

National Rail Performance Report - Quarter 4 2017-18 (January-March 2018)

June 2018



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 for 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 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
Quarter 3 2017-18 – Oct to Dec	March 2018
Quarter 4 2017-18 – Jan to March	June 2018

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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 fourth quarter (January to March) 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 this report compared to previous periods but the same data sets are being analysed and reported.

London & South East train service performance

L&SE performance declined during Q4 2017-18, with a PPM of 84.6%, 0.5 percentage points worse than Q4 2016-17. The performance decline can be attributed to poor weather conditions; a combination of TOC related issues, such as, defective rolling stock, station issues (such as passenger taken ill on train), and Network Rail related delays (a combination of signal failures, broken rails and over running and emergency engineering works) all having an impact on services.

Chiltern Railway had the highest PPM in the fourth quarter of 2017-18, with 92.8%, a 1.4 percentage point reduction compared to the same quarter in 2016-17.

GTR with an overall PPM of 81.3% had the highest increase, 2.1 percentage points. When analysed individually, most operations within the GTR franchise - with the exception of Thameslink services - performed worse than any other TOC operating in the L&SE area.

London Northwestern with an overall PPM of 80.9%, had the worse performance, outside the GTR franchise, a 4.6 percentage points reduction. This further decline is due to poor weather conditions and infrastructure failures

The overall peak PPM score for Q4 2017-18 was 78.5%, 2.8 percentage points lower than in Q4 2016-17. c2c had the highest proportion of peak trains within the PPM for Q4 2017-18, 90.3%, and London Northwestern Railway recorded a score of 67.7%, the lowest peak PPM, and the largest reduction.

The overall rate of CaSL was 5.2% in Q4 2017-18. Chiltern Railway achieved the best score, 2.0%. Southern Metro, a sub-group within the GTR franchise, had the worst levels of cancellation & lateness, 7.9%. London Northwestern Railway had the second worst level of CaSL and the largest increase this quarter, with 6.3%.

The overall rate of RTA was 60.1% in Q4 2017-18. TfL Rail obtained the highest score, with 80.5% of its trains arriving on time. Gatwick Express, a sub-group within the GTR franchise had the worse right time score compared to other L&SE operators, with 37.3%. South Western Railway, with its right time falling from 62.3% in Q4 2016-17 to 53.6% in Q4 2017-18, had the largest decline.

Complaints

Overall, seven operators had lower complaints and three had higher complaints in Q3 2017-18 compared to Q3 2016-17. Punctuality and reliability of trains and sufficient room to stand were the most common cause for complaints to TOCs.

Great Western Railway complaints rate increased 100%. The TOC received highest number of complaints per 100,000 passenger journeys, 52 complaints and the largest percentage increase compared to Q3 2016-17.

Greater Anglia had the largest reduction in complaints compared to other TOCs, with 48 complaints per 100,000 journeys.

Changes to train operating companies

London Midland became London Northwestern Railway in 10 December 2017, during the Q3 2017-18 period. For the purpose of this report, the whole period will be referred to under London Northwestern Railway.

South West Trains became South Western Railway in August 2017, during the Q2 2017-18 period.

TfL Rail currently operates the Liverpool Street to Shenfield line, formerly managed by Greater Anglia. Later in the year, TfL Rail service will open between Paddington and Heathrow, replacing the existing Heathrow Connect service and part of the Great Western inner suburban service.

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 Northwestern Railway, they refer only to its L&SE services.

2.1 Public performance measure results

Overall, L&SE performance declined during Q4 2017-18, with a PPM of 84.6%, 0.5 percentage points worse than Q4 2016-17.

Chiltern Railway had the highest PPM in the fourth quarter of 2017-18, with 92.8%, a 1.4 percentage point reduction compared to the same quarter in 2016-17.

GTR with an overall PPM of 81.3% had the highest increase, 2.1 percentage points. When analysed individually, most operations within the GTR franchise - with the exception of Thameslink services, which had the largest increase of any L&SE operator, 9.9 percentage points - performed worse than any other TOC operating in the L&SE area (see PPM graph 1). Driver shortages, severe weather conditions and infrastructure failures caused considerable delays to the service.

London Northwestern with an overall PPM of 80.9%, had the worse performance, outside the GTR franchise, a 4.6 percentage points reduction. This further decline is due to poor weather conditions and infrastructure failures.

Gatwick Express and Great Northern were the only operations within the GTR franchise to experience a PPM decline, 0.3 and 5.3 percentage points reduction, when compared to Q4 2016-17.

South Western Railway, with their PPM falling from 87.7% in Q4 2016-17 to 81.4% in Q4 2017-18, had the largest decline, a 6.2 percentage point reduction. Signalling failures, infrastructure damage and severe weather affected its performance.

Great Western Railway with an overall PPM of 86.2% had a 3.7 percentage point reduction. Rolling stock failure, train crew issues as well as power and infrastructure failures affected services.

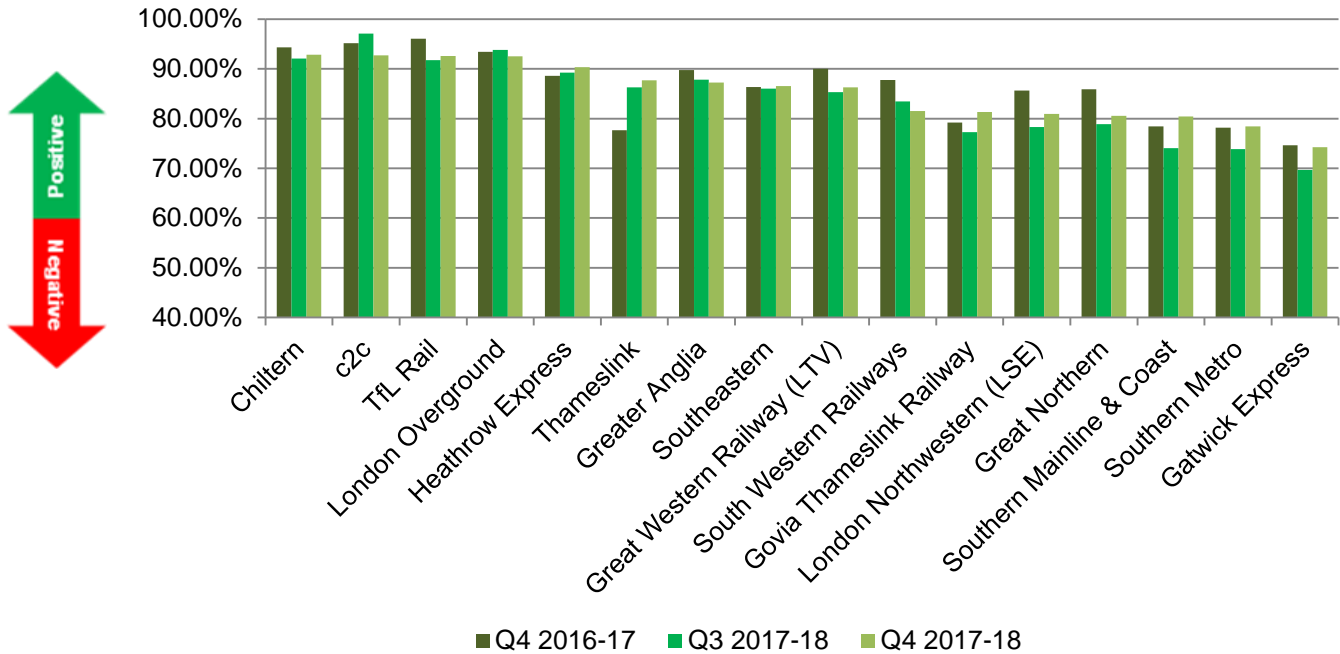
c2c recorded a reduction in its Q4 performance, with an overall PPM of 92.6%, a 2.4 percentage points reduction. Weather related issues and defective rolling stock affected its services.

TfL Rail with an overall PPM of 92.6%, recorded a notable reduction in its Q4 2017-18 performance, a 3.4 percentage points reduction. Poor weather conditions as well as faulty rolling stock had an impact on services.

London Overground with an overall PPM of 92.4%, had a 0.9 percentage point reduction compared to Q4 2016-17. Rolling stock failure and infrastructure failures affected services.

Southeastern recorded an increase in its Q4 2017-18 performance compared to the same period in 2016-17. Again, an improvement plan implemented jointly by the operator and Network Rail, have resulted in improved performance.

Graph 1 – Public Performance Measure Q4 2016-17, Q3 2017-18 & Q4 2017-18



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
⁺ London Midland became London Northwestern Railway in 10 December 2017

2.1.1 Peak services

Looking at weekday morning (0700 and 0959) and evening (1600 and 1859) peak services, c2c had the highest proportion of trains within the PPM for Q4 2017-18, with a score of 90.3%. This was 2.5 percentage points reduction when compared to Q4 2016-17.

GTR had the largest improvements in its peak performance compared to the same period a year ago, 75.9%, 2.3 percentage points increase.

London Northwestern Railway recorded a score of 67.7%, the lowest peak PPM, and the largest reduction, 12.8 percentage points compared to the same period in 2016-17.

The overall peak PPM score for Q4 2017-18 was 78.5%, 2.8 percentage points lower than in Q4 2016-17.

2.2 Performance trends

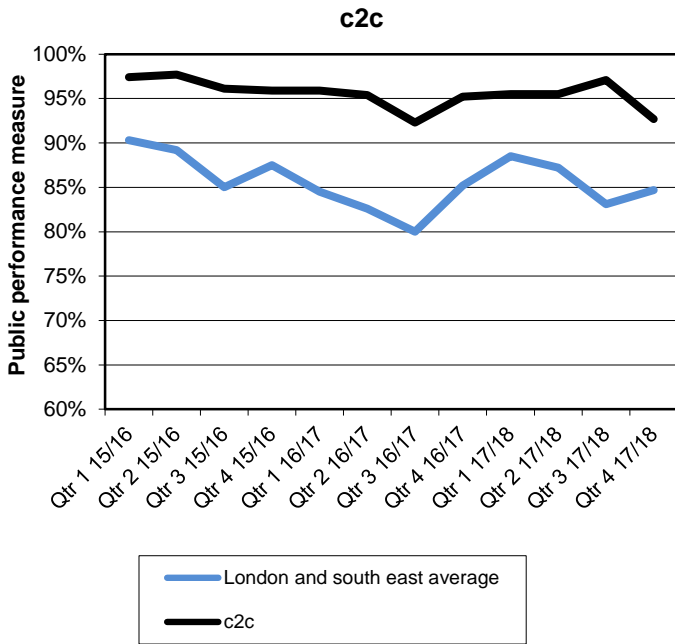
In the charts in this section, each train company's quarterly PPM results for the past three years are shown graphically, together with the results for peak trains. In each case, the individual company's performance is shown alongside the combined result for the entire L&SE network.

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.

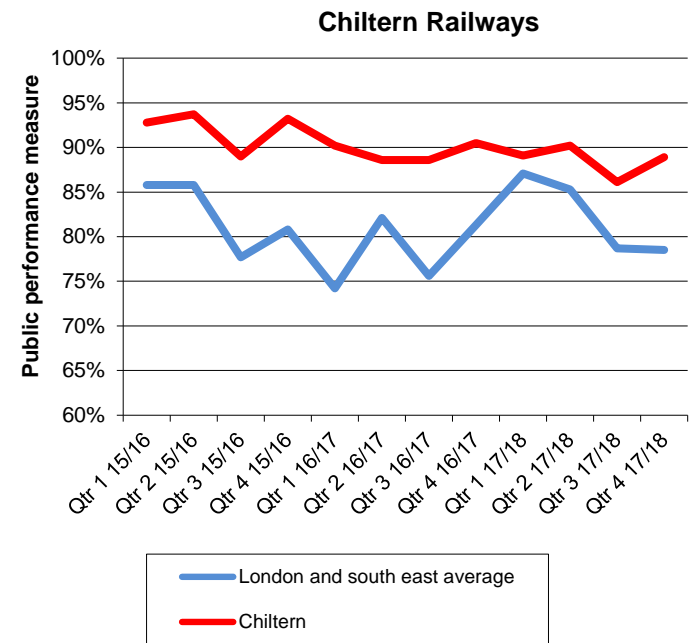
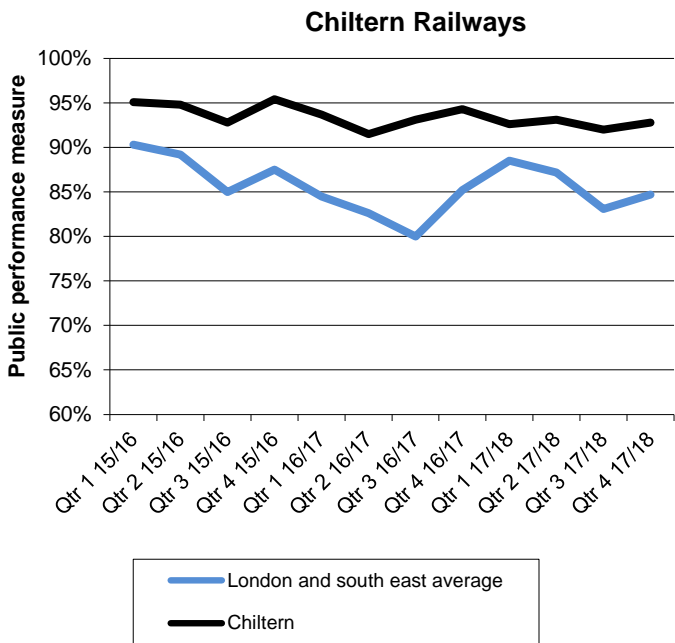
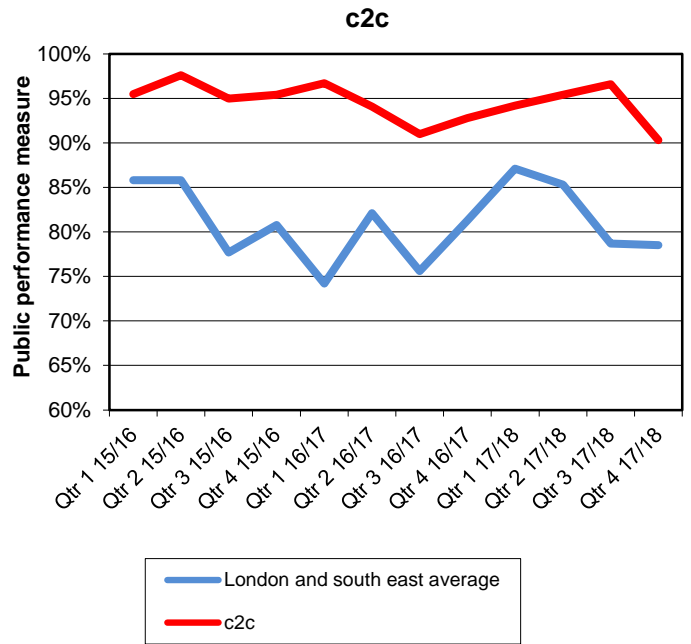
The performance of c2c, Chiltern, Greater Anglia, TfL Rail and London Overground has been on a stable or upward trend over the three-year period.

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

All trains performance

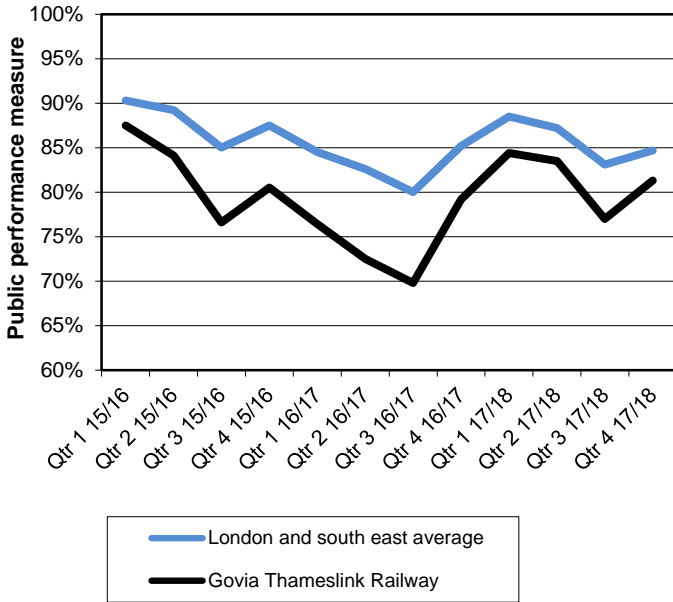


Peak trains performance



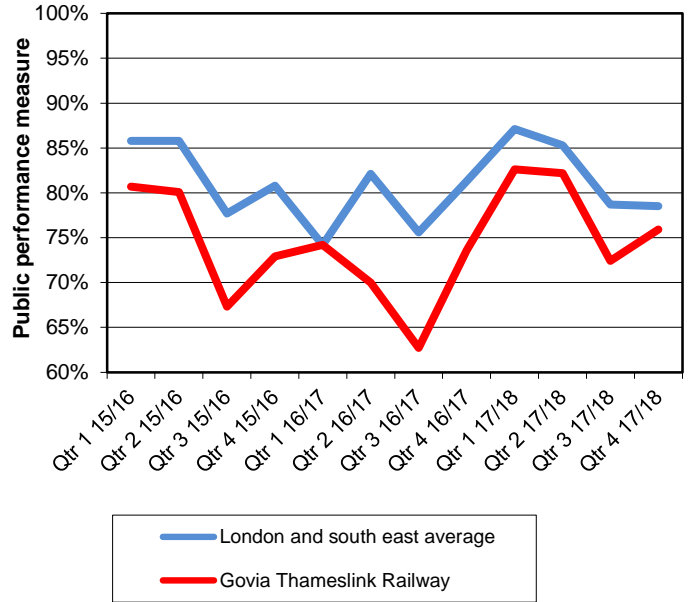
All trains performance

Govia Thameslink Railway

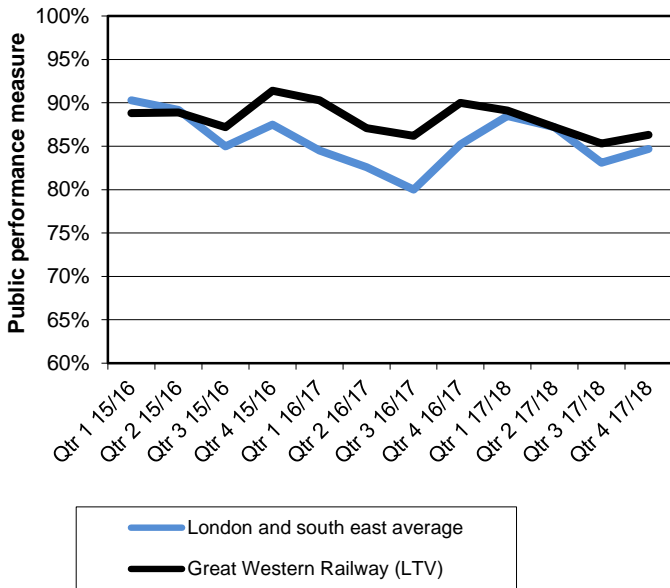


Peak trains performance

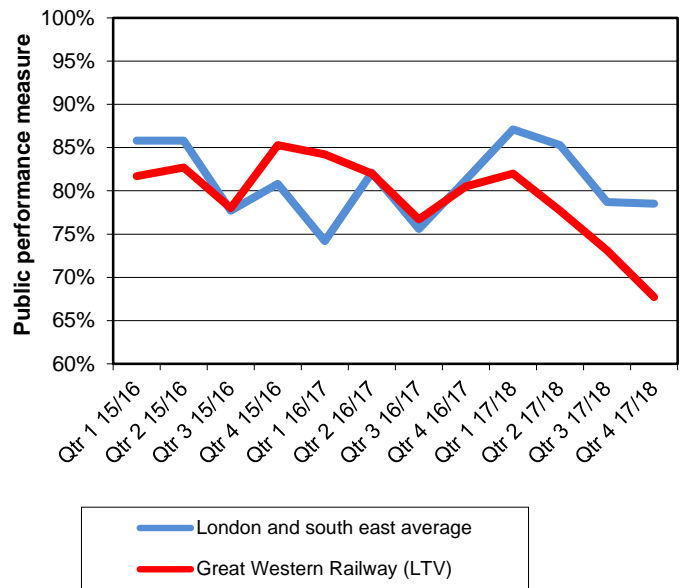
Govia Thameslink Railway



Great Western Railway (LTV)

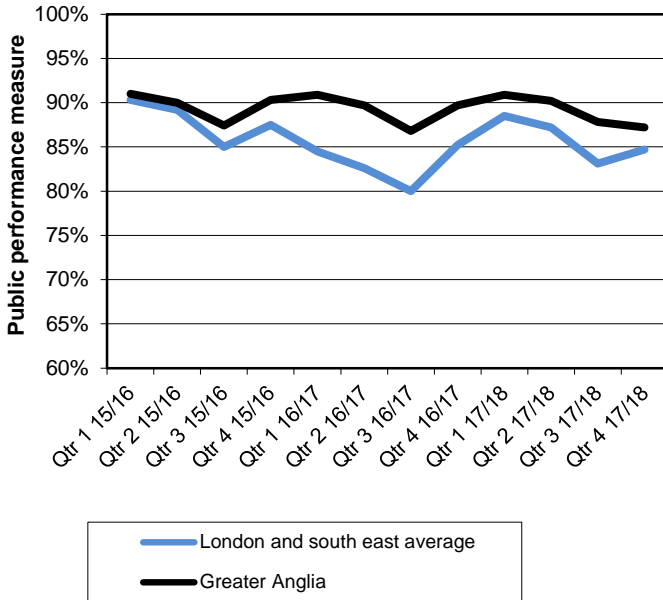


Great Western Railway (LTV)



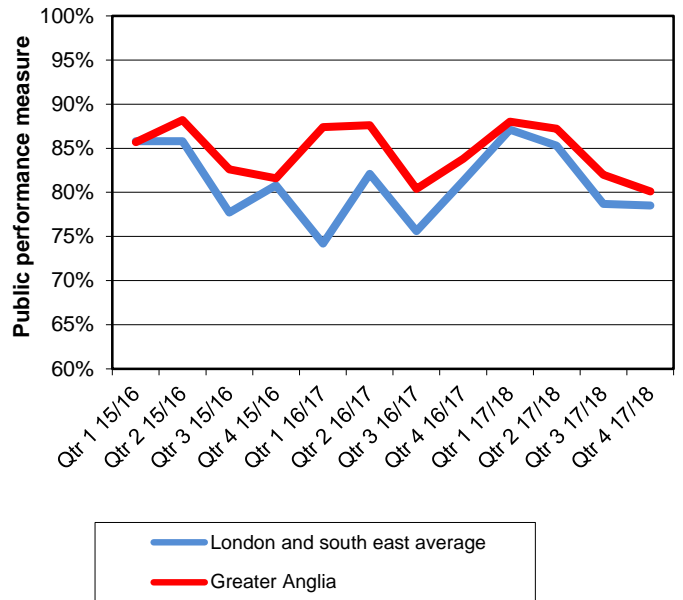
All trains performance

Greater Anglia

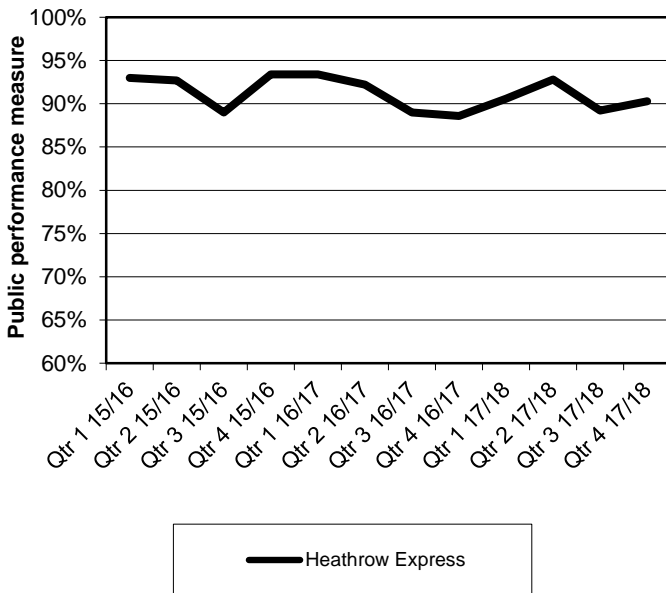


Peak trains performance

Greater Anglia



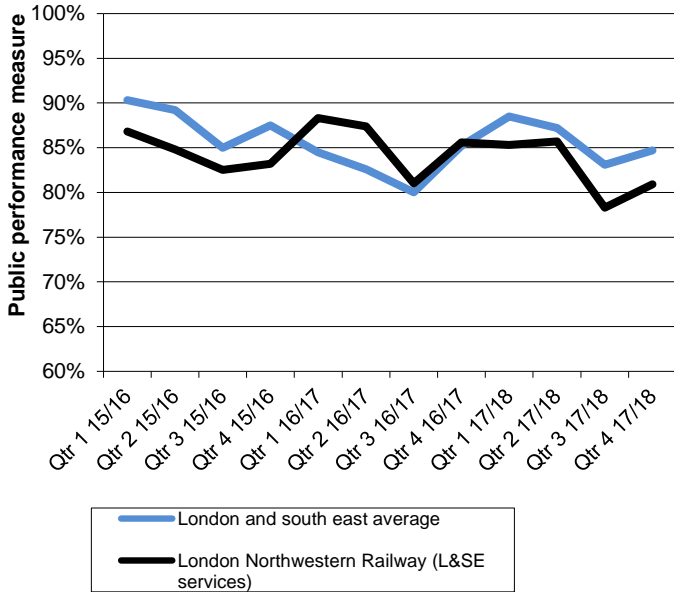
Heathrow Express



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.

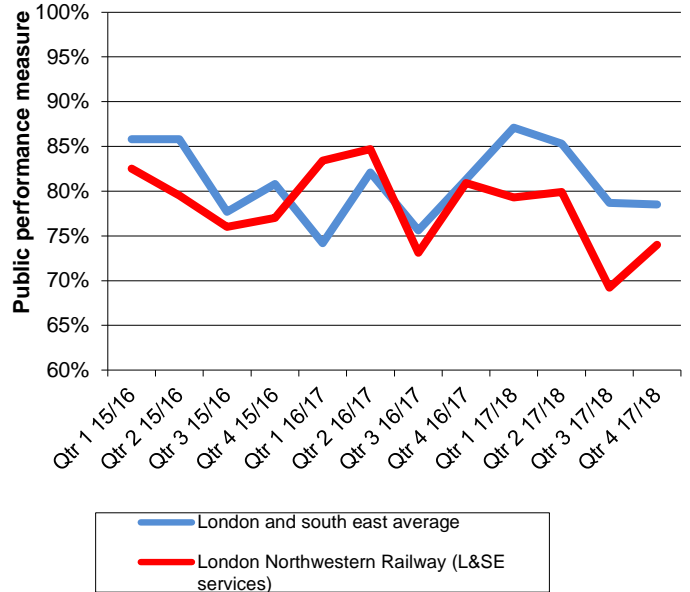
All trains performance

London Northwestern Railway

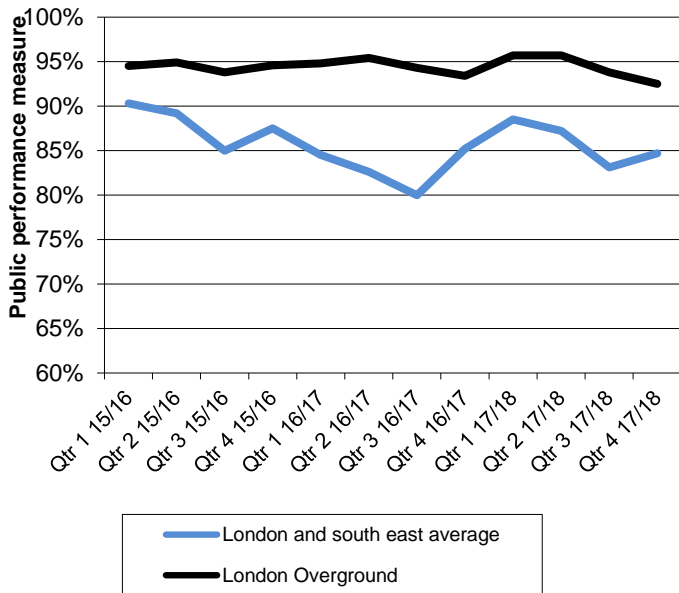


Peak trains performance

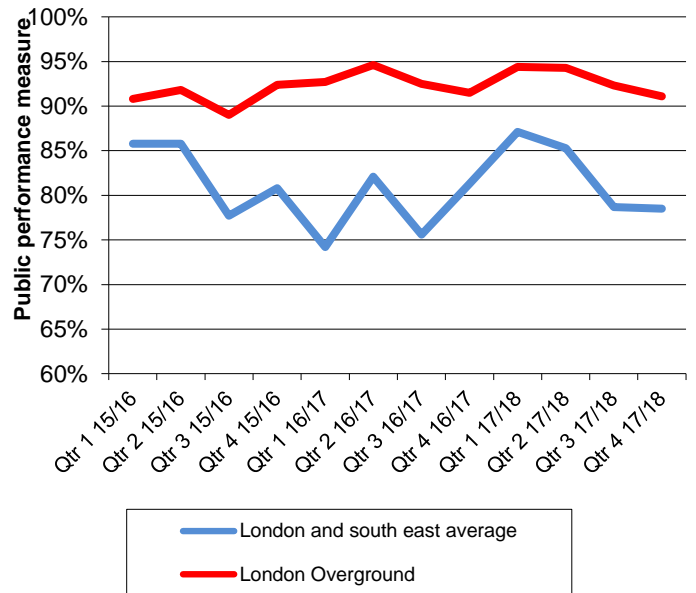
London Northwestern Railway



London Overground

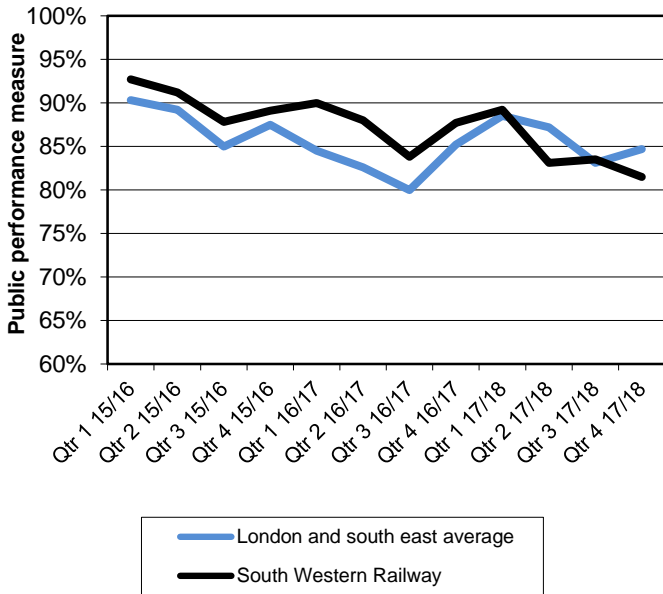


London Overground



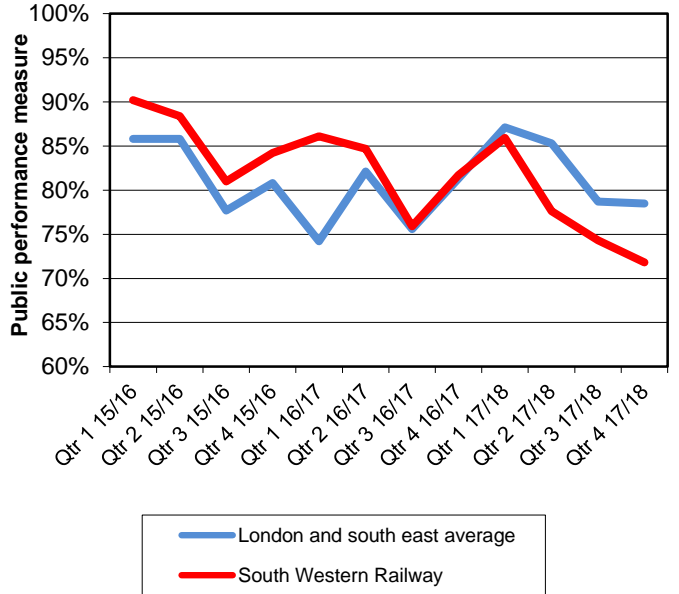
All trains performance

South Western Railway

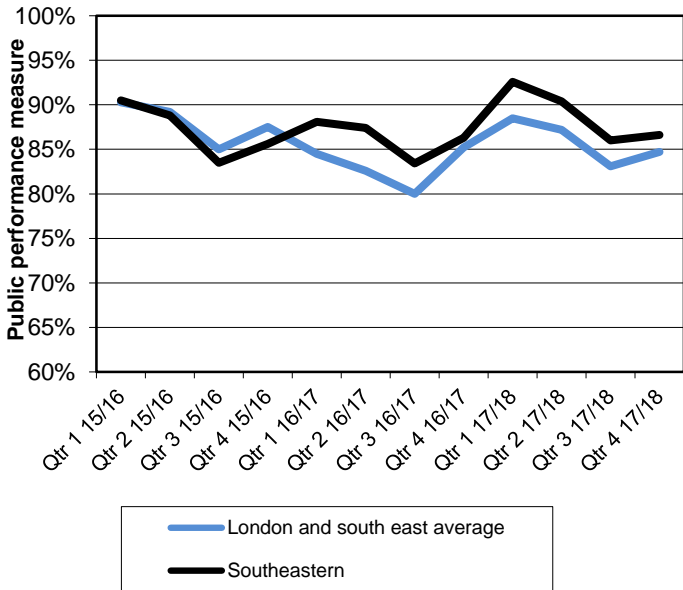


Peak trains performance

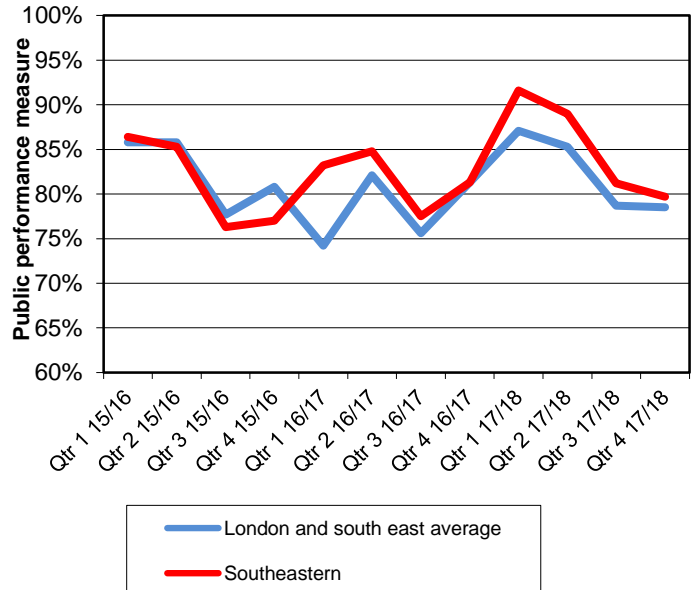
South Western Railway



Southeastern

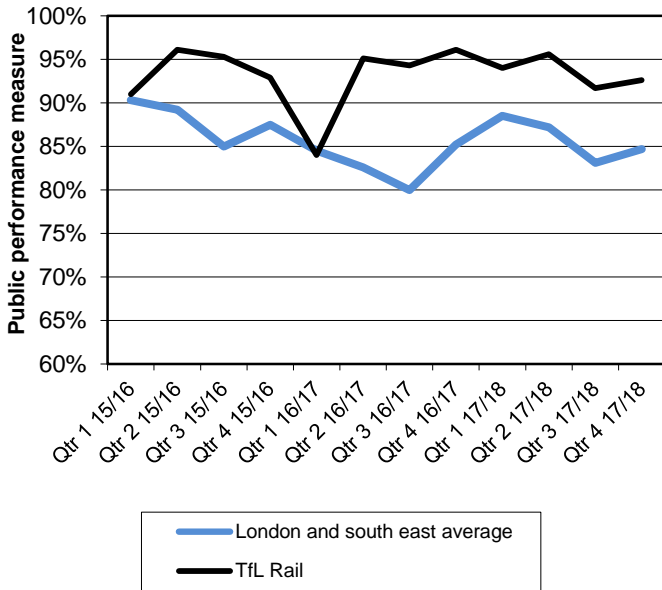


Southeastern



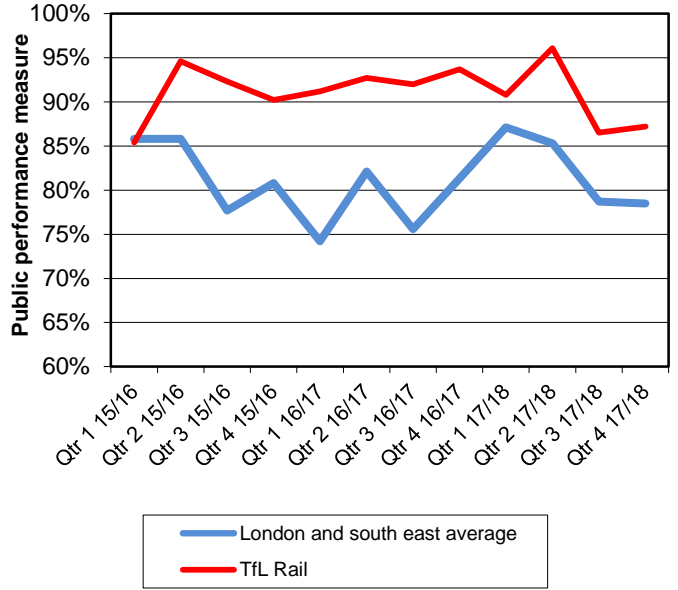
All trains performance

TfL Rail



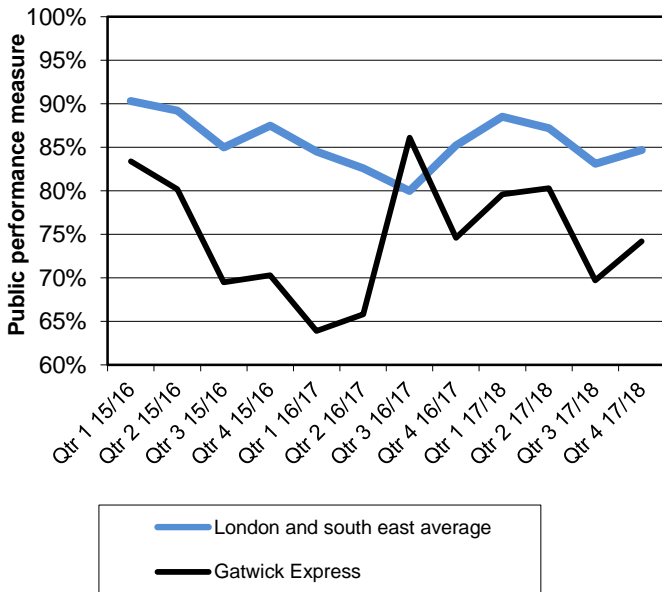
Peak trains performance

TfL Rail

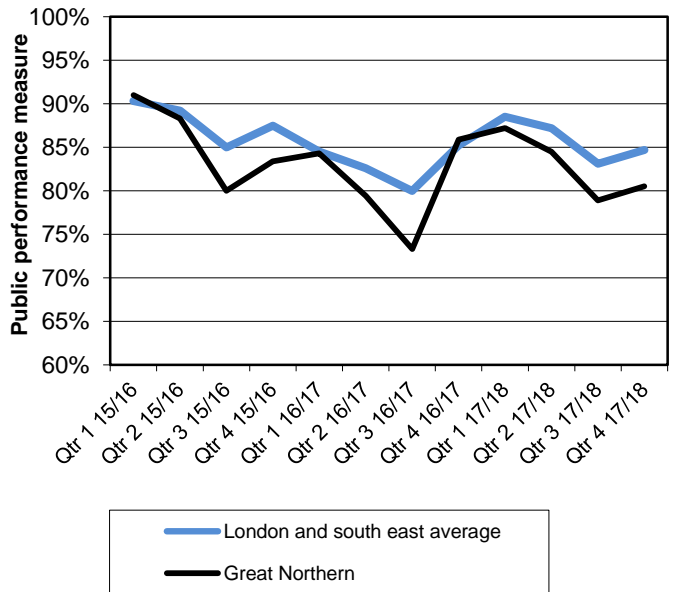


The charts below show the long term trains performance for the sub-groups operating under the GTR franchise. Unfortunately, data on peak services performance of the different parts of the GTR franchise is not currently available.

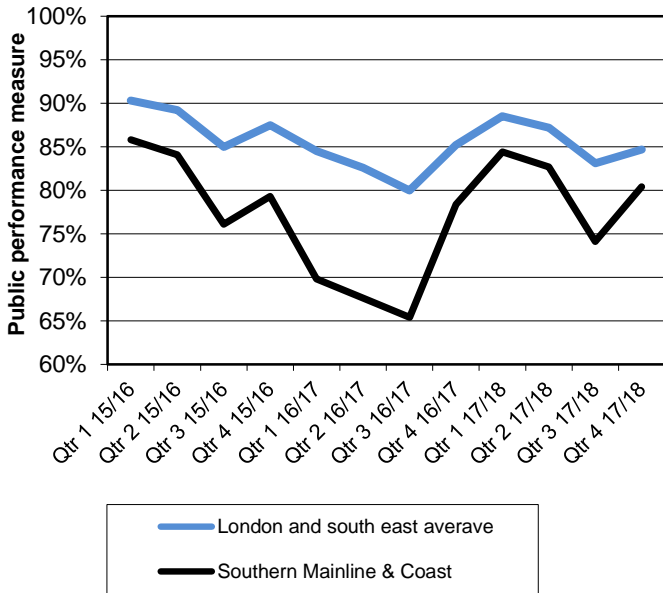
Gatwick Express



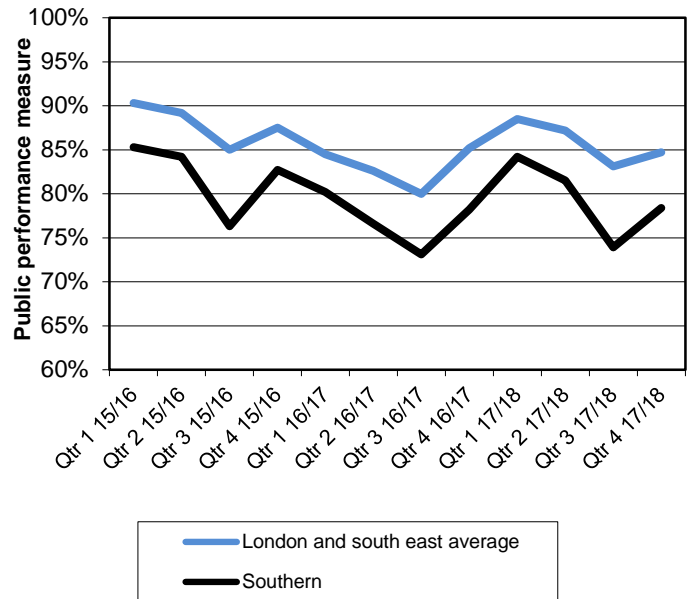
Great Northern



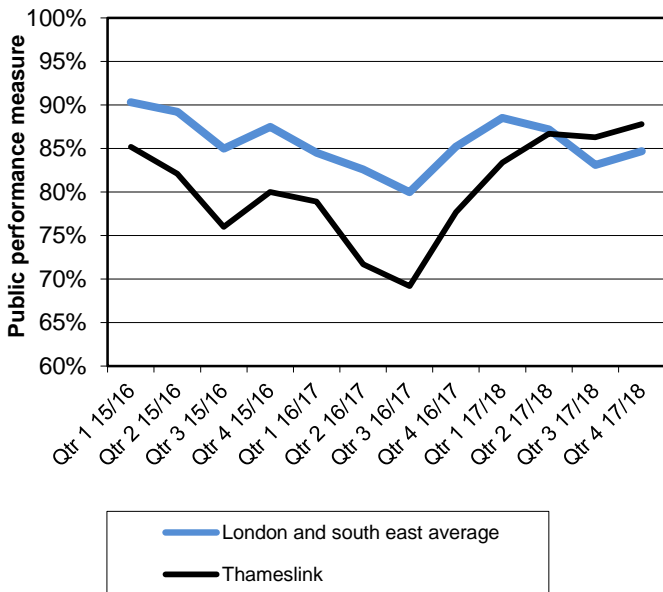
Southern Mainline & Coast



Southern Metro



Thameslink



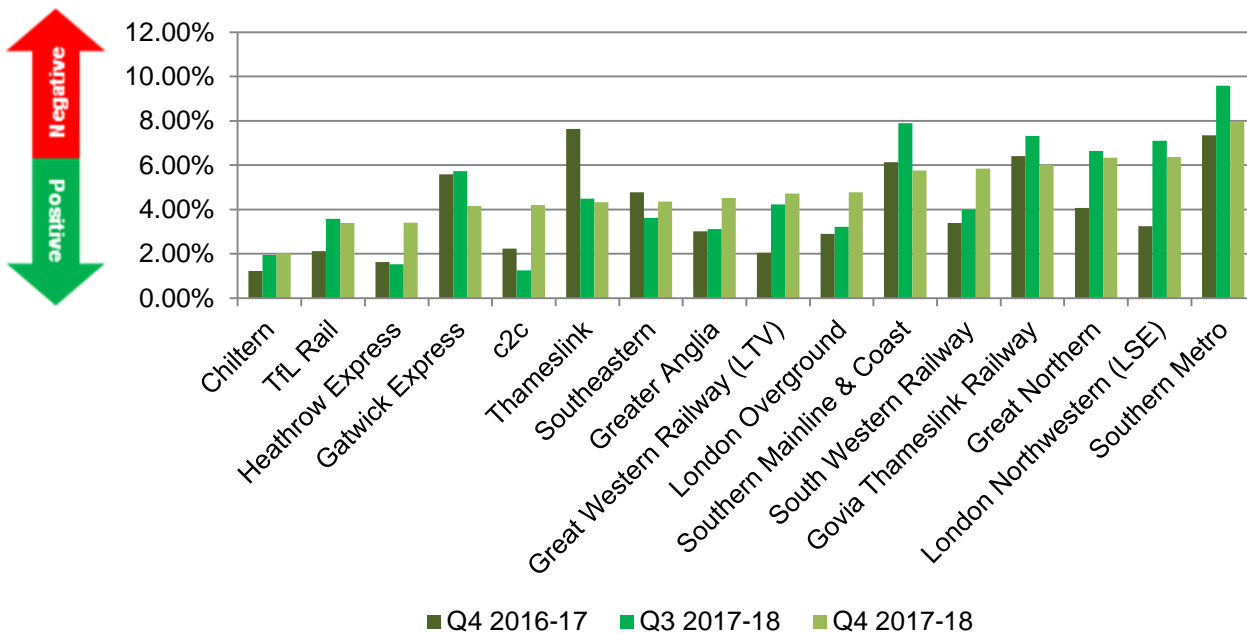
2.3 Cancellations and significant lateness

The overall rate of CaSL was 5.2% in Q4 2017-18, 0.6 percentage point higher (worse) than in Q4 2016-17. Chiltern Railway achieved the lowest (best) score, with 2.0%, 0.7 percentage point increase. Thameslink Railway, a sub-group with the GTR franchise, had the largest reduction, 3.3 percentage points.

Southern Metro, a sub-group within the GTR franchise, had the worst levels of cancellation & lateness, 7.9%, 0.6 percentage point increase.

London Northwestern Railway had the second worst level of CaSL and the largest increase this quarter, with 6.3%, a 3.1 percentage points increase compared to Q4 2016-17.

Graph 2 – Cancellations and significant lateness Q4 2016-17, Q3 2017-18 & Q4 2017-18



2.4 Right time arrivals

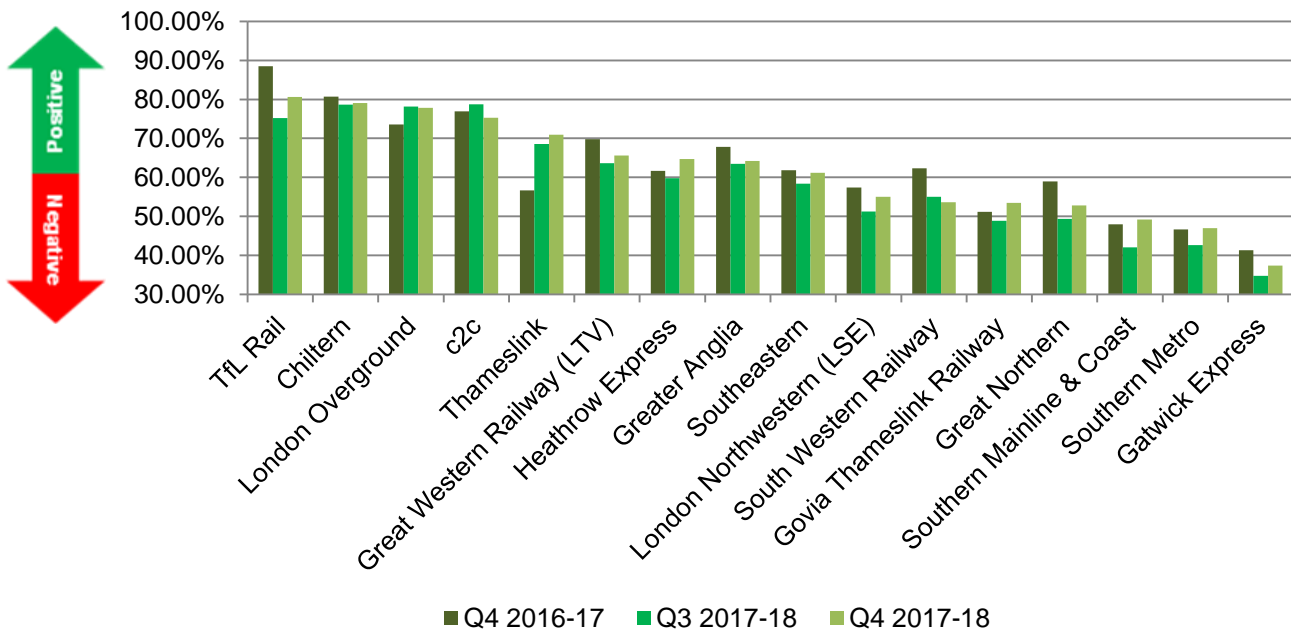
The overall rate of RTA was 60.1% in Q4 2017-18, 0.3 percentage point higher than Q4 2016-17. TfL Rail obtained the highest score but had a notable reduction in its right performance, with 80.5% of its trains arriving on time, a 7.9 percentage points reduction compared to the Q4 2016-17.

Gatwick Express, a sub-group within the GTR franchise had the worse right time score compared to other L&SE operators, with 37.3% in Q4 2017-18, 3.9 percentage points lower than Q4 2016-17.

South Western Railway, with its right time falling from 62.3% in Q4 2016-17 to 53.6% in Q4 2017-18, had the largest decline, a 8.7 percentage points reduction.

Thameslink, a sub-group within the GTR franchise had the largest increase of any L&SE operator with 70.9% of its services arriving on time, a 14.2 percentage points increase.

Graph 3 – Right time arrivals Q4 2016-17, Q3 2017-18 & Q4 2017-18



4 Passenger complaints

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q3 2017-18 (October to December 2017). For a more detailed definition, see the appendix.

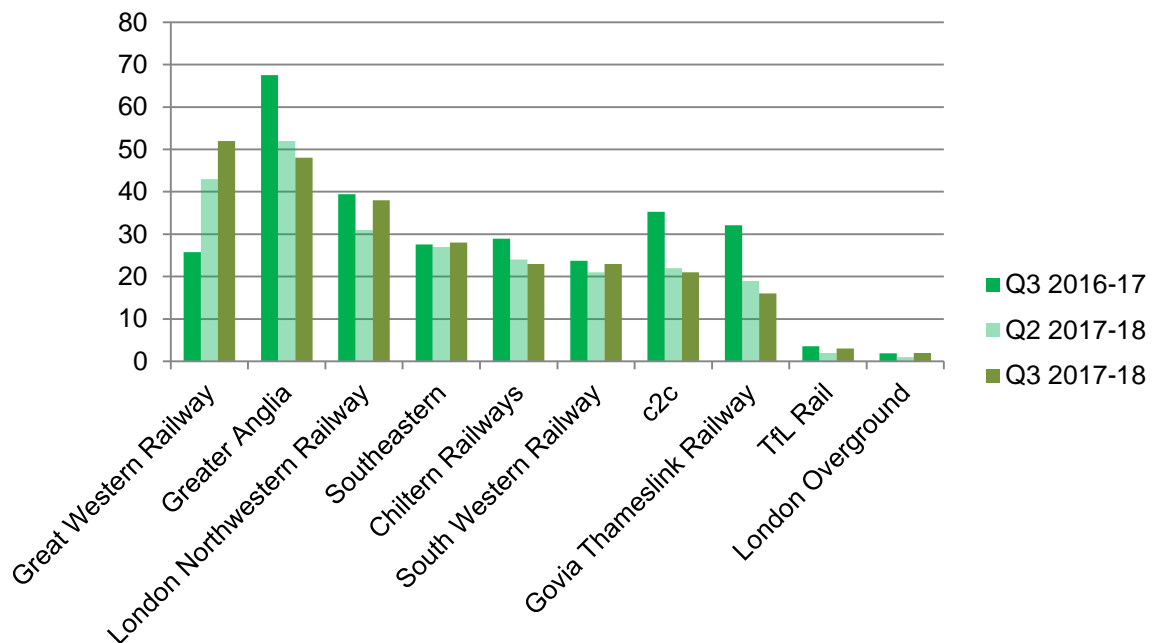
Overall, seven operators had lower complaints rate and three had higher complaints in Q3 2017-18 compared to Q3 2016-17. Punctuality and reliability of trains and sufficient room to stand were the most common cause for complaints to TOCs.

Great Western Railway complaints rate increased 100%. The TOC received the highest number of complaints per 100,000 passenger journeys, 52 complaints and the largest percentage increase compared to Q3 2016-17. The main sources of complaints were about sufficient room to stand and ticket buying facilities.

Greater Anglia complaint rate decreased by 29%, the largest reduction in complaints compared to other TOCs and Q3 2016-17, with 48 complaints per 100,000 journeys.

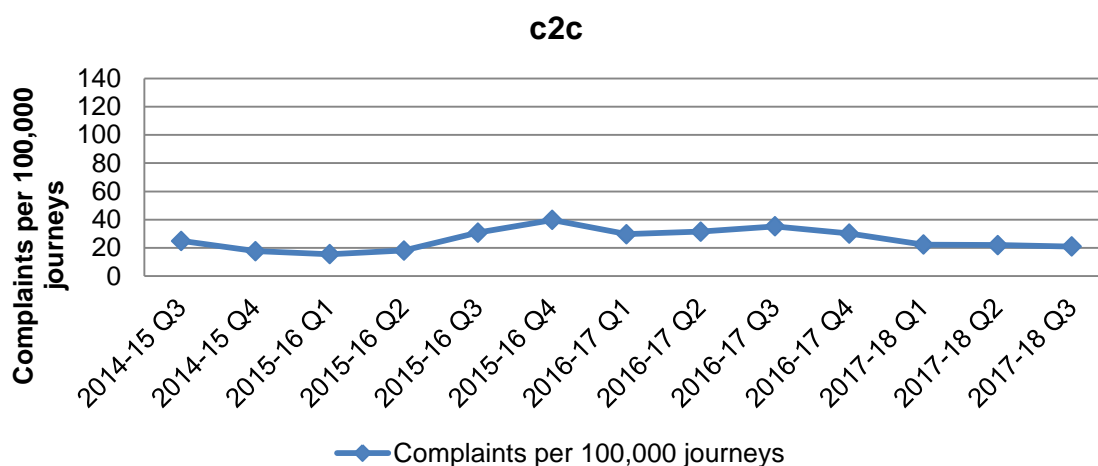
London Overground and TfL Rail had the lowest complaints rate in Q3 2017-18 with 2 and 3 complaints per 100,000 passenger journeys respectively. Both operate a metro style service and are managed by Transport for London.

Graph 4 - Complaints per 100,000 passenger journeys by train operating company, Q3 2016-17, Q2 2017-18 and Q3 2017-18



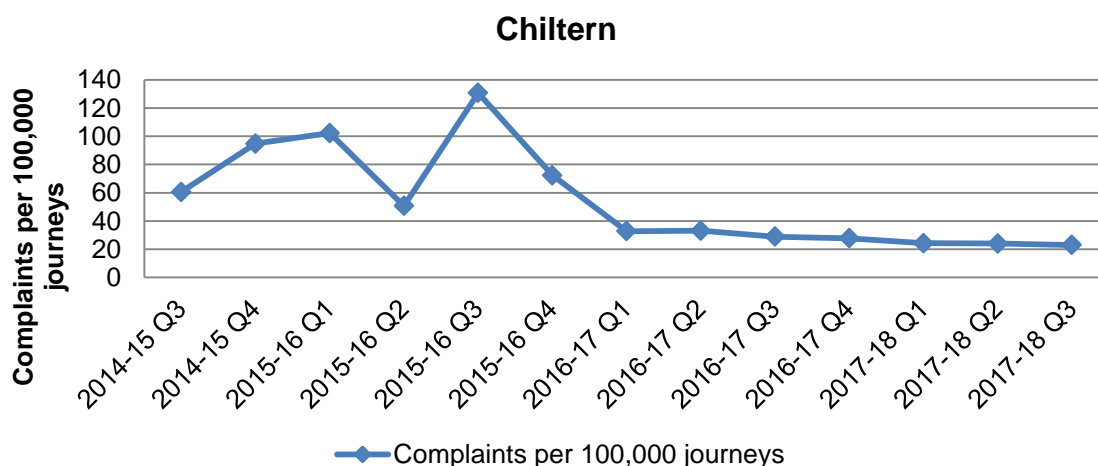
c2c

c2c received 21 complaints per 100,000 journeys, lower than in Q3 2016-17. Issues about smartcards and ticketing and refund policy were the most frequent cause of complaint.



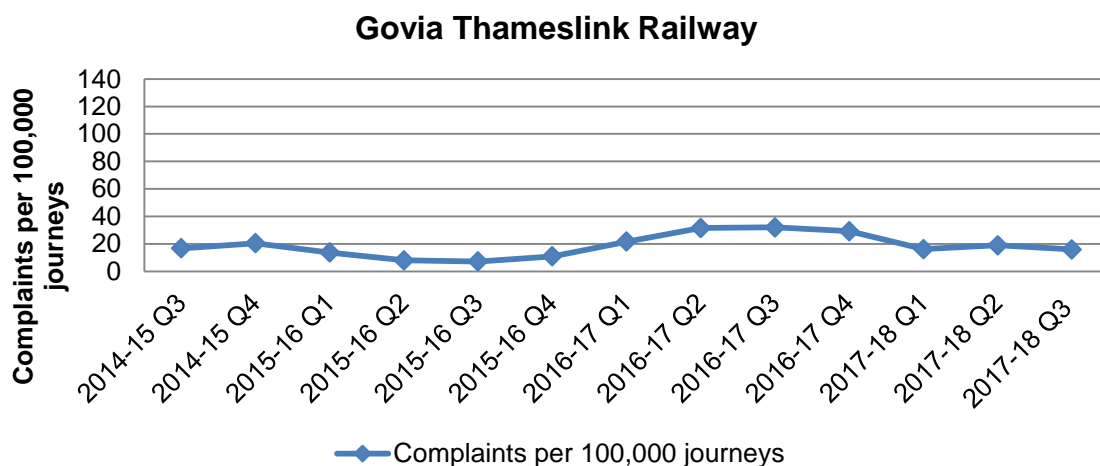
Chiltern

Chiltern received 23 complaints per 100,000 journeys, lower than in Q3 2016-17. Issues of punctuality & reliability and sufficient room for all passengers to sit/stand were the most frequent cause of complaint. In Q3 2015-16, increases in complaints were due to the introduction of the revised new timetable.



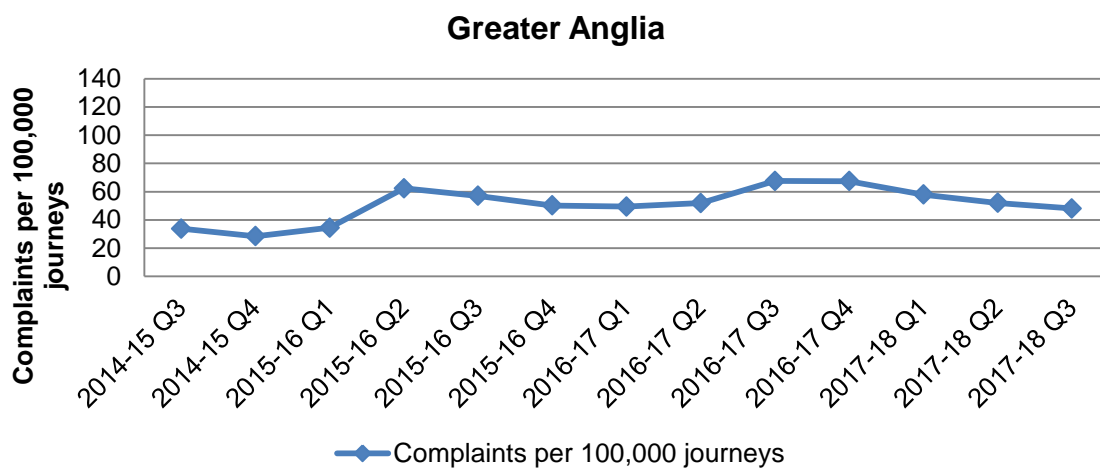
Govia Thameslink Railway

Govia Thameslink Railway received 16 complaints per 100,000 journeys, lower than in Q3 2016-17. Issues of punctuality, reliability and ticket buying facilities were the most frequent cause of complaint.



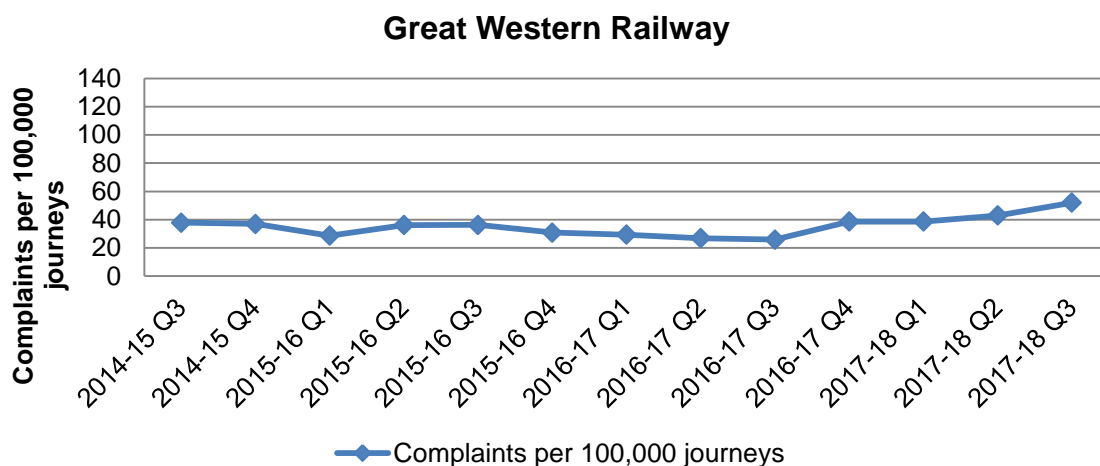
Greater Anglia

Greater Anglia received 48 complaints per 100,000 journeys, higher than in Q3 2016-17. Complaints about punctuality, reliability and ticket buying facilities were the most common.



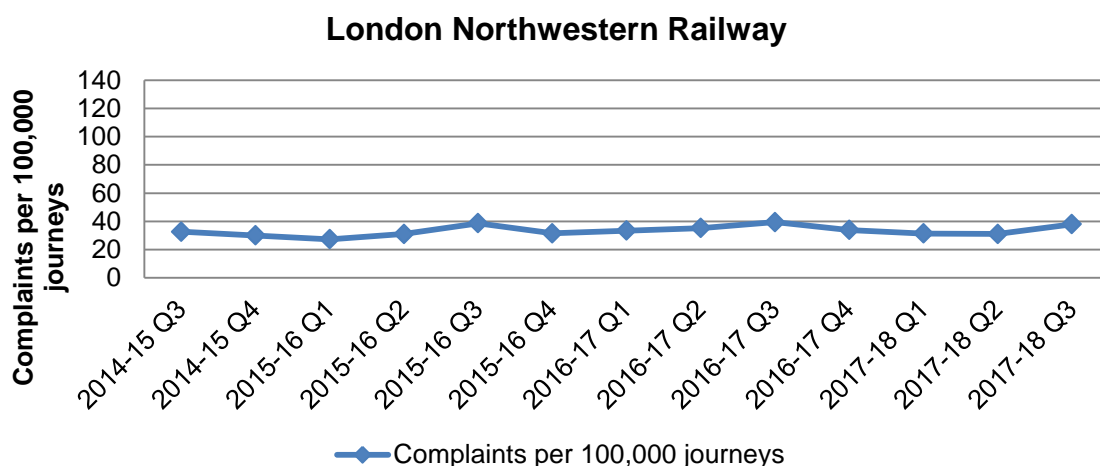
Great Western Railway

Great Western received 52 complaints per 100,000 journeys, higher than in Q3 2016-17. Ticket buying facilities and sufficient room for all passengers to sit/stand were the main category of complaints.



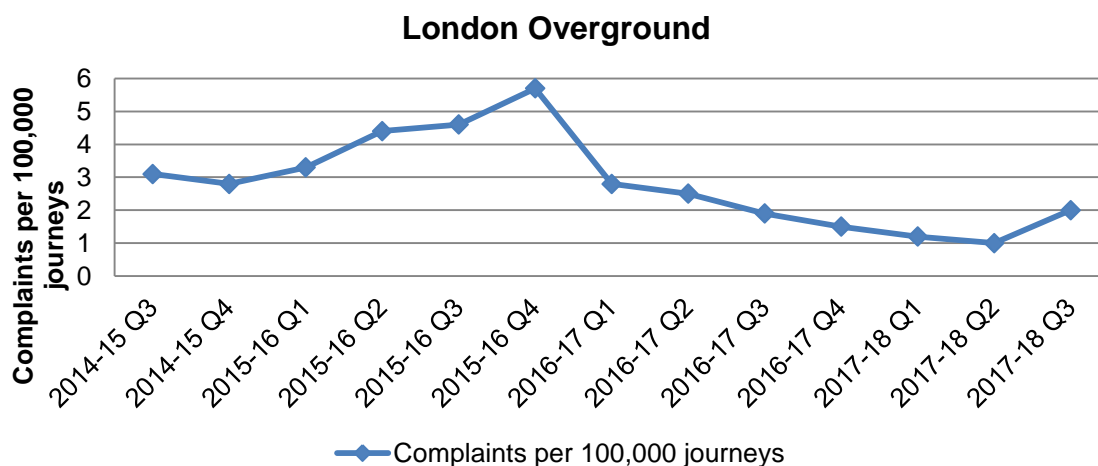
London Northwestern Railway

London Midland received 38 complaints per 100,000 journeys, lower than in Q3 2016-17. Punctuality & reliability were the main source of complaints.



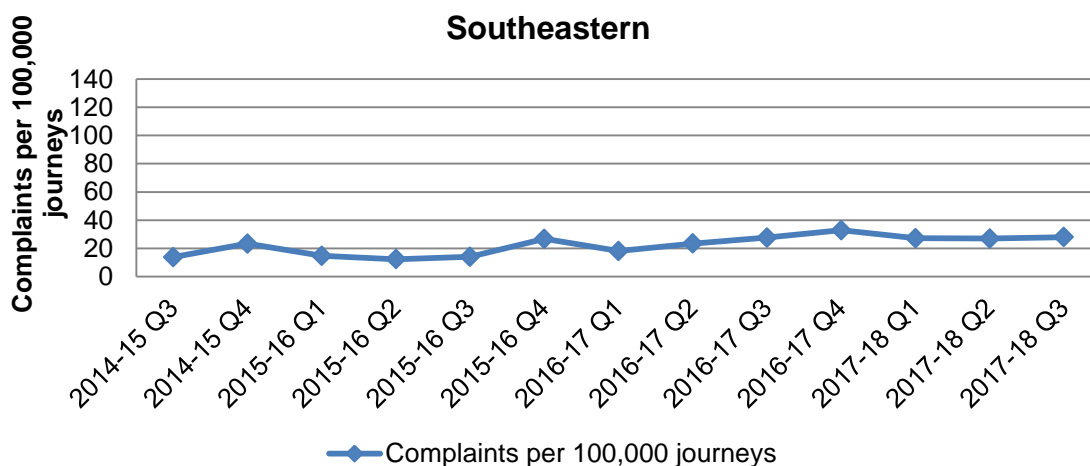
London Overground

London Overground received 2 complaint per 100,000 journeys, higher than in Q3 2016-17. Punctuality, reliability and staff conduct were the main source of complaints.



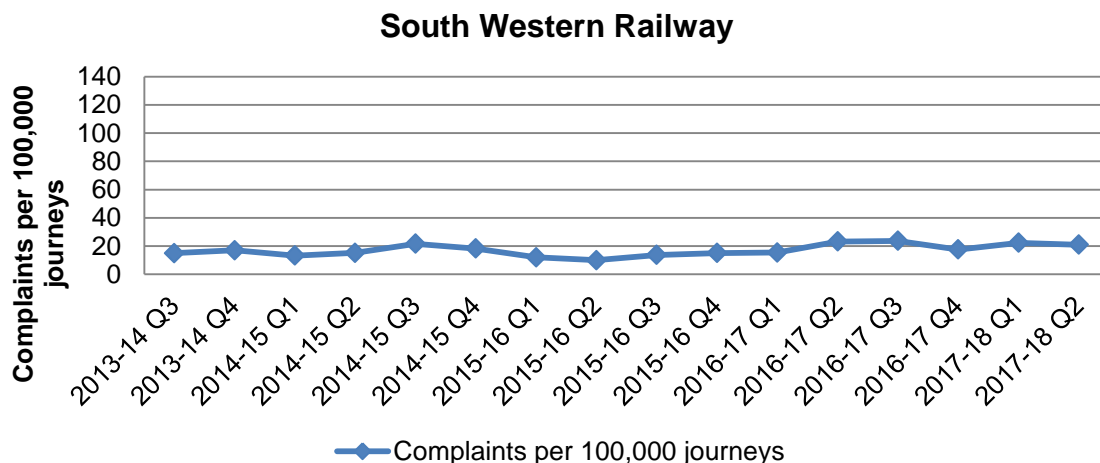
Southeastern

Southeastern received 28 complaints per 100,000 journeys, higher than in Q3 2016-17. Punctuality, reliability and smart cards were the main source of complaints.



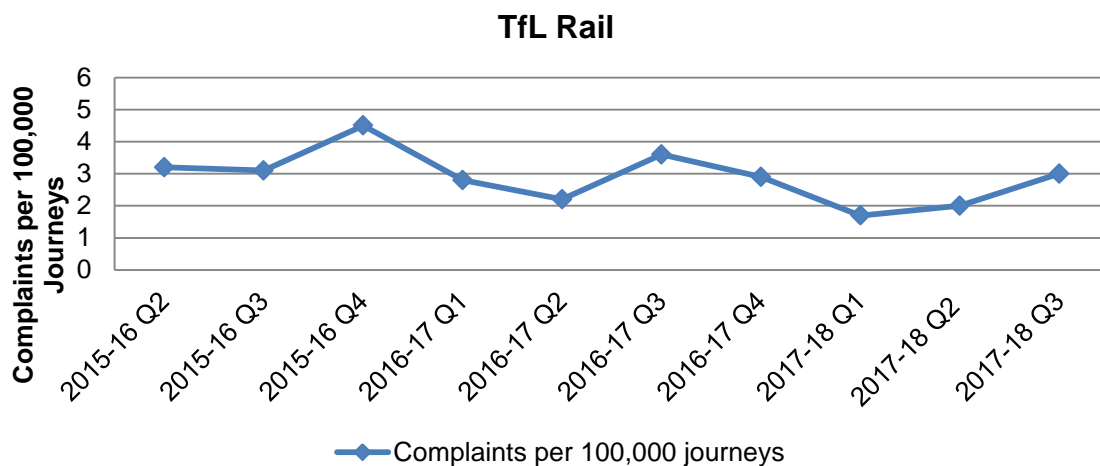
South Western Railway

South West Trains received 23 complaints per 100,000 journeys, higher than in Q3 2016-17. Complaints about punctuality, reliability and ticket buying facilities were the most common.



TfL Rail

TfL Rail received 3 complaints per 100,000 journeys, higher than in Q3 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 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