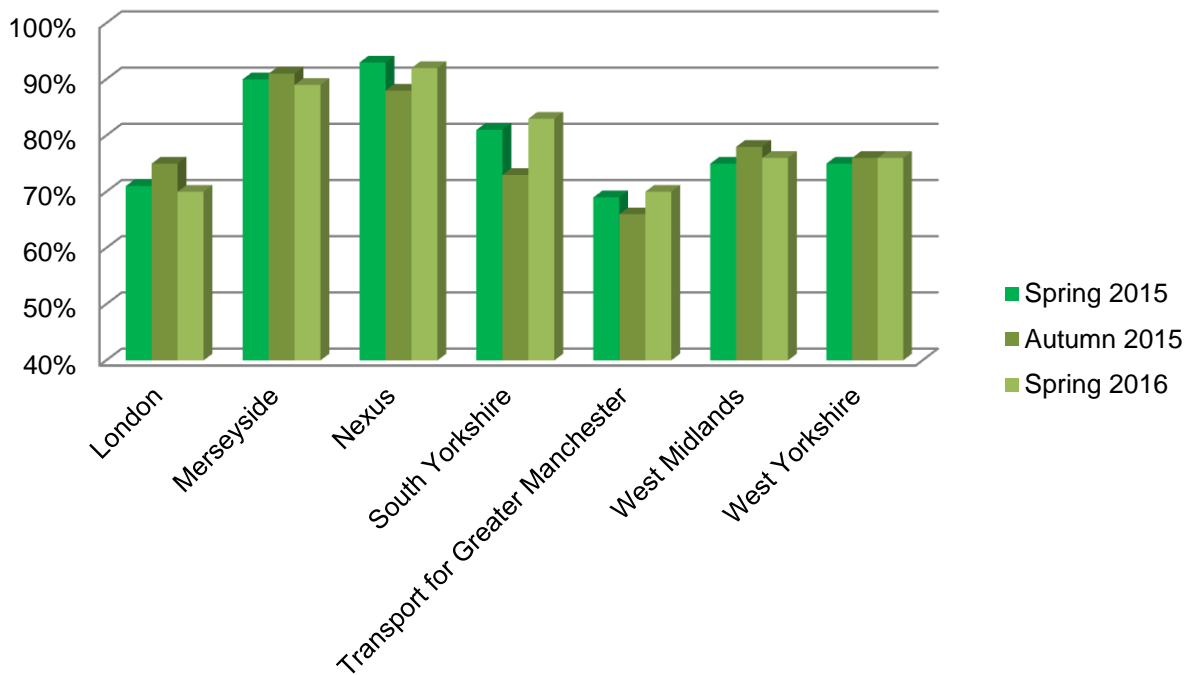
The overall satisfaction with journey table shows that passengers in Merseyside and those in the Nexus area (i.e. Tyne & Wear) were the most satisfied with their travel and those in Greater Manchester the least. London experienced a reduction in passengers' satisfaction with journey, compared to autumn 2015, but is the same as the score received in spring 2015. London passengers were the second least satisfied.

### Overall satisfaction with journey - spring 2016



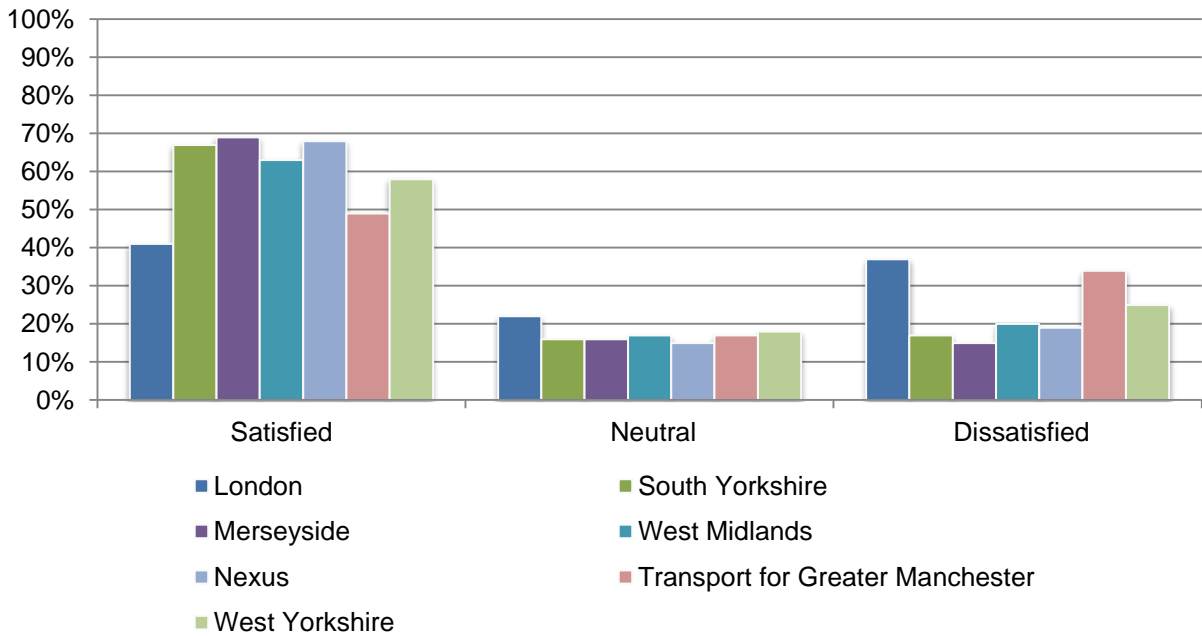
London passengers were the second least satisfied, with the punctuality and reliability of their train service, when compared to the other regions. Greater Manchester passengers were the least satisfied. London also experienced a reduction in passengers' satisfaction compared to autumn and spring 2015.

### Satisfaction with punctuality and reliability of the train - spring 2016



It is striking that 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* report<sup>3</sup>.

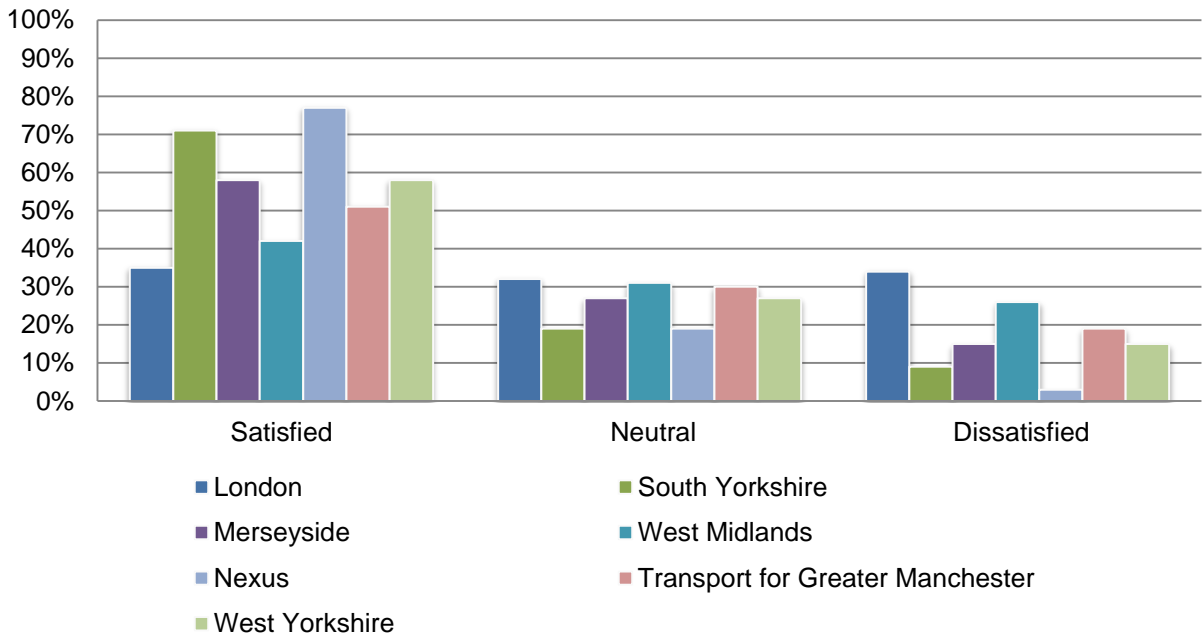
### Satisfaction with value for money (of ticket price) spring 2016



<sup>3</sup> [Value for Money on London's transport services: what consumers think](#)

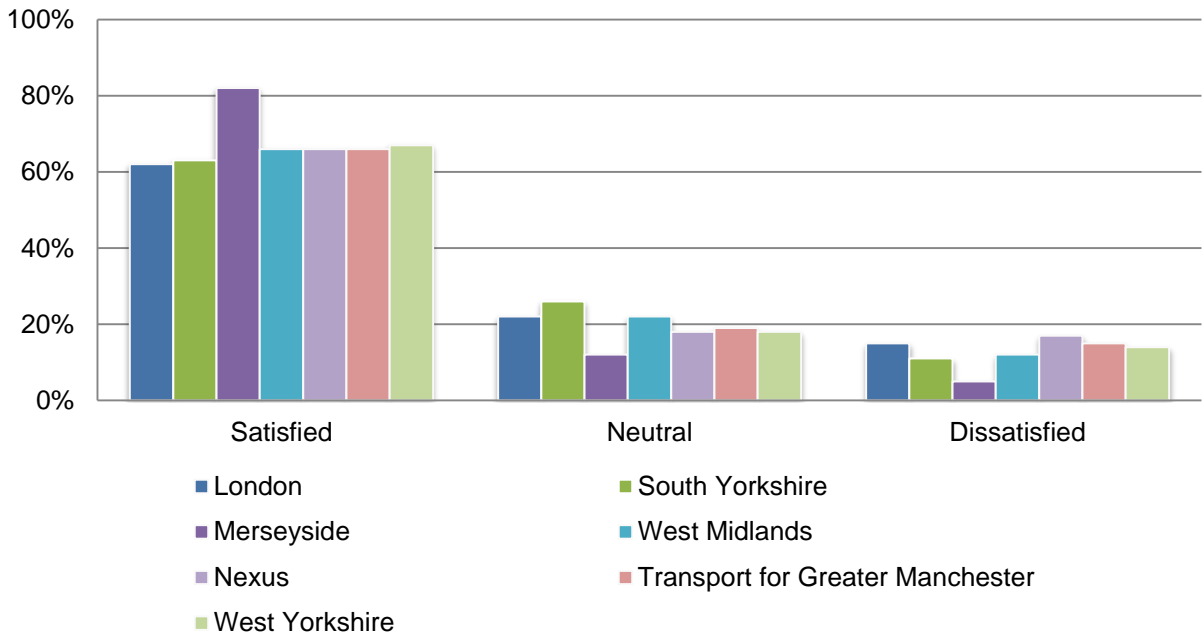
London passengers are more dissatisfied about the availability of staff on trains than passengers in other areas. This may be attributable to the fact that most metropolitan regions' trains are generally operated on 'pay train' principles, with a conductor passing through the train. This gives much greater 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 - spring 2016



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 - spring 2016

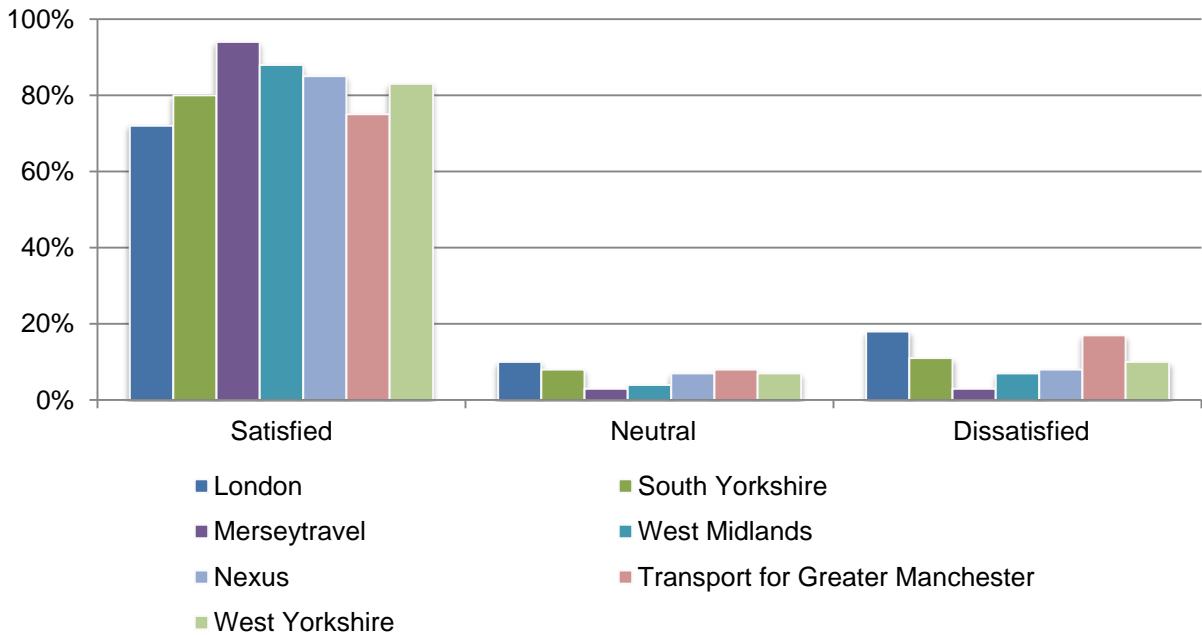




London passengers are at the lower end of reported satisfaction levels with service frequency, when compared with other metropolitan areas, because many suburban routes have services that run only every 30 minutes or less. In Merseyside and some other metropolitan areas most services run at least once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

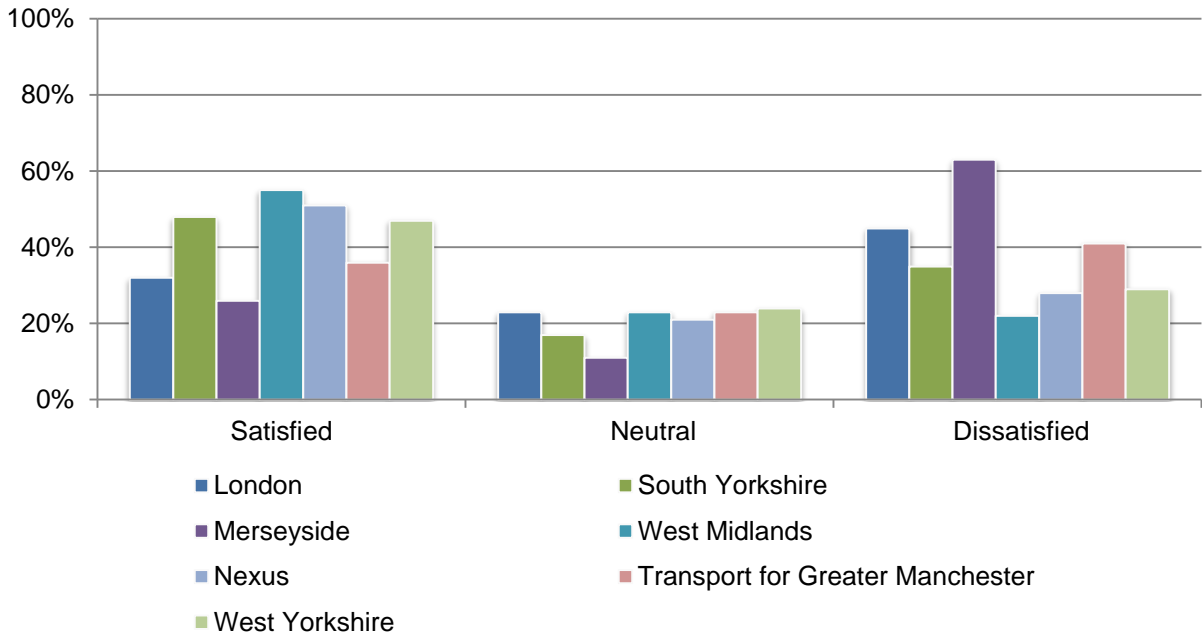
There is a correlation between this measure and that for value for money. It should be noted that operators with a higher frequency of service achieve much better satisfaction with value for money (e.g. London Overground, c2c, First Great Western).

### Satisfaction with the frequency of trains on route - spring 2016



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 - spring 2016



## 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. 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 Q4 2015-16 (Jan to March 2016). 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.

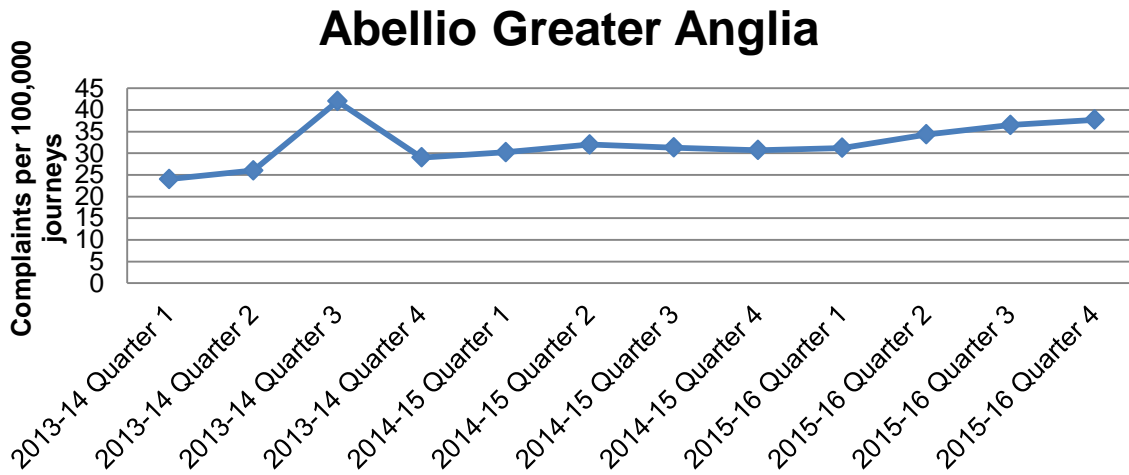
London Overground is conspicuous for its comparatively low rate of complaints. A number of factors probably contribute to this, including high service frequencies, short journeys, a simple ticketing system, fully staffed stations, and a generally high level of reliability. It is noteworthy that Chiltern 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 TOCs.

#### Quarterly passenger complaints per 100,000 journeys

TOC	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Average
	13-14	13-14	13-14	13-14	14-15	14-15	14-15	14-15	15-16	15-16	15-16	15-16	
Chiltern Railways	31	76	84	127	63	78.5	60.5	94.8	102.2	50.7	130.7	72.3	<b>80.9</b>
Great Western Railway	44	48	56	68	41.8	38.3	37.9	36.9	28.7	36.1	36.3	30.8	<b>41.9</b>
Abellio Greater Anglia	24	26	42	29	30.2	35.0	33.8	28.4	34.5	62.3	57.0	50.2	<b>37.7</b>
London Midland	57	35	40	40	28.6	27.6	32.6	30.0	27.3	31.1	38.6	31.5	<b>34.9</b>
c2c	11	14	13	16	12.6	24.8	25.0	17.7	15.5	18.1	30.8	39.8	<b>19.9</b>
ovia Thameslink Railway	21	16	20	33	14.8	10.5	16.8	20.5	13.8	8.1	7.2	11.0	<b>17.5</b>
Southeastern	9	9	14	20	8.1	9.2	13.8	23.4	14.7	12.3	14.0	26.8	<b>14.5</b>
South West Trains	9	11	15	17	13.2	15.2	21.7	18.2	12.0	10.0	13.7	15.1	<b>14.3</b>
Southern	5	6	9	9	9.5	8.9	10.6	9.3	7.3	:	:	:	<b>8.3</b>
London Overground	3	2	3	3	2.8	2.8	3.1	2.8	3.3	4.4	4.6	5.7	<b>3.4</b>

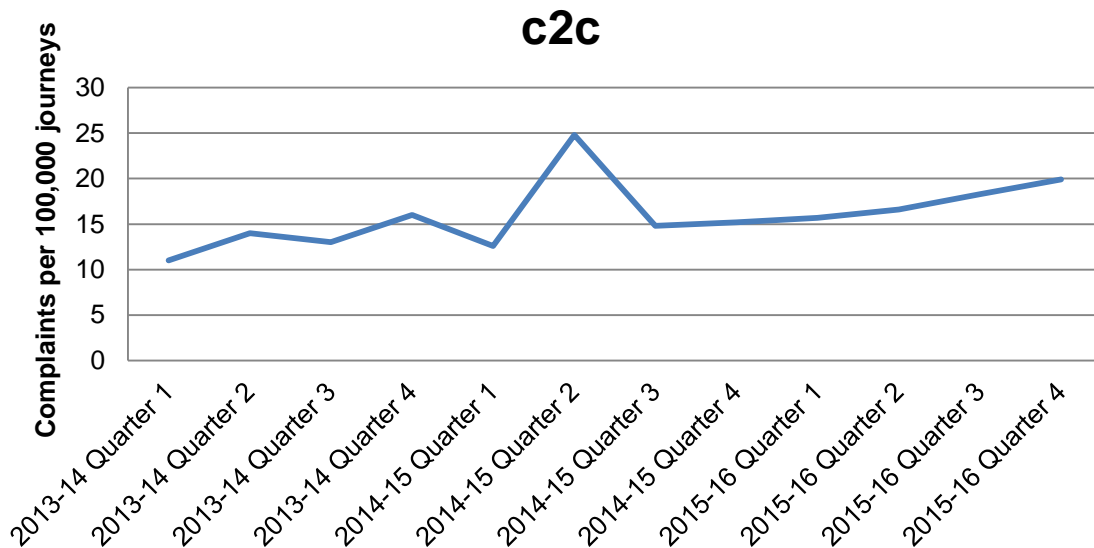
### Abellio Greater Anglia

On average, there were 37.7 complaints to Abellio Greater Anglia per 100,000 journeys over the previous 12 quarters. Complaints about punctuality and reliability, ticking buying facilities and ticketing and refund policy were the most common.



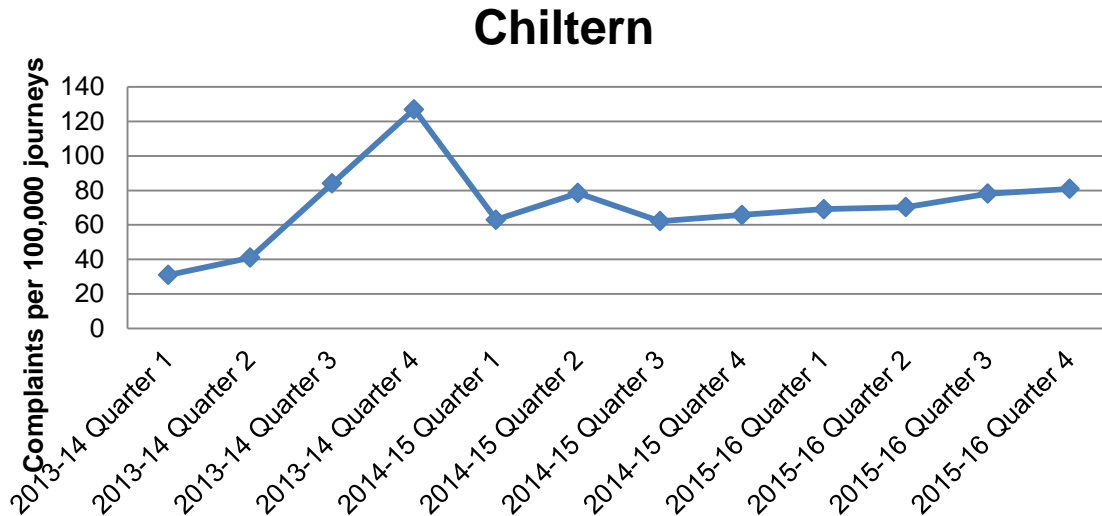
### c2c

On average, there were 19.9 complaints to c2c per 100,000 journeys over the previous 12 quarters. Issues about timetabling and smartcards were the most frequent cause of complaint, and may relate to the new timetable introduced in December 2015, which led to overcrowding at some stations.



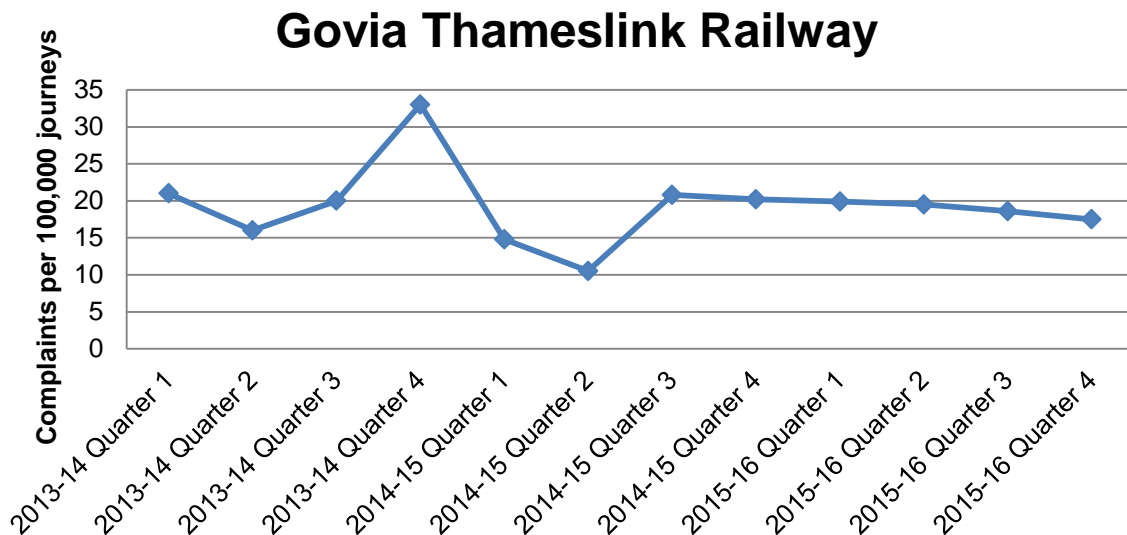
### Chiltern

On average, there were 80.9 complaints to Chiltern per 100,000 journeys over the previous 12 quarters. Issues of punctuality and reliability were the most frequent cause of complaint, and could be due to the revised new timetable introduced in October 2015 in which services were introduced between Oxford Parkway and London.



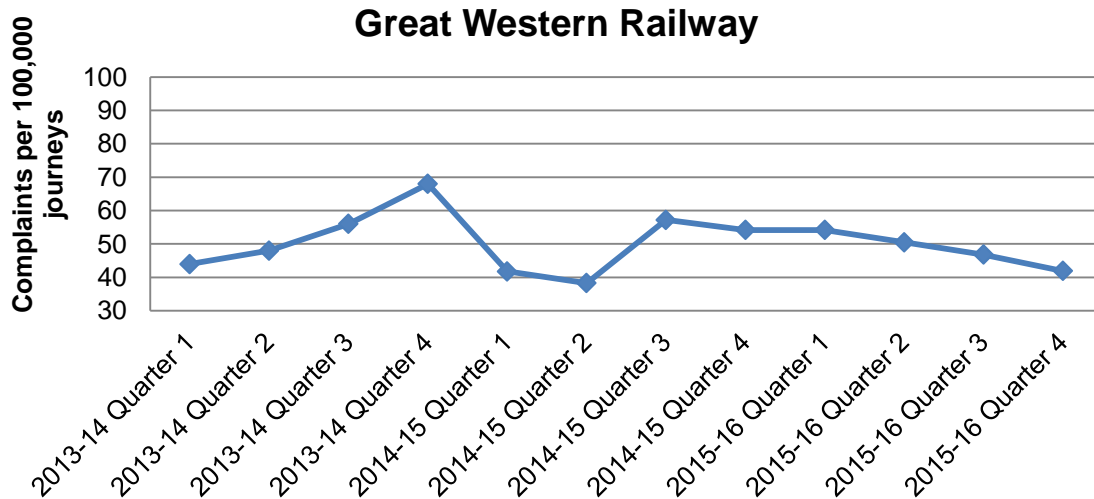
### Govia Thameslink Railway

On average, there were 17.5 complaints to Govia Thameslink Railway per 100,000 journeys over the previous 12 quarters. Issues of punctuality and reliability and ticketing and refund policy were the most frequent cause of complaint.



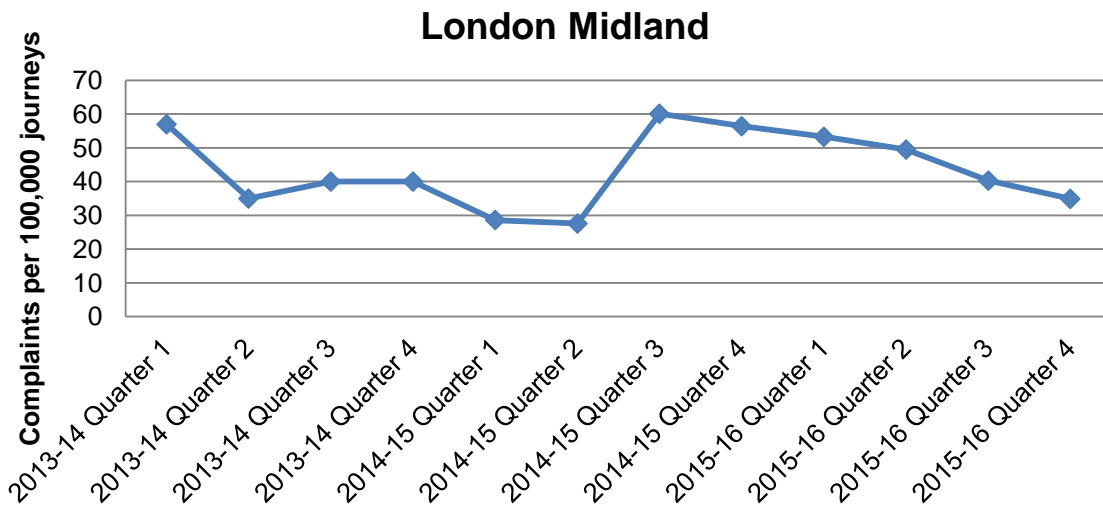
### Great Western Railway

On average, there were 41.9 complaints to First Great Western per 100,000 journeys over the previous 12 quarters. Sufficient room for passengers to sit/stand and punctuality and reliability were the main source of complaints.



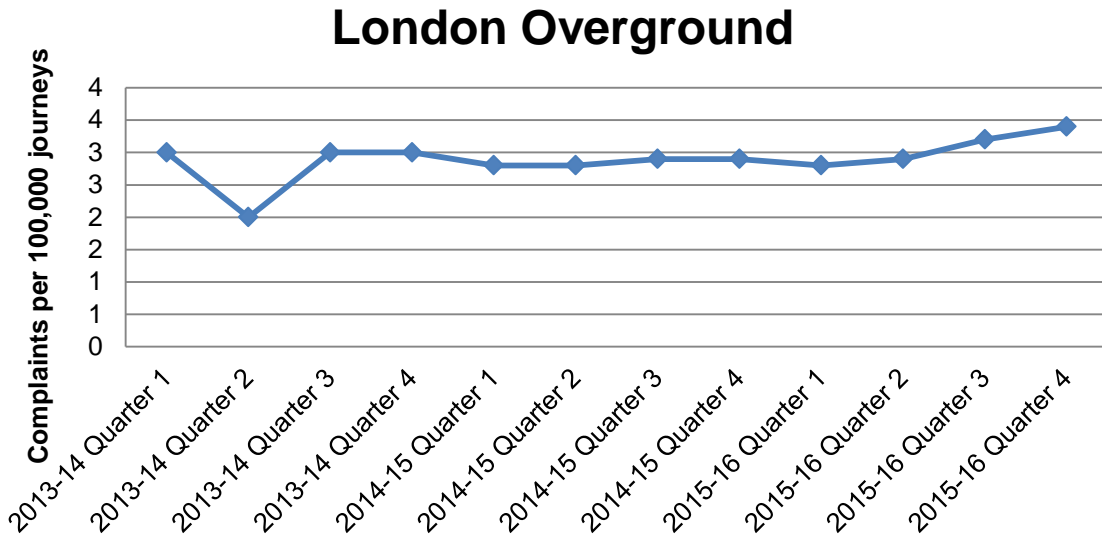
### London Midland

On average, there were 34.9 complaints to London Midland per 100,000 journeys over the previous periods. Sufficient room for passengers to sit/stand and punctuality and reliability were the main source of complaints.



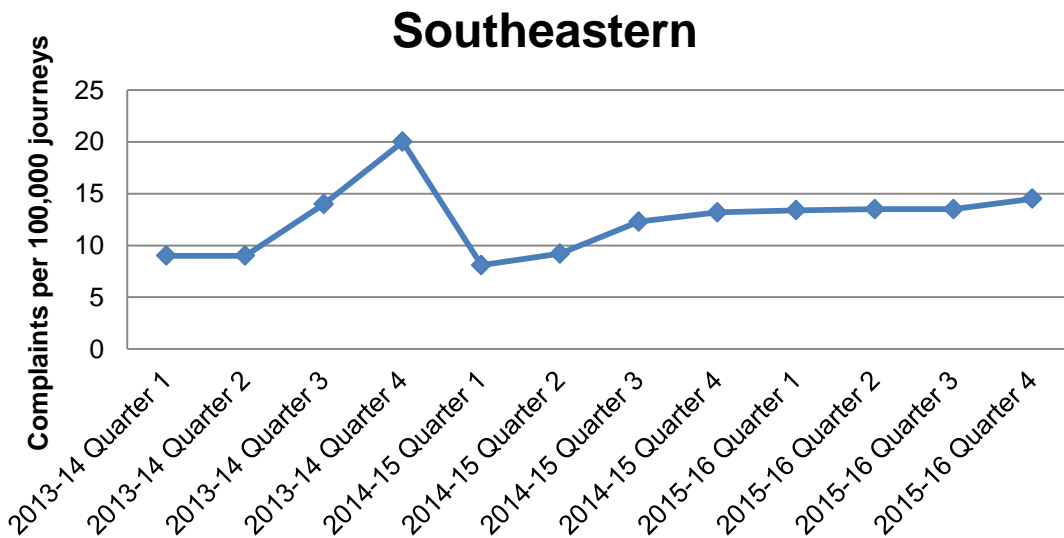
## London Overground

On average, there were 3.4 complaints to London Overground per 100,000 journeys over the previous periods. Punctuality and reliability was the main source of complaints.



## Southeastern

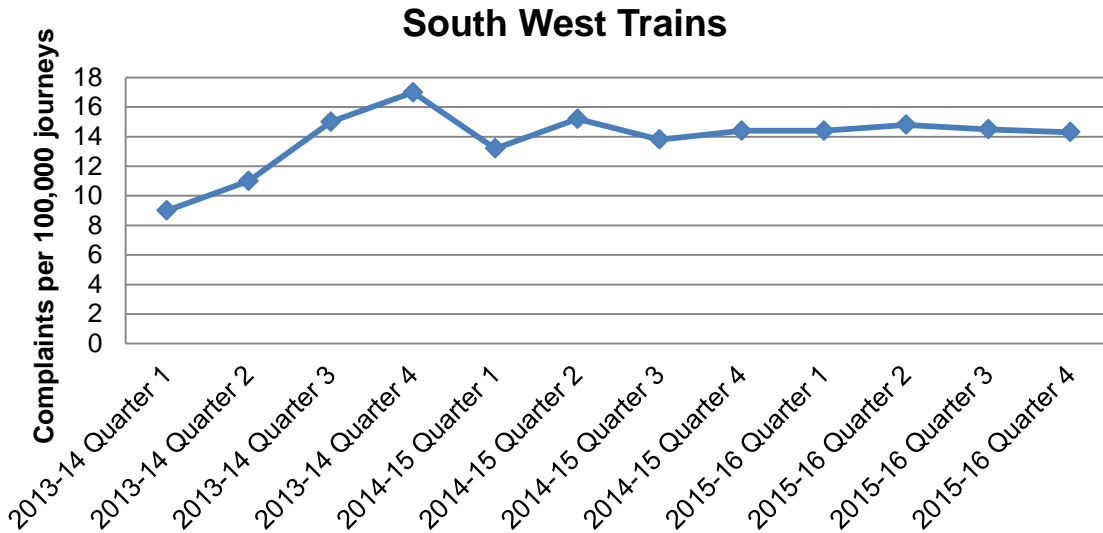
On average, there were 14.5 complaints to Southeastern per 100,000 journeys over the previous periods. Punctuality and reliability and ticketing & refund policy were the main source of complaints.





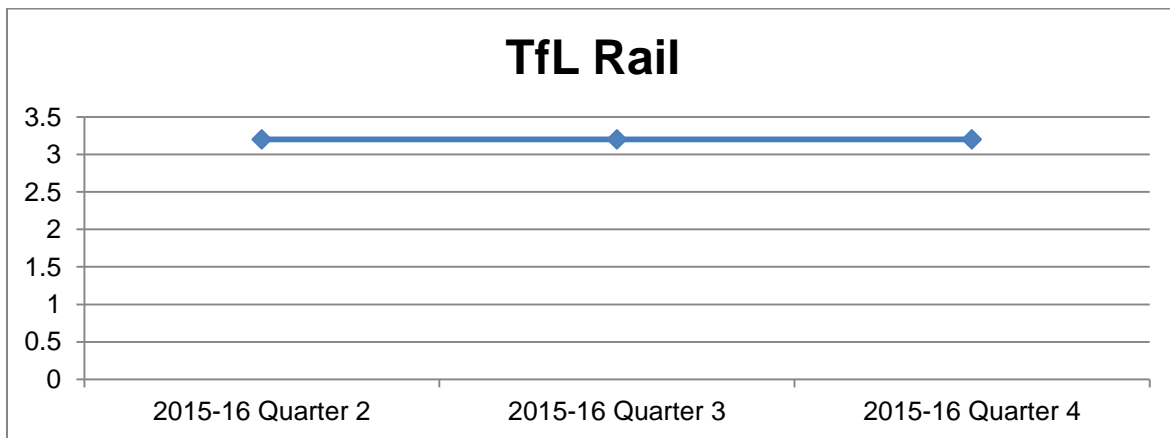
### South West Trains

On average, there were 14.3 complaints to South West Trains per 100,000 journeys over the previous 12 quarters. Complaints about punctuality and reliability, was the most common.



### TfL Rail

TfL Rail had the lowest complaints rate in Q4 2015-16. On average, there were 3.2 complaints to TfL Rail per 100,000 journeys. Complaints about punctuality and reliability, was the most common.

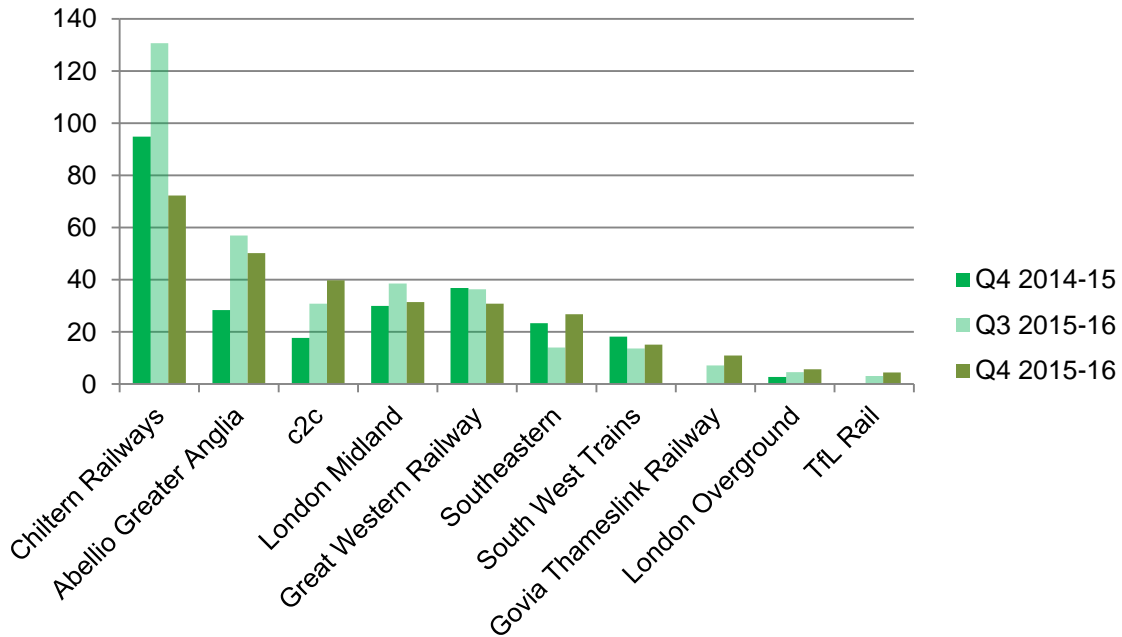


Punctuality and reliability of trains was the common cause for complaint to TOCs in Q4 2015-16. Ticketing and refund policy were also a high source of complaints.

Chiltern Railways had the largest percentage reduction in complaints compared to Q3 2015-16 and Q4 2014-15, but received the highest number of complaints per 100,000 passenger journeys in Q4 2015-16, with 72.3 complaints.

TfL Rail and London Overground had the lowest complaints rate with 4.5 and 5.7 complaints per 100,000 passenger journeys. Both operate a metro style service and are managed by Transport for London.

**Graph 4 - Complaints per 100,000 passenger journeys by train operating company, Q4 2014-15, Q3 2015-16 and Q4 2015-16**



## 5 Passengers in excess of capacity (PiXC)

The Department for Transport has in the past, conducted an annual survey of peak train loadings on the London and South East commuter network.

Passengers in excess of capacity (PiXC) is the main measure of crowding used in these statistics. It shows the proportion of standard class passengers that are above the capacity on their service at its busiest point. The numbers comprising PiXC on each service are added together and shown as a percentage of the total number of standard class passengers on all peak services. A service's capacity includes all standard class seats, and also includes a standing allowance if passengers are standing for 20 minutes or less.<sup>4</sup>

PiXC applies to all L&SE operators' weekday train services arriving at a London terminus during the 3-hour AM peak (07:00 to 09:59), and those departing during the 3-hour PM peak (16:00 to 18:59). The overall PiXC result is derived by combining both peaks.

A survey of peak train loadings on the London and south east commuter network is conducted annually on behalf of the Department for Transport, normally in the autumn. The following table shows the results for 2015, with 2014 peak crowding on a typical autumn weekday in London by terminal and train operator as a comparison, expressed in percentages.

---

<sup>4</sup> [Rail passenger numbers and crowding statistics](#)

## Peak crowding in London by terminal and train operator: 2014 &amp; 2015

Terminal	Train operator	2015			2014			2015			2014		
		AM peak arrivals (07:00-09:59)			AM peak arrivals (07:00-09:59)			PM peak departures (16:00-18:59)			PM peak departures (16:00-18:59)		
		No of services	PiXC <sup>1</sup>	Passengers standing <sup>1</sup>	No of services	PiXC <sup>1</sup>	Passengers standing <sup>1</sup>	No of services	PiXC <sup>1</sup>	Passengers standing <sup>1</sup>	No of services	PiXC <sup>1</sup>	Passengers standing <sup>1</sup>
Blackfriars (via Elephant & Castle)	GTR	34	17%	37%	16	7%	22%	32	6%	16%	17	5%	12%
	Southeastern	8	2%	19%	18	13%	30%	5	0%	14%	13	1%	19%
	<b>Total</b>	<b>42</b>	<b>15%</b>	<b>35%</b>	<b>34</b>	<b>11%</b>	<b>27%</b>	<b>37</b>	<b>5%</b>	<b>16%</b>	<b>30</b>	<b>3%</b>	<b>15%</b>
Euston	London Midland	28	7%	18%	26	6%	17%	29	6%	13%	25	7%	16%
	London Overground	8	0%	54%	8	0%	51%	9	0%	45%	9	0%	43%
	Virgin Trains West Coast	27	0%	0%	27	0%	0%	32	0%	0%	32	1%	1%
	<b>Total</b>	<b>63</b>	<b>4%</b>	<b>16%</b>	<b>61</b>	<b>4%</b>	<b>16%</b>	<b>70</b>	<b>4%</b>	<b>12%</b>	<b>66</b>	<b>5%</b>	<b>14%</b>
Fenchurch Street	c2c	48	9%	30%	48	7%	28%	44	4%	21%	48	7%	28%
	<b>Total</b>	<b>48</b>	<b>9%</b>	<b>30%</b>	<b>48</b>	<b>7%</b>	<b>28%</b>	<b>44</b>	<b>4%</b>	<b>21%</b>	<b>48</b>	<b>7%</b>	<b>28%</b>
King's Cross	Govia Thameslink Railway	33	5%	14%	33	3%	7%	34	3%	6%	34	4%	7%
	Virgin Train East Coast	15	0%	0%	14	1%	1%	16	0%	0%	14	1%	1%
	<b>Total</b>	<b>48</b>	<b>4%</b>	<b>11%</b>	<b>47</b>	<b>3%</b>	<b>5%</b>	<b>50</b>	<b>3%</b>	<b>5%</b>	<b>50</b>	<b>3%</b>	<b>6%</b>
Liverpool Street	Greater Anglia <sup>3,4</sup>	93	3%	13%	159	5%	16%	90	1%	4%	155	2%	9%
	London Overground	30	3%	13%				29	0%	2%			
	TfL Rail	37	11%	29%				36	7%	25%			
	<b>Total</b>	<b>160</b>	<b>5%</b>	<b>18%</b>	<b>159</b>	<b>5%</b>	<b>16%</b>	<b>155</b>	<b>3%</b>	<b>11%</b>	<b>155</b>	<b>2%</b>	<b>9%</b>
London Bridge	GTR	2	0%	29%	3	5%	38%	3	0%	26%	5	3%	31%
	Southeastern <sup>5</sup>	124	2%	23%	127	2%	24%	125	1%	12%	128	0%	14%
	Southern	62	4%	27%	69	6%	27%	54	1%	14%	57	1%	12%
	<b>Total</b>	<b>188</b>	<b>3%</b>	<b>24%</b>	<b>199</b>	<b>3%</b>	<b>25%</b>	<b>182</b>	<b>1%</b>	<b>13%</b>	<b>190</b>	<b>0%</b>	<b>14%</b>
Marylebone	Chiltern Railways <sup>3</sup>	44	6%	11%	44	5%	10%	44	2%	5%	44	3%	6%
	<b>Total</b>	<b>44</b>	<b>6%</b>	<b>11%</b>	<b>44</b>	<b>5%</b>	<b>10%</b>	<b>44</b>	<b>2%</b>	<b>5%</b>	<b>44</b>	<b>3%</b>	<b>6%</b>
Moorgate	GTR	32	14%	32%	31	11%	27%	33	1%	11%	33	5%	19%
	<b>Total</b>	<b>32</b>	<b>14%</b>	<b>32%</b>	<b>31</b>	<b>11%</b>	<b>27%</b>	<b>33</b>	<b>1%</b>	<b>11%</b>	<b>33</b>	<b>5%</b>	<b>19%</b>
Paddington	Great Western Railway <sup>6</sup>	67	9%	15%	65	13%	21%	61	4%	9%	60	6%	13%
	<b>Total</b>	<b>67</b>	<b>9%</b>	<b>15%</b>	<b>65</b>	<b>13%</b>	<b>21%</b>	<b>61</b>	<b>4%</b>	<b>9%</b>	<b>60</b>	<b>6%</b>	<b>13%</b>
St. Pancras International2	East Midlands Trains	14	10%	10%	14	12%	12%	15	7%	10%	15	13%	16%
	GTR	36	9%	33%	35	8%	29%	36	8%	27%	36	7%	22%
	Southeastern	20	1%	11%	19	2%	7%	20	0%	12%	19	2%	6%
	<b>Total</b>	<b>70</b>	<b>7%</b>	<b>25%</b>	<b>68</b>	<b>7%</b>	<b>22%</b>	<b>71</b>	<b>6%</b>	<b>21%</b>	<b>70</b>	<b>7%</b>	<b>18%</b>
Victoria	Southeastern	42	2%	13%	41	1%	8%	39	0%	9%	38	0%	8%
	Southern <sup>7</sup>	81	5%	28%	84	4%	26%	83	2%	18%	83	0%	16%
	<b>Total</b>	<b>123</b>	<b>4%</b>	<b>24%</b>	<b>125</b>	<b>3%</b>	<b>21%</b>	<b>122</b>	<b>1%</b>	<b>16%</b>	<b>121</b>	<b>0%</b>	<b>14%</b>
Waterloo	South West Trains	150	6%	31%	150	5%	29%	148	4%	25%	149	4%	22%
	<b>Total</b>	<b>150</b>	<b>6%</b>	<b>31%</b>	<b>150</b>	<b>5%</b>	<b>29%</b>	<b>148</b>	<b>4%</b>	<b>25%</b>	<b>149</b>	<b>4%</b>	<b>22%</b>
London total		<b>1,035</b>	<b>6%</b>	<b>24%</b>	<b>1,031</b>	<b>5%</b>	<b>22%</b>	<b>1,017</b>	<b>3%</b>	<b>15%</b>	<b>1,012</b>	<b>3%</b>	<b>15%</b>

- As a percentage of standard class critical load. See *Notes and definitions* for more information.
- For Thameslink services travelling through London, arrivals are included in the figures for the first terminal a service calls at and departures in the figures for the last terminal called at.
- Figures are based on only one manual count per service.
- Includes services that terminate at Stratford (AM) and services that start at Stratford (PM).
- Services to and from Charing Cross and Cannon Street are included in the London Bridge figures.
- Includes Heathrow Connect services.
- Includes Gatwick Express services.

Overall, in London and the south east, 6% of all passengers travelled in excess of train capacity using London's terminals in 2015 in the morning peak, compared to 5% in the morning peak in 2014. In the evening peak, crowding was 3% in 2014 and 2015. The morning peak is traditionally more concentrated than in the evening, so crowding is always more acute.

Blackfriars Station had the highest level of crowding of any London termini with a PiXC of 15% AM peak.

This is new format data and is gathered according to terminals. Previously this was gathered by operator. We are still considering how best to analyse this data.

## 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