

National Rail Performance Report - Quarter 2 2017-18 (July- Sept 2017)

December 2017



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 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
Quarter 2 2016-17 – July to Sept	Dec 2016
Quarter 3 2016-17 – Oct to Dec	March 2017
Quarter 4 2016-17 – Jan to March	June 2017
Quarter 1 2017-18 – April to June	Sept 2017
Quarter 2 2017-18 - July to Sept	Dec 2017

Published by:

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1 Executive summary

In this report, 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 second quarter (July to September) of 2017-18.

The analysis uses information from various sources including the Office of Rail and Road and Network Rail. To this data, we have added our independent assessment of each operator's performance from the passenger perspective.

Train operating companies (TOC) performances are assessed using various measures. Public Performance Measures (PPM), Cancellations and Significant Lateness (CaSL), and Right Time Arrivals (RTA). For definitions of the measures, see appendix.

There have been some presentational changes to the layout of the report compared to previous periods but the same data sets are being analysed and reported.

London & South East train service performance

L&SE performance improved during the Q2 2017-18, with a PPM of 87.1%, 4.5 percentage points better than Q2 2016-17.

London Overground had the highest PPM in the second quarter of 2017-18, with 95.6%, a 0.2 percentage point increase compared to the same quarter in 2016-17.

Govia Thameslink Railway (GTR) with a PPM of 83.5% had the highest increase, 10.9 percentage points, but the second worst performance.

South Western Railway, with an overall PPM of 83.1%, had the worst score, and the largest performance decline, a 4.8 percentage points reduction.

The overall peak PPM score for Q2 2017-18 was 85.3%. TfL Rail had the highest proportion of peak trains within the PPM for Q2 2017-18 and South Western Railway recorded a score of 77.6%, the lowest peak PPM and the largest reduction.

The overall rate of CaSL was 4.3% in Q2 2017-18. Chiltern Railways achieved the best score, 1.5%. GTR, with an overall score of 5.9%, had the largest reduction, but the worst level of services cancelled or late.

The overall rate of RTA was 63.3% in Q2 2017-18. TfL Rail obtained the highest score, with 82.7% of its trains arriving on time. GTR still has the worst score compared to other L&SE operators, with 56.5% in Q2 2017-18. South Western

Railway had the largest reduction in RTA, with 58.7% of its services arriving on time

Complaints

Four operators had higher complaints rate in Q1 2017-18 compared to Q1 2016-17. Greater Anglia received the highest number of complaints per 100,000 passenger journeys in Q1 2017-18, with 57.9 complaints.

Chiltern Railways had the largest percentage reduction in complaints compared to Q1 2016-17.

Changes to train operating companies

South West Trains became South Western Railway in August during the Q2 2017-18 period. For the purpose of this report, the whole period will be referred to under South Western Railway.

In September 2014, Govia Thameslink Railway first became fully operational (based initially on the previous First Capital Connect franchise). In December 2014, a small number of Southeastern services transferred to Govia Thameslink Railway, and in July 2015, Southern and Gatwick Express were incorporated.

TfL Rail began operating services into and out of London Liverpool Street on, 31 May 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 L&SE services.

2.1 Public performance measure results

Overall, L&SE performance improved during the Q2 2017-18, with a PPM of 87.1%, 4.5 percentage points better than Q2 2016-17.

It should be noted that in 2016-17, the equivalent period (July-September 2016), as well as weather-related disruption, Govia Thameslink Railway's (GTR) ongoing poor performance contributed to the overall decline in PPM (approx. 76%), and its subsequent improvements in performance contributed to the overall performance increase in this quarter.

London Overground had the highest PPM in the second quarter of 2017-18, with 95.6%, a 0.2 percentage point increase compared to the same quarter in 2016-17.

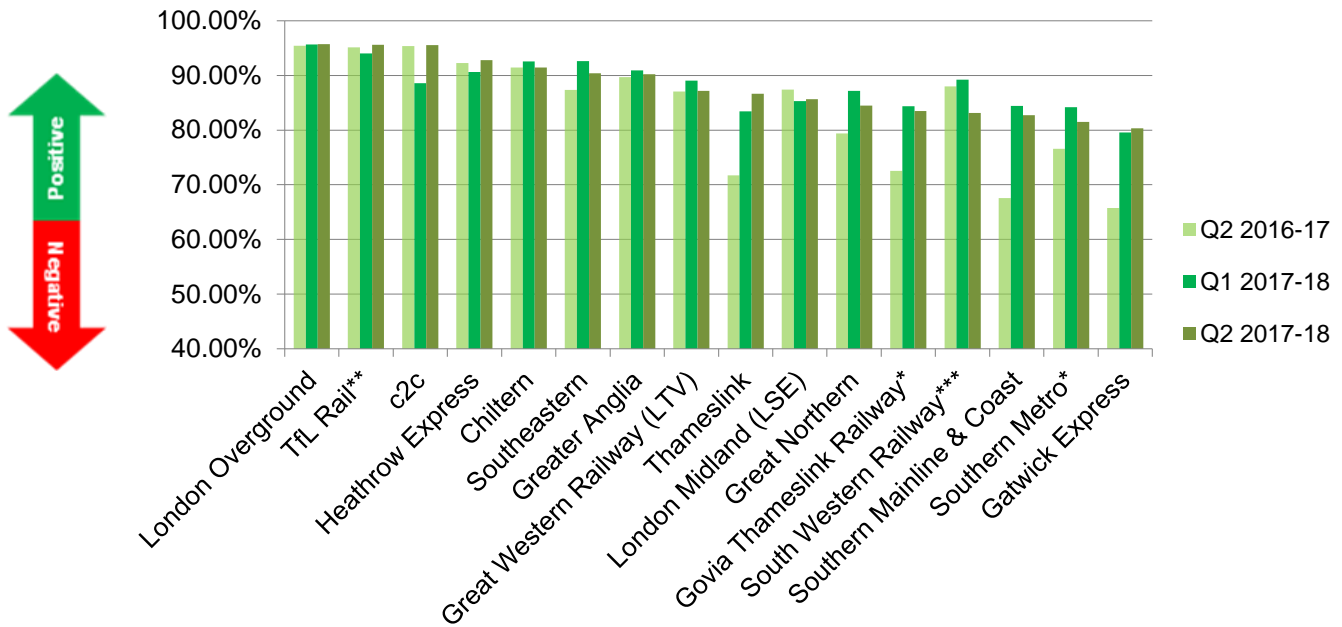
GTR with a PPM of 83.5% had the highest increase, 10.9 percentage points, but the second worst performance. When analysed individually, all operations within the GTR franchise had a significant PPM increase, but with the exception of Great Northern and Thameslink, performed worse than any other TOC operating in the L&SE area (see PPM graph below). An improvement plan implemented jointly by the operator and Network Rail has driven up performance, albeit against a very low baseline.

Southeastern recorded the second largest increase in performance, outside the GTR franchise, with 90.4%, a 3.0 percentage points increase. Again, an improvement plan, implemented jointly by the operator and Network Rail, have resulted in improved performance.

South Western Railway, with an overall PPM of 83.1%, had the worst score, and the largest performance decline, a 4.8 percentage points reduction. A three-week period of engineering works at Waterloo, which resulted in significant delays, a derailment in August at Waterloo, as well as infrastructure failures throughout the network, had a large impact on its services.

London Midland, with their PPM falling from 87.3% in Q2 2016-17 to 85.6% in Q2 2017-18, had the second largest decline, a 1.7 percentage point reduction. Signalling failures, numerous fatalities, and a lineside fire affected its performance.

Graph 2 – Public Performance Measure Q2 2016-17, Q1 2017-18 & Q2 2017-18



1

2.1.1 Peak services

Looking at weekday morning (0700 and 0959) and evening (1600 and 1859) peak services, TfL Rail had the highest proportion of trains within the PPM for Q2 2017-18, with a score of 96.1%, a 3.4 percentage points improvement. GTR had the largest improvements in its peak performance compared to the same period a year ago, 82.2, a 12.2 percentage points increase.

South Western Railway recorded a score of 77.6%, the lowest peak PPM and the largest decrease, a 7.1 percentage points reduction

The overall peak PPM score for Q2 2017-18 was 85.3%, 3.2 percentage points higher than in Q2 2016-17.

¹ *Govia Thameslink Railway from 14 September 2014 (previously First Capital Connect). 26th July 2015 Southern became part of Govia Thameslink Railway
 ** 1st June 2015, TfL Rail services previously managed by Abellio Greater Anglia
 ***20 August 2017, South West Trains became South Western Railway

2.2 Performance trends

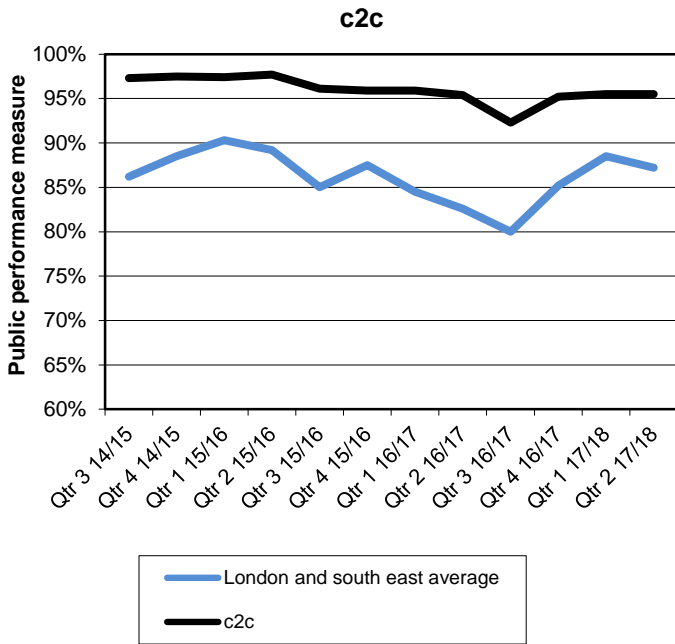
In the charts in this section, each train company's quarterly PPM results for the past three years are shown graphically, together with the results for peak trains. In each case, the individual company's performance is shown alongside the combined result for the entire L&SE network including trend lines.

The performance of individual train companies is partially dependent on the ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably, and operators managing the service elements (such as rolling stock and train crews) for which they are wholly responsible. The balance between the responsibilities of different parties has been a major ongoing issue.

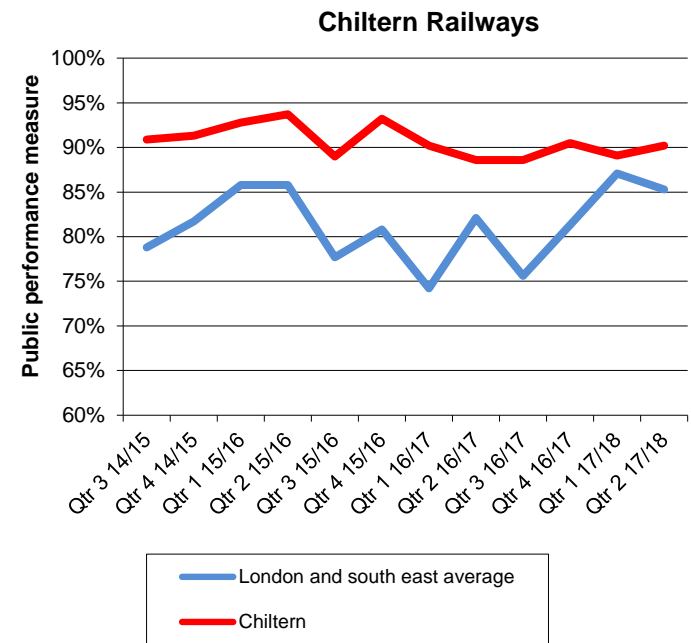
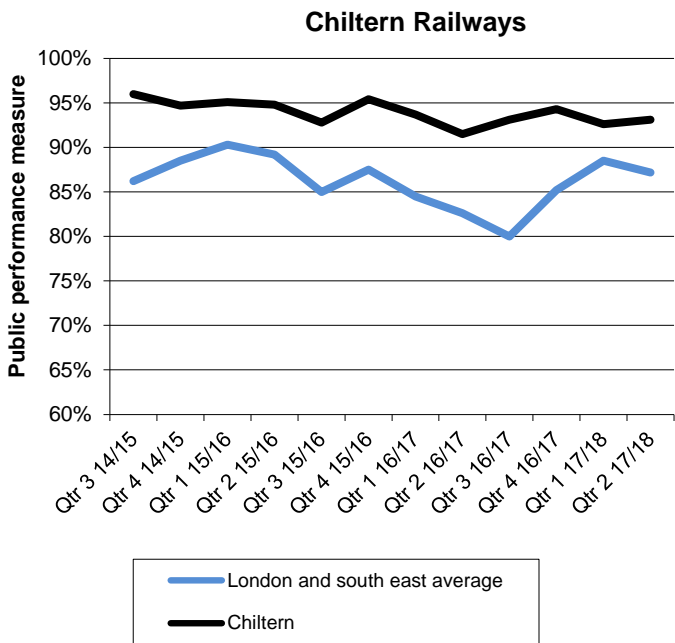
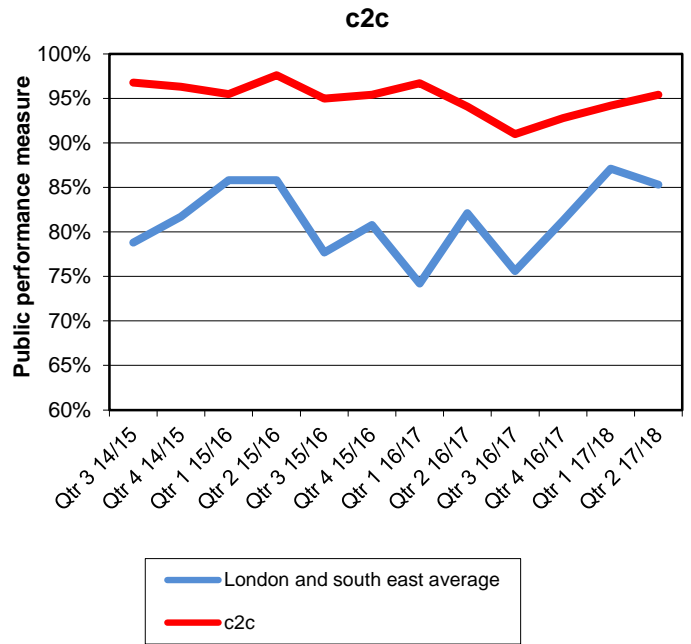
The performance of c2c, Chiltern, Greater Anglia, South West Trains and London Overground has been on a stable or upward trend over the three-year period.

The performance figures for Govia Thameslink Railway, (including all of the sub-groups in its franchise) Great Western Railway, London Midland and Southeastern were at or below the average of the London & SE group as a whole.

All trains performance

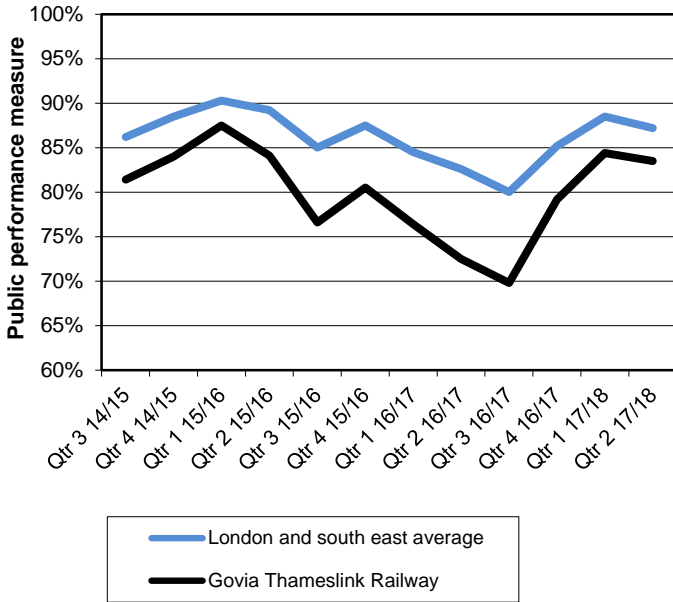


Peak trains performance



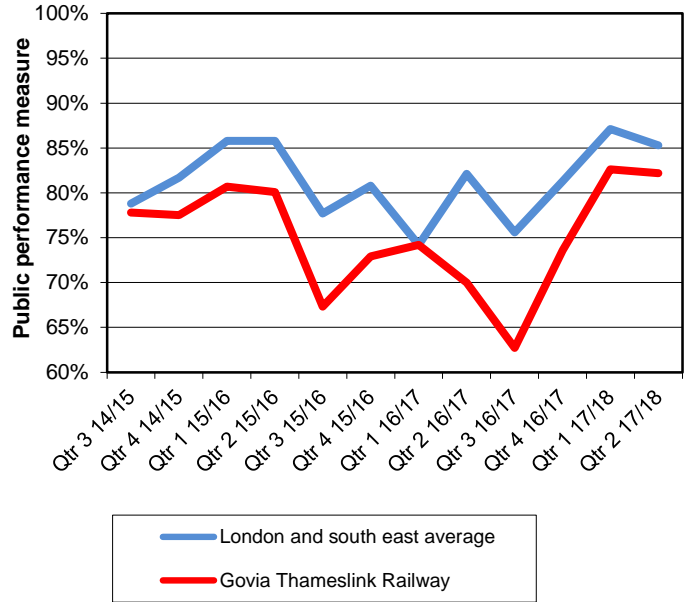
All trains performance

Govia Thameslink Railway

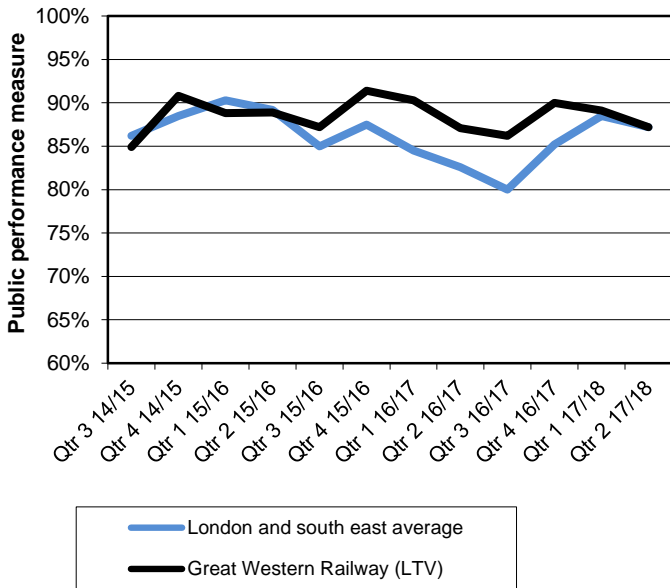


Peak trains performance

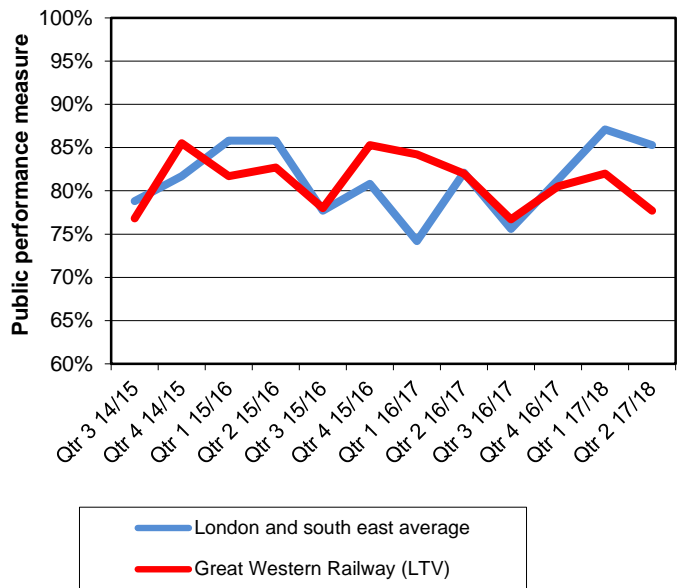
Govia Thameslink Railway



Great Western Railway (LTV)

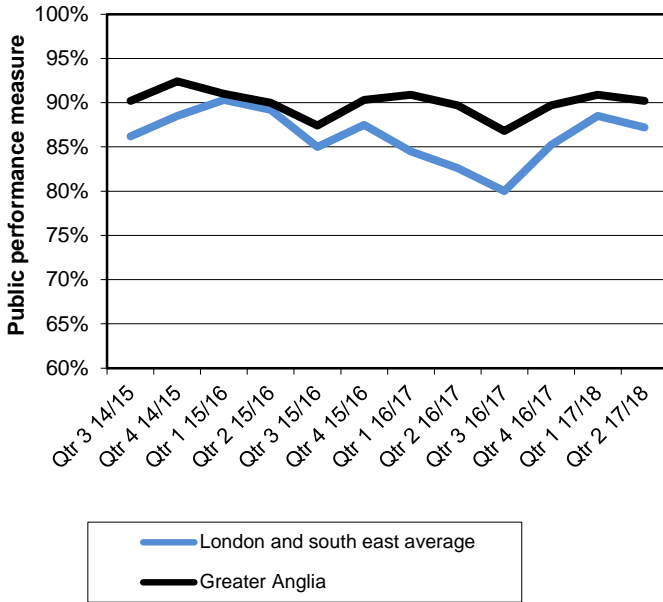


Great Western Railway (LTV)



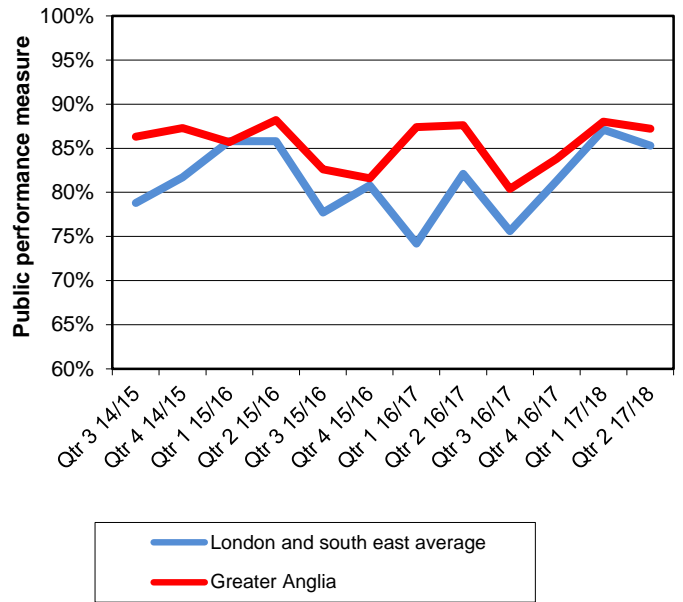
All trains performance

Greater Anglia

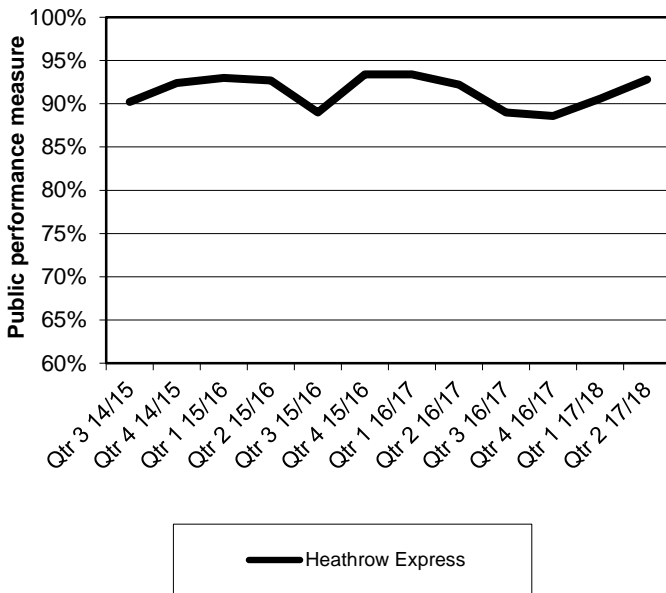


Peak trains performance

Greater Anglia



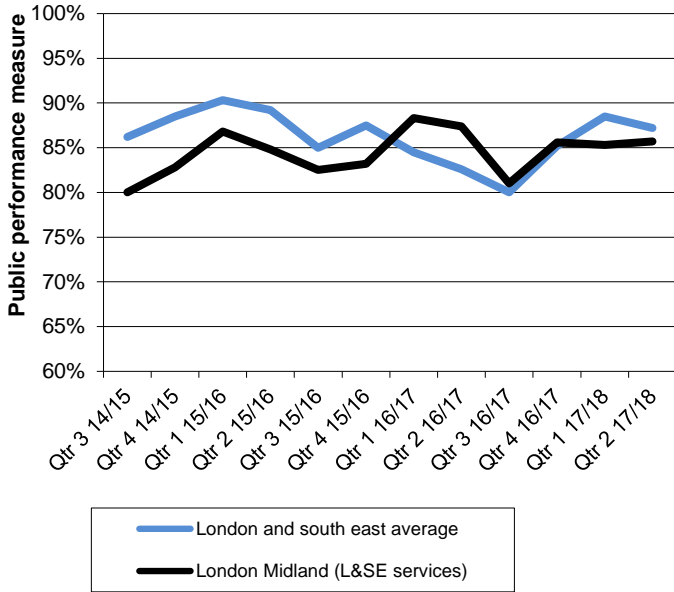
Heathrow Express



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

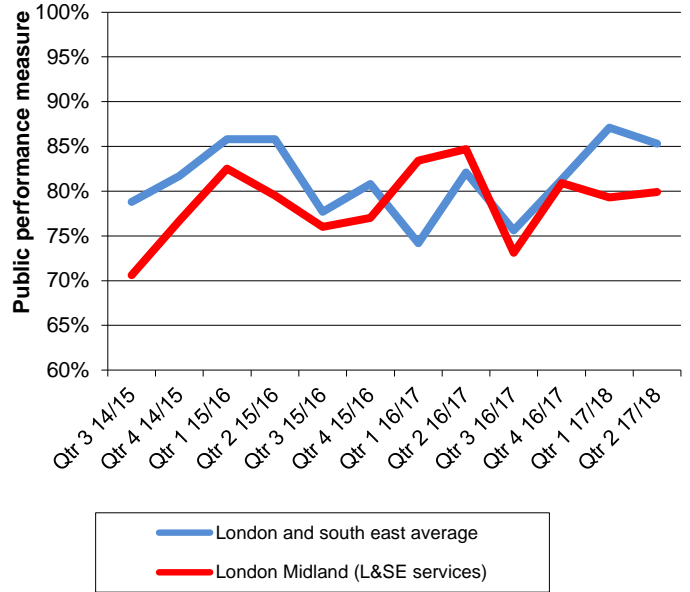
All trains performance

London Midland (L&SE)

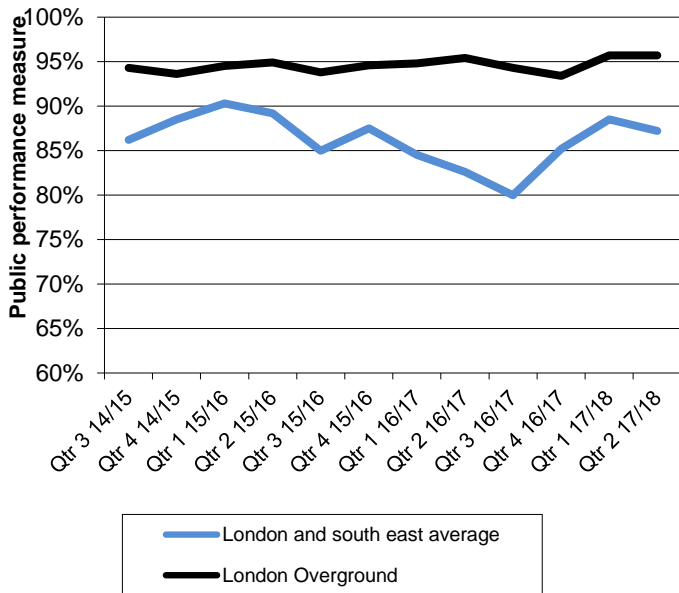


Peak trains performance

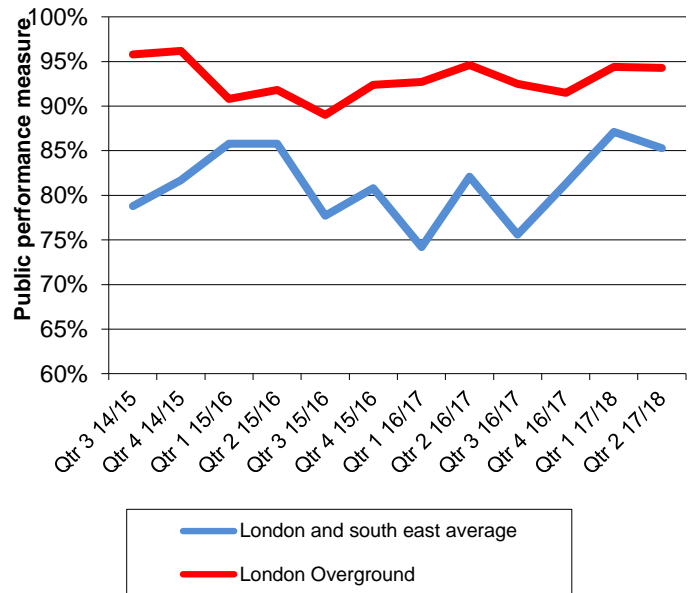
London Midland (L&SE)



London Overground

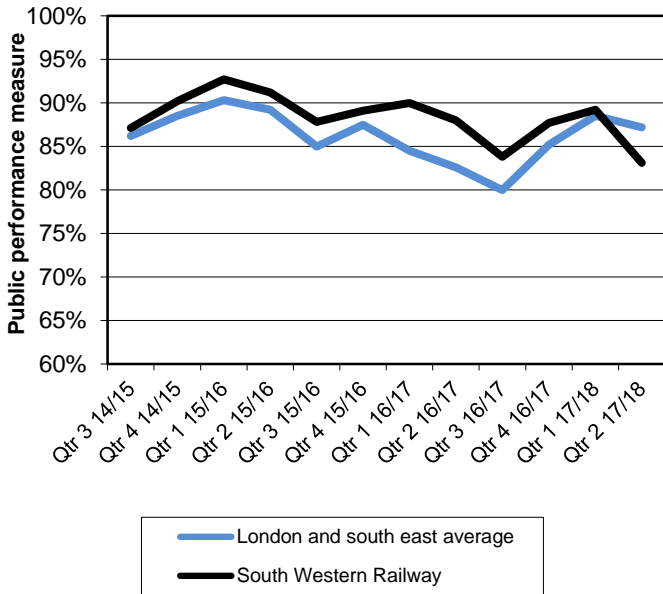


London Overground



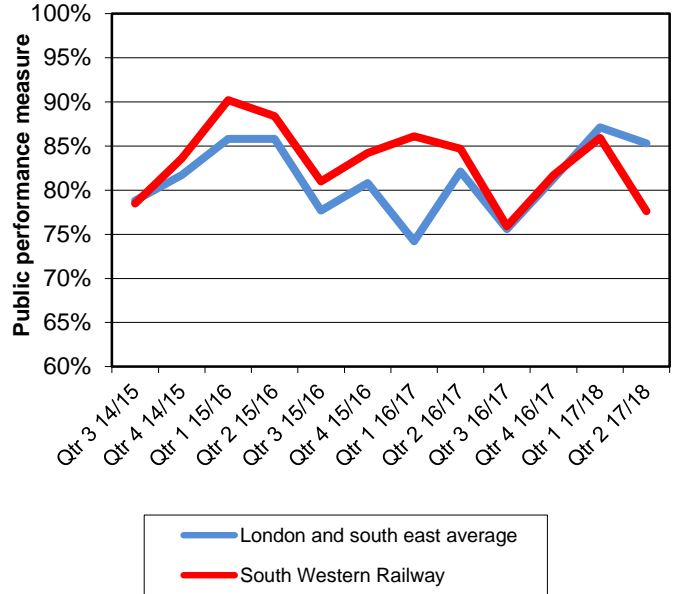
All trains performance

South Western Railway

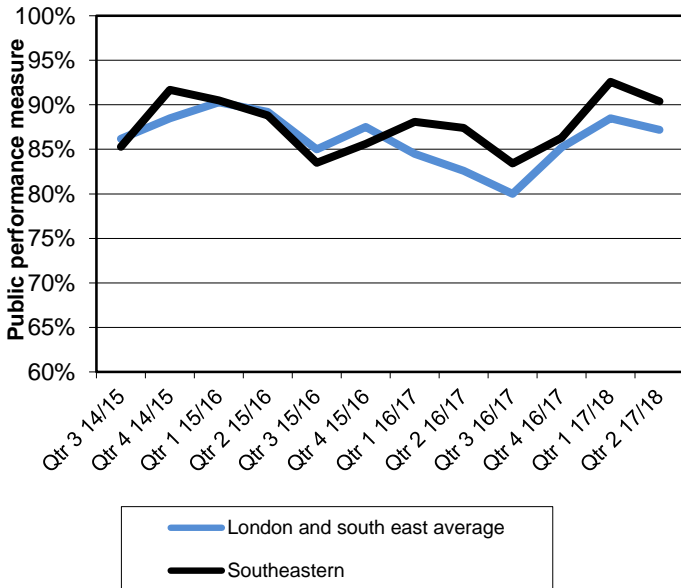


Peak trains performance

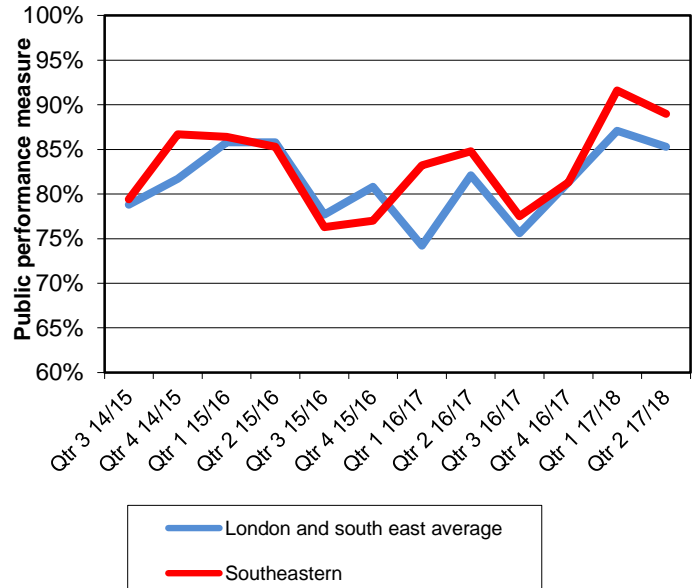
South Western Railway



Southeastern

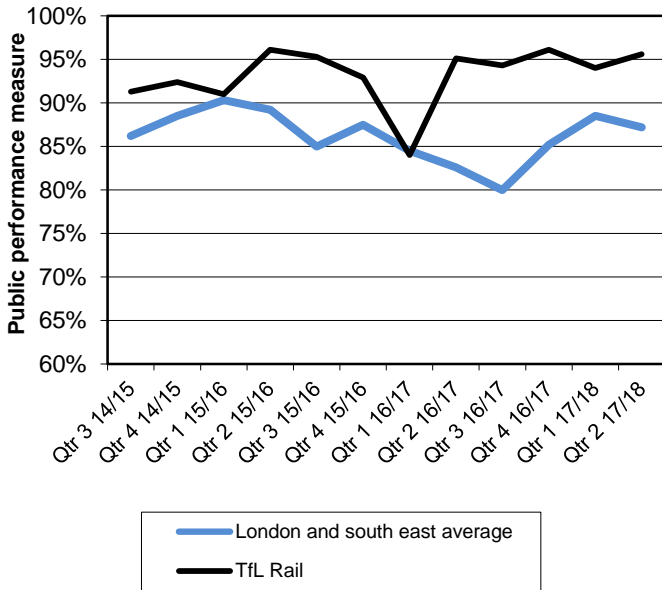


Southeastern



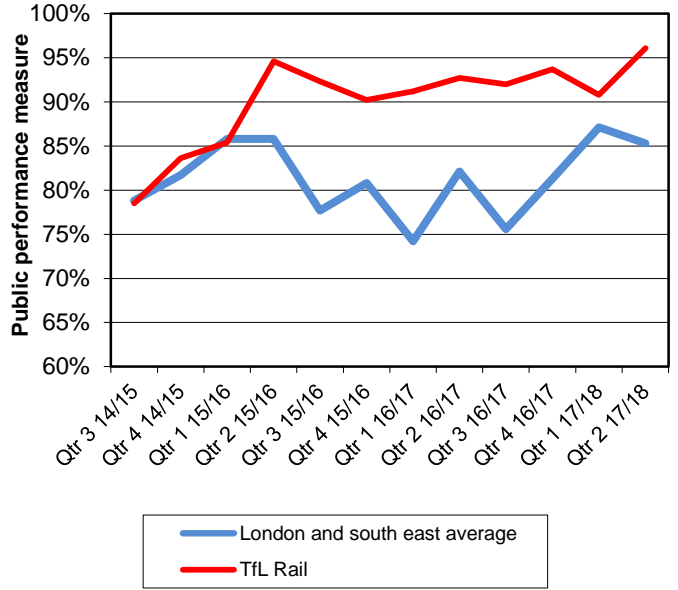
All trains performance

TfL Rail



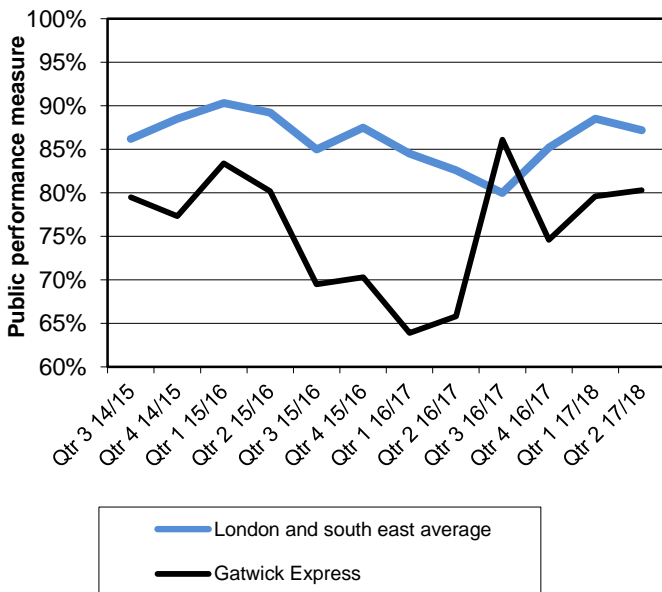
Peak trains performance

TfL Rail

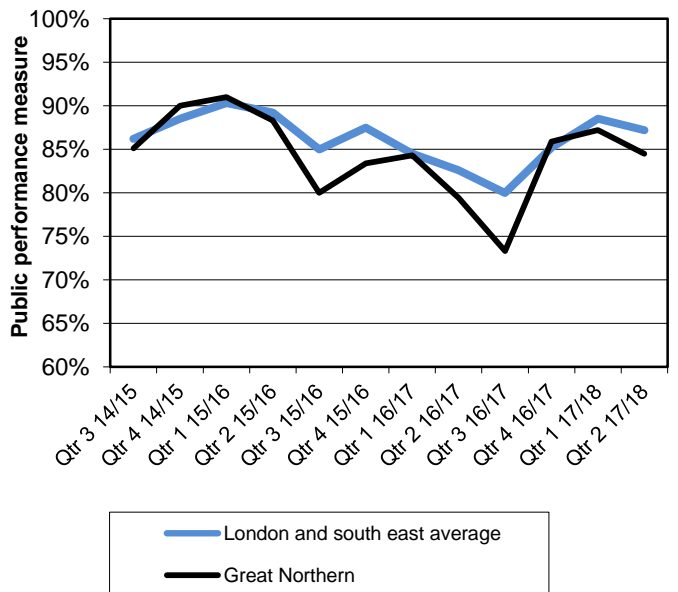


The charts below show the long term trains performance for the sub-groups operating under the GTR franchise. Unfortunately, data on peak services performance of the different parts of the GTR franchise is not currently available.

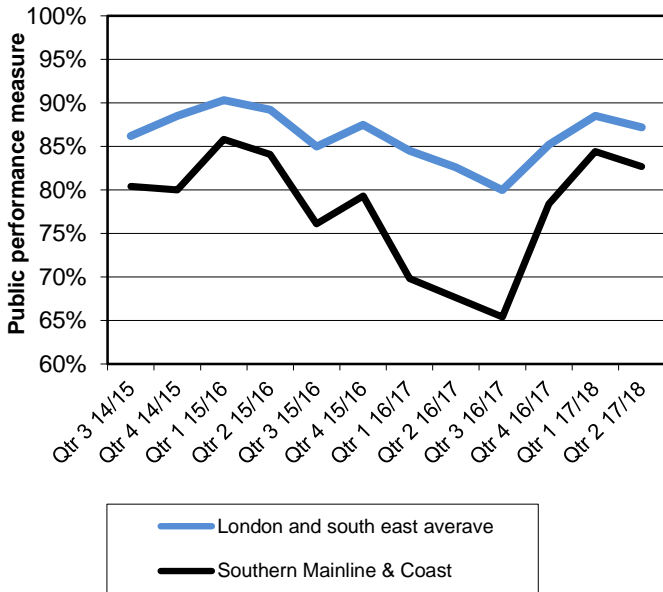
Gatwick Express



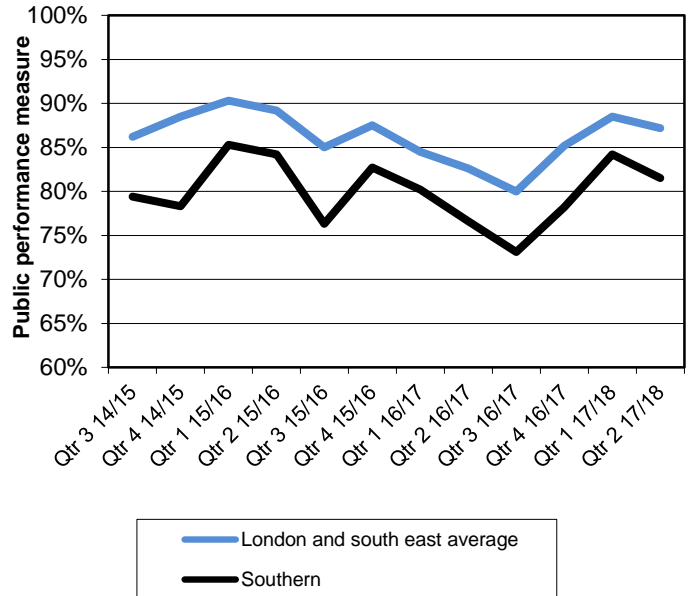
Great Northern



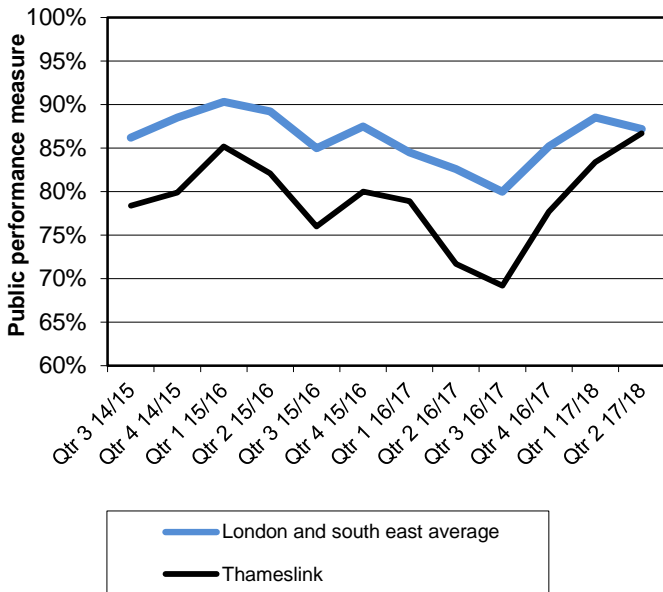
Southern Mainline & Coast



Southern Metro



Thameslink



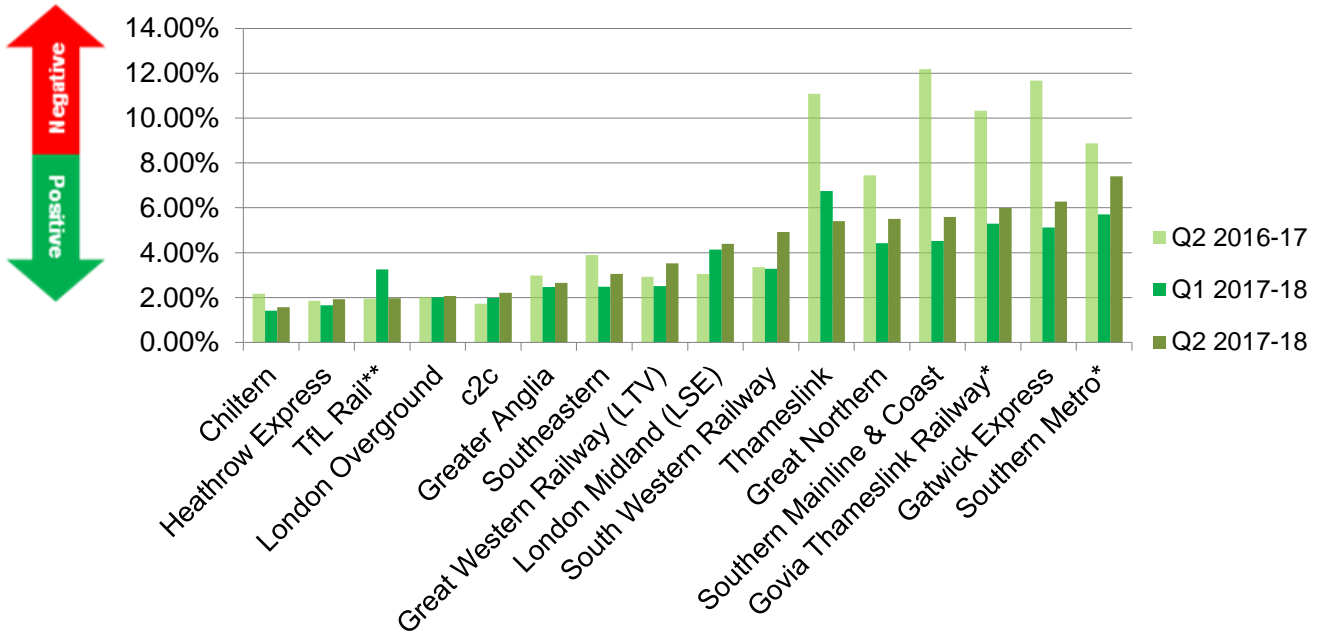
2.3 Cancellations and significant lateness

The overall rate of CaSL was 4.3% in Q2 2017-18, 1.7 percentage point lower (better) than in Q2 2016-17. Chiltern Railways achieved the lowest (best) score, with 1.5%, a 0.6 percentage point reduction.

GTR, with an overall score of 5.9%, had the largest reduction, 4.3 percentage points, but the worst level of services cancelled or late. Individually, all services within the GTR franchise had a notable reduction for trains cancelled or late, with Southern Mainline & Coast obtaining the largest, 6.5 percentage points, but they all performed worse than any other TOC, with Southern Metro having the worst cancellations within the franchise, 7.4%.

South Western Railway and London Midland had the largest increase in CaSL this quarter. South Western Railway with 4.9% of trains cancelled or late, a 1.5 percentage point increase and London Midland with 4.4%, a 1.3 percentage point increase compared to Q2 2016-17.

Graph 3 – Cancellations and significant lateness Q2 2016-17, Q1 2017-18 & Q2 2017-18



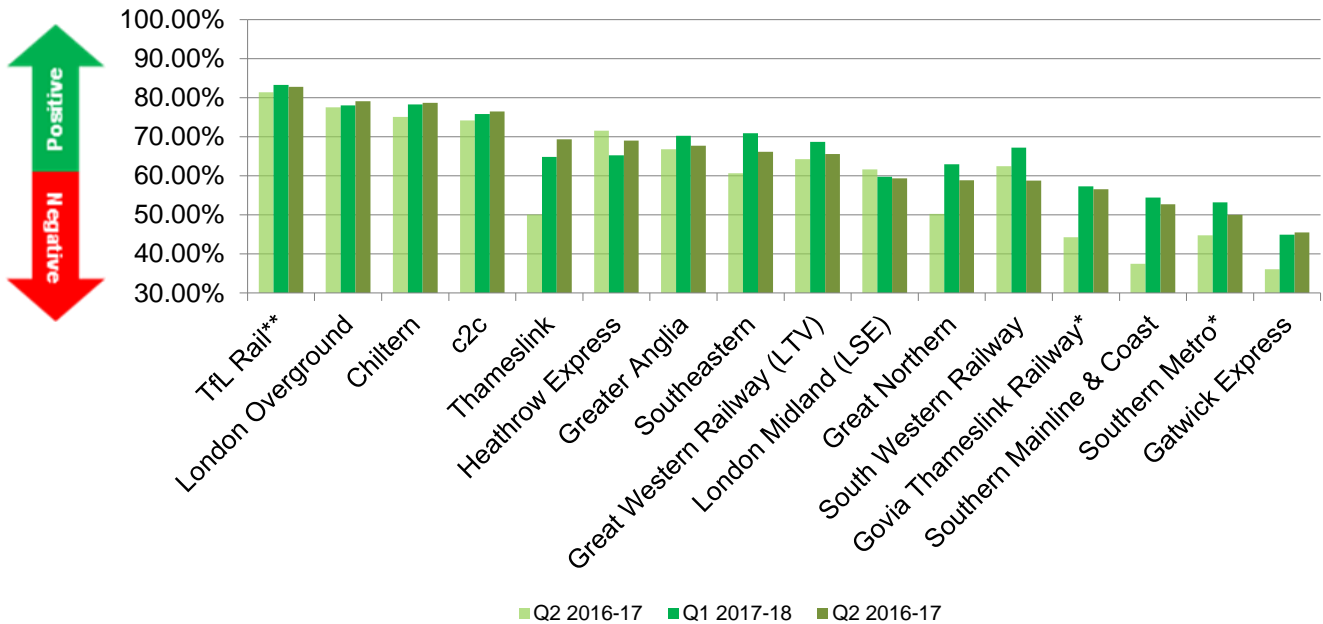
2.4 Right time arrivals

The overall rate of RTA was 63.3% in Q2 2017-18, 5.8 percentage points higher than Q2 2016-17. TfL Rail obtained the highest score, with 82.7% of its trains arriving on time, a 1.3 percentage point increase compared to the Q2 2016-17

Even with a significant increase in RTA, GTR still has the worst score compared to other L&SE operators, with 56.5% in Q2 2017-18, 12.3 percentage points higher than Q2 2016-17. Individually, all services within the GTR franchise, even with some of the largest increases in RTA, and with the exception of Thameslink and Great Northern, performed worse than any other TOC, with Gatwick Express having the worst RTA within the franchise, 45.5%.

South Western Railway had the largest reduction in RTA, with 58.7% of its services arriving on time, a 3.6 percentage points reduction compared Q2 2016-17.

Graph 4 – Right time arrivals Q2 2016-17, Q1 2017-18 & Q2 2017-18



3 Passenger complaints

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q1 2017-18 (April to June 2017). For a more detailed definition, see appendix.

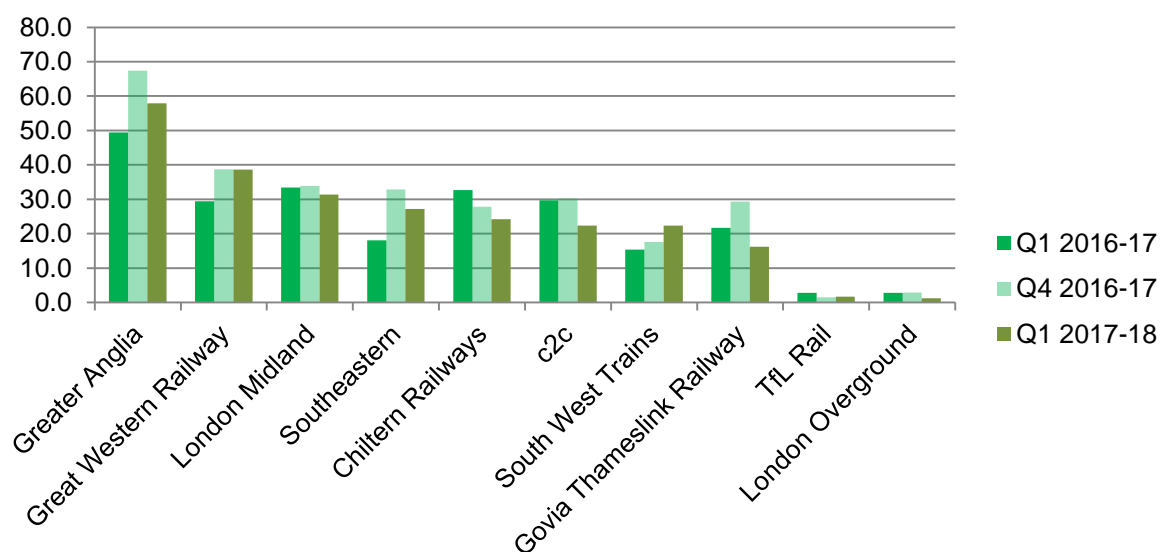
Four operators had higher complaints rate in Q1 2017-18 compared to Q1 2016-17. Punctuality and reliability of trains was the most common cause for complaint to TOCs. Ticketing buying facilities were also a high source of complaints.

Greater Anglia received the highest number of complaints per 100,000 passenger journeys in Q1 2017-18, with 57.9 complaints. The main sources of complaints were about punctuality, reliability and delay compensation scheme. Chiltern Railways had the largest percentage reduction in complaints compared to Q1 2016-17.

Southeastern's rise in complaints relates to an increase in smartcard complaints and delay compensation scheme. Great Western Railway complaints may relate to a backlog of complaints from earlier in the year, associated with a change in call centre provider, as well as complaints about ticket buying facilities.

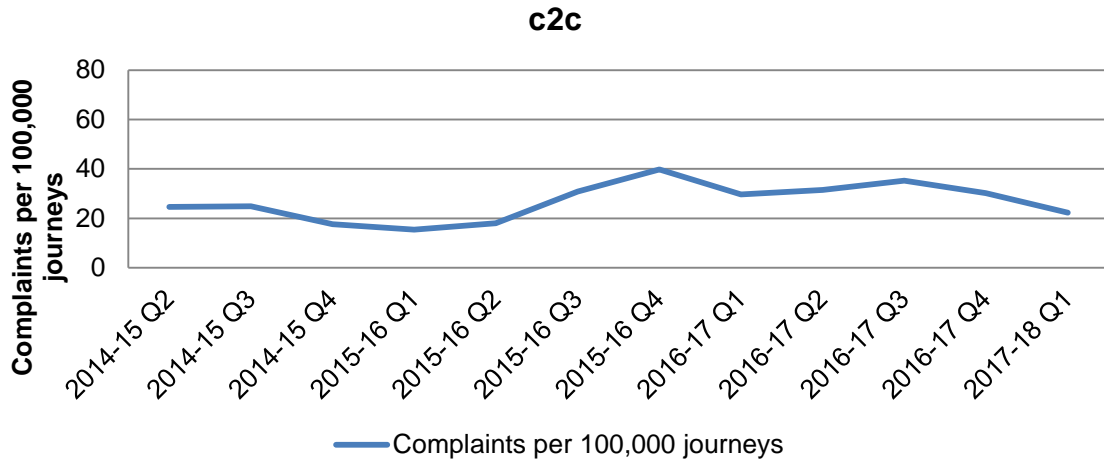
London Overground and TfL Rail had the lowest complaints rate in Q1 2017-18 with 1.2 and 1.7 complaints per 100,000 passenger journeys. Both operate a metro style service and are managed by Transport for London.

Graph 4 - Complaints per 100,000 passenger journeys by train operating company, Q1 2016-17, Q4 2016-17 and Q1 2017-18



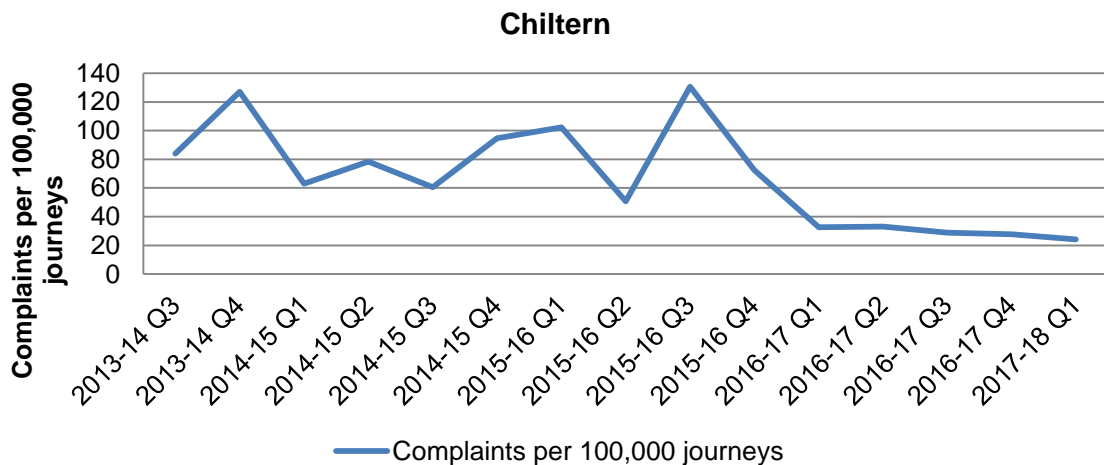
c2c

c2c received 22.3 complaints per 100,000 journeys, higher than in Q1 2016-17. Issues about smartcards were the most frequent cause of complaint.



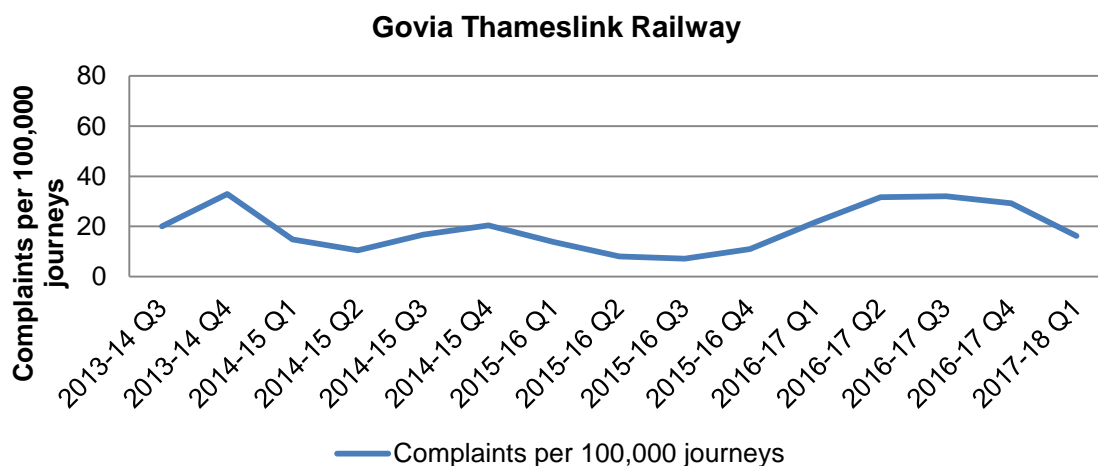
Chiltern

Chiltern received 24.2 complaints per 100,000 journeys, lower than in Q1 2016-17. Issues of punctuality and reliability were the most frequent cause of complaint. In Q3 2015-16, increases in complaints were due to the introduction of the revised new timetable.



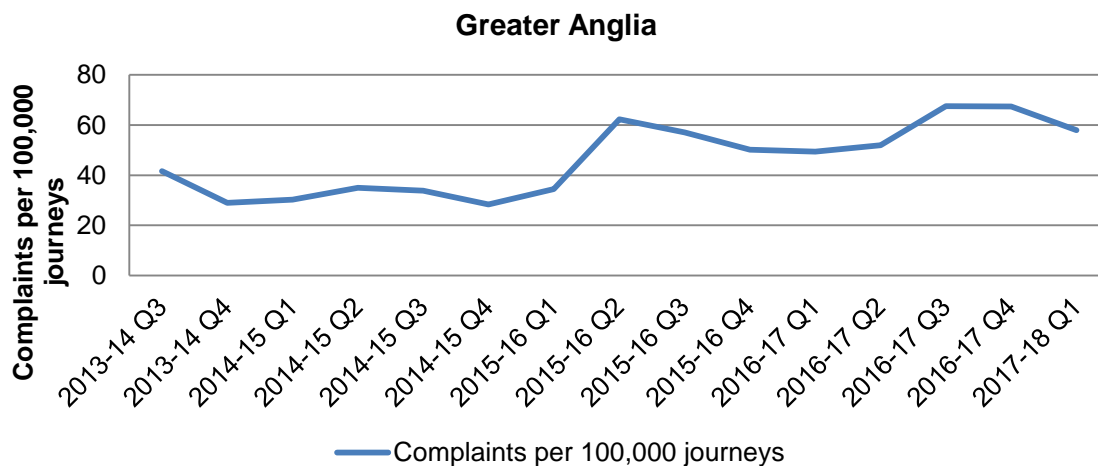
Govia Thameslink Railway

GTR received 16.2 complaints per 100,000 journeys, lower than in Q1 2016-17. Issues of punctuality, reliability and delay their compensation scheme were the most frequent cause of complaint.



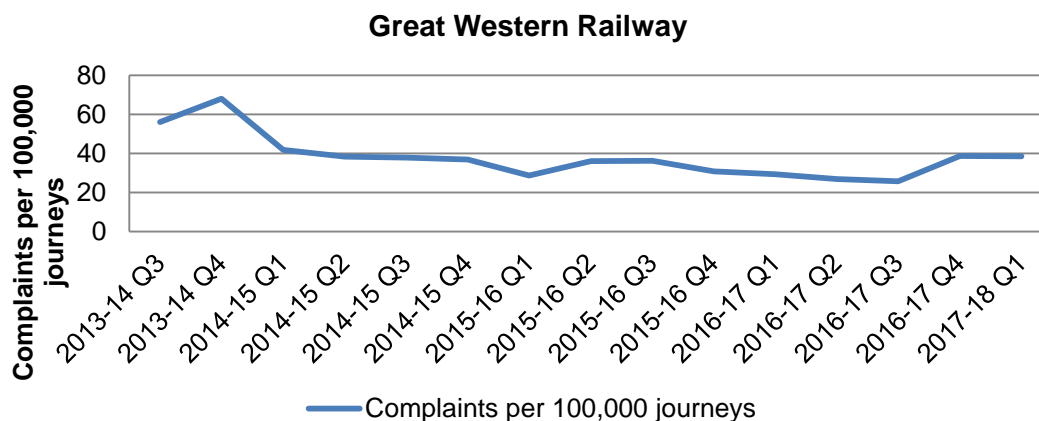
Greater Anglia

Greater Anglia received 57.9 complaints per 100,000 journeys, higher than in Q1 2016-17. Complaints about punctuality, reliability and their delay compensation scheme were the most common.



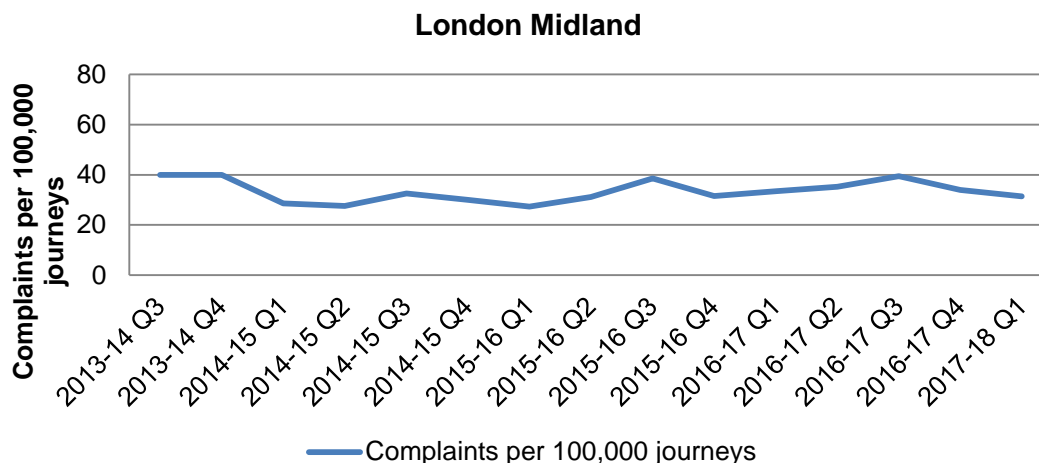
Great Western Railway

Great Western received 38.6 complaints per 100,000 journeys, higher than in Q1 2016-17. Company policy, a broad definition and would include complaints about the backlog of complaints associated with a change in call centre provider, was the main category of complaints.



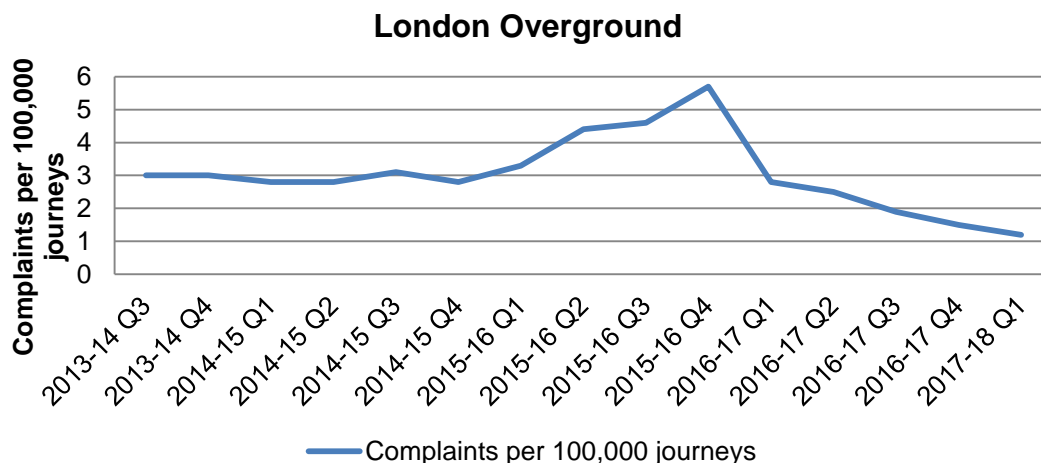
London Midland

London Midland received 31.4 complaints per 100,000 journeys, lower than in Q1 2016-17. Punctuality, reliability and sufficient room for passengers to sit/stand were the main source of complaints.



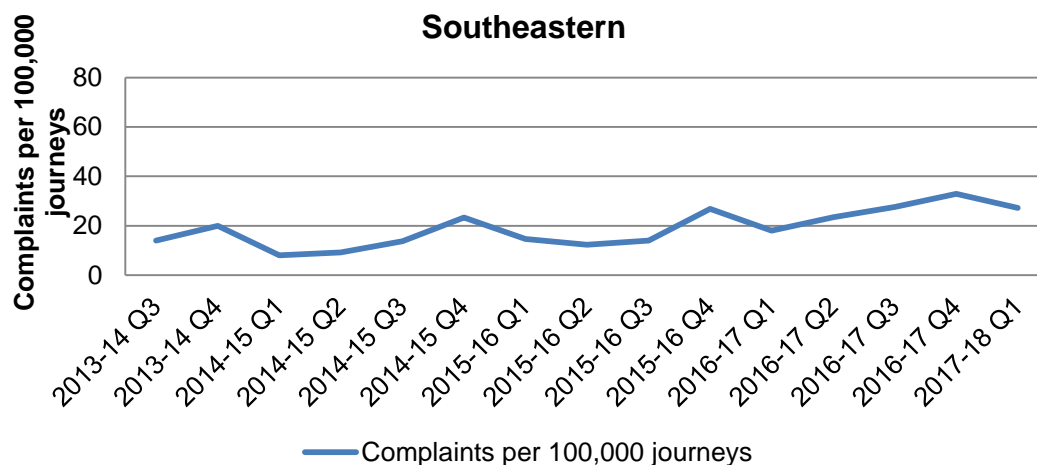
London Overground

London Overground received 1.2 complaints per 100,000 journeys, lower than in Q1 2016-17. Punctuality, reliability and staff conduct were the main source of complaints.



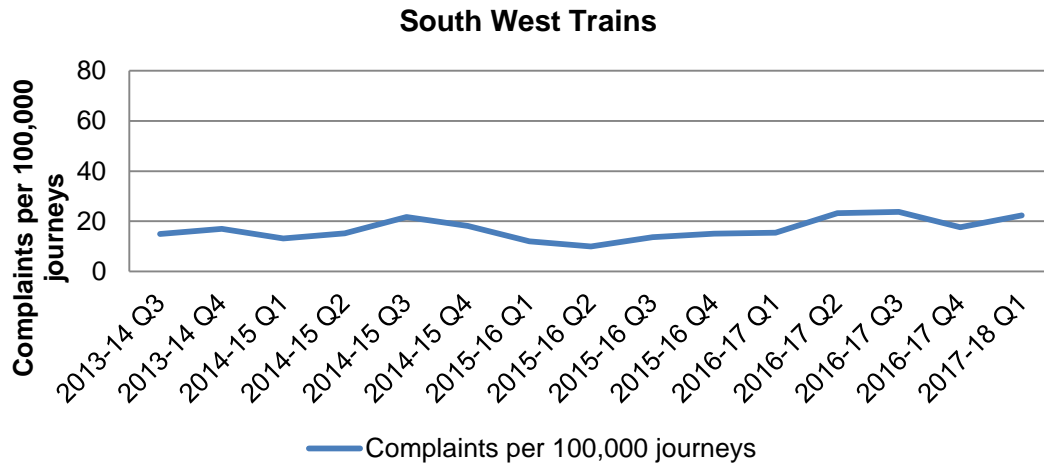
Southeastern

Southeastern received 27.2 complaints per 100,000 journeys, higher than in Q1 2016-17. Smart cards and delay compensation were the main source of complaints.



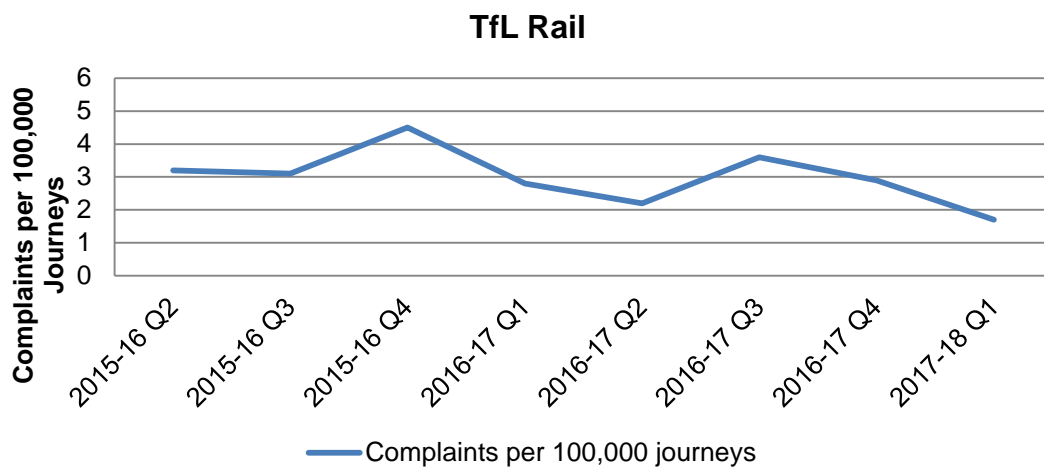
South West Trains

South West Trains received 22.3 complaints per 100,000 journeys, higher than in Q1 2016-17. Complaints about punctuality, reliability and ticking buying facilities were the most common.



TfL Rail

TfL Rail received 1.7 complaints per 100,000 journeys, lower than in Q1 2016-17. Complaints about punctuality, reliability and staff conduct were the most common.



Appendix

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 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.

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.

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).

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 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, though a significant amount of interpretation is usually needed. 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 of 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. They may, as a result, be less disposed to complain, even when services are poor.

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 used less frequently, passengers are more likely to be accompanied by luggage, and they are more likely to have paid a large amount for an individual journey.

Not all operators control all (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.

Glossary & references

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
LTV	London Thames Valley

References

- Network Rail
- Office of Rail and Road
- Department for Transport