

PC146

National Rail Performance Report - Quarter 1 2018-19 (April-June 2018)

September 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 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
Quarter 1 2018-19 – April to June	Sept 2018

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 first quarter (April to June) of 2018-19.

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.

London & South East train service performance

Overall, L&SE performance declined during Q1 2018-19, with a PPM of 86.6%, 1.7 percentage point worse than Q4 2017-18.

The performance decline can be attributed a combination of TOC related issues, such as, defective rolling stock, station issues (such as passengers taken ill on trains), 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.

London Overground had the highest PPM of any L&SE operator in the first quarter of 2018-19, (95.2%) but had a minor reduction in performance compared to the same quarter in 2017-18.

GTR with an overall PPM of 82.0% had the worse performance. When analysed individually, most operations within the GTR franchise performed worse than any other TOC operating in the L&SE area (see PPM graph 1). Poor implementation of the May 2018 timetable and driver shortages, resulting in last minute cancellation and changes to service had an impact on an already low based performance.

London Northwestern with an overall PPM of 84.9% had the worse performance, outside the GTR franchise, a 0.3 percentage point reduction.

The overall peak PPM score for Q1 2018-19 was 83.7%, 3.4 percentage points lower than in Q1 2017-18.

TfL Rail had the highest proportion of trains on time and the largest improvement in its peak performance for Q1 2018-19, with a score of 94.9%. Great Western Railway recorded a score of 66.0%, the lowest peak PPM, and the largest

reduction. This is a cause for concern that will need to be followed up with the operator.

The overall rate of CaSL was 5.0% in Q1 2018-19. Chiltern Railway achieved the best score, 1.3%. Thameslink Railway, a sub-group within the GTR franchise, had the worse levels of cancellation & lateness, 12.6%.

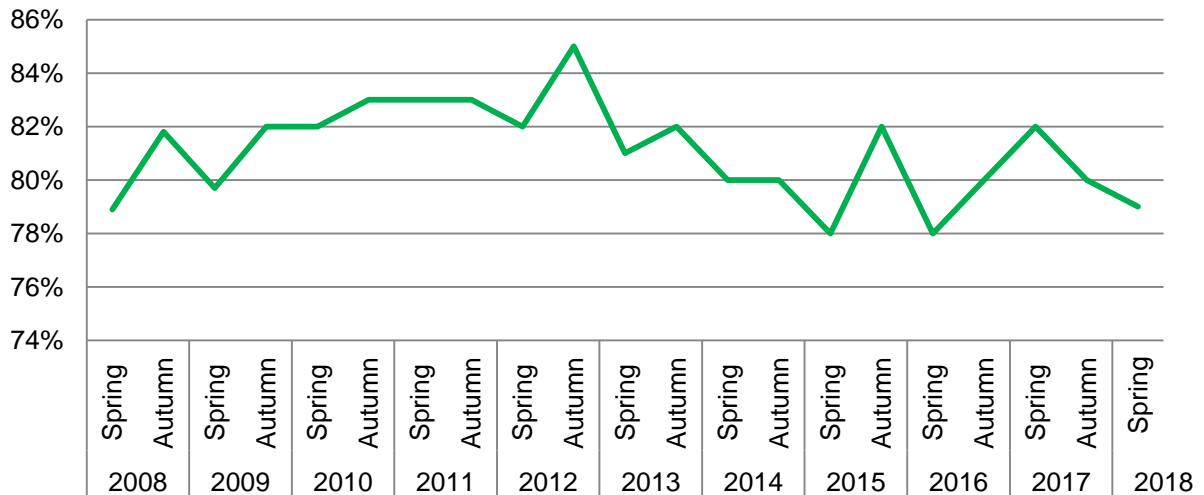
The overall rate of RTA was 63.8% in Q1 2017-18. Chiltern Railway obtained the highest score, with 81.6% of its trains arriving on time. Gatwick Express, a sub-group within the GTR franchise had the largest decline and the worse right time score compared to other L&SE operators, with 35.4%.

London & South East (L&SE) passenger satisfaction

In spring 2018, the percentage of satisfied passengers, taking all L&SE operators together, was 79%, a 3% decrease since the spring 2017 survey. The operator with the highest satisfaction rate was Heathrow Express, 95% of whose users rated the service as satisfactory or good, a reduction when compared to the spring 2017 survey.

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

Graph of L&SE Overall Passenger Satisfaction



Complaints

Overall, six operators had lower complaints rate in Q4 2017-18 compared to Q4 2016-17. Punctuality and reliability of trains was the most common cause for complaints to TOCs.

Great Western Railway received the highest number of complaints per 100,000 passenger journeys, 62 complaints and the largest percentage increase. GTR had the largest reduction in complaints compared to other TOCs and Q4 2016-17.

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 Q1 2018-19, with a PPM of 86.6%, 1.7 percentage point worse than Q4 2017-18.

London Overground had the highest PPM of any L&SE operator in Q1 2018-19, but had a minor reduction in performance, 95.2%, a 0.4 percentage point reduction compared to Q1 2017-18.

GTR with an overall PPM of 82.0% had the worse performance, a 2.3 percentage point reduction. When analysed individually, most operations within the GTR franchise - with the exception of Southern Mainline & Coast services, which had an increase in its performance, 85.7%, (a 1.3 percentage point increase) and Southern Metro services, 84.0% (a minor 0.1 percentage point reduction). - performed worse than any other TOC operating in the L&SE area (see PPM graph 1). Poor implementation of the May 2018 timetable and driver shortages on the Thameslink and Great Northern services, resulting in last minute cancellation and changes to service had an impact on an already low base performance.

Aside from the issues with Thameslink services, the May 2018 timetable had a positive on Southern Metro, London Overground East London Line and Southeastern services.

Gatwick Express obtained the lowest score (72.4%, 7.1 percentage point reduction), and Great Northern the largest reduction (78.4%, 8.7 percentage points reduction), when compared to Q1 2017-18.

London Northwestern with an overall PPM of 84.9% had the worse performance, outside the GTR franchise, a 0.3 percentage point reduction. This can be attributed to reliability problems associated with older rolling stock introduced into the franchise and associated maintenance issues.

Great Western Railway with an overall PPM of 86.9% had a 2.2 percentage points reduction. This may be attributed to defective rolling stock, the new trains introduced into the service and the need for driver training as well as

overrunning engineering works and an increase in infrastructure failures affecting services.

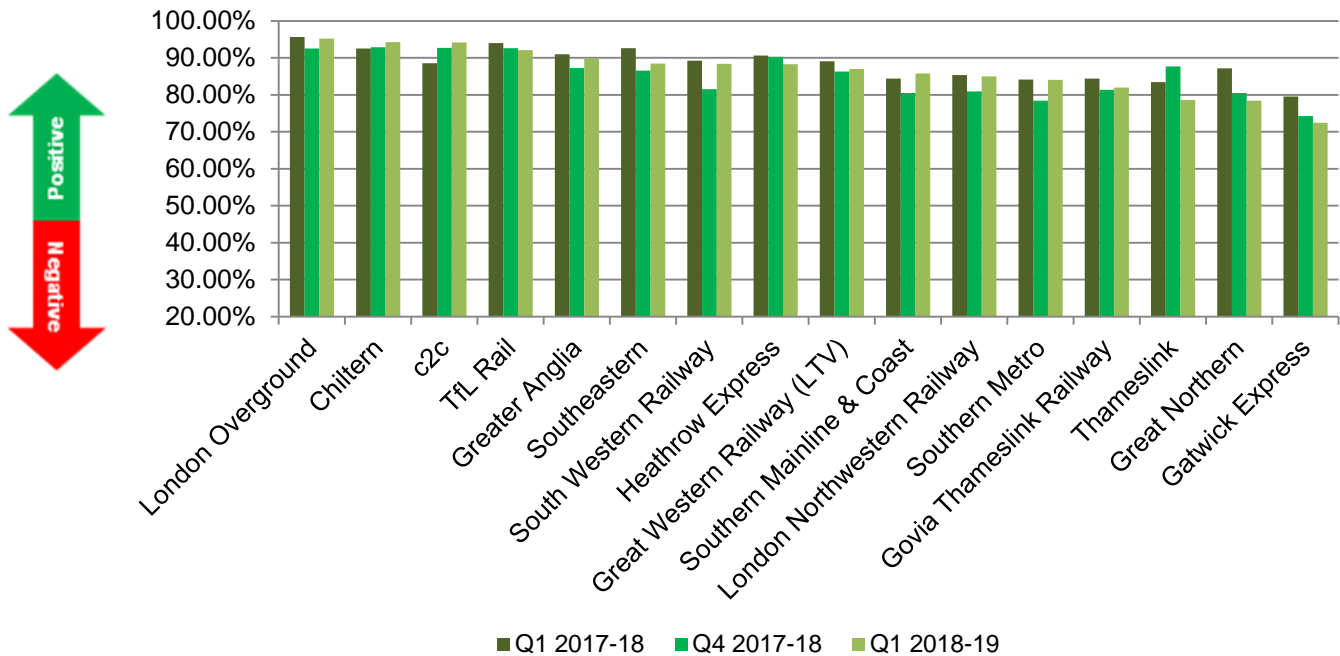
Heathrow Express had a reduction with its overall PPM falling to 88.2%, a 2.3 percentage point reduction when compared to Q1 2017-18.

Southeastern Railway, with their PPM falling from 92.6% in Q1 2017-18 to 88.4% in Q1 2018-19, had the largest decline outside the GTR franchise, a 4.2 percentage point reduction. Cable theft, trespassers, signalling and infrastructure failures had an impact on performance.

TfL Rail with an overall PPM of 92.0%, recorded a notable reduction in its Q1 2018-19 performance, a 1.9 percentage point reduction. An increase in faulty rolling stock and infrastructure failures had an impact on services.

c2c recorded the largest increase in its Q1 performance, with an overall PPM of 94.2%, a 5.6 percentage points increase.

Graph 1 – Public Performance Measure Q1 2017-18, Q4 2017-18 & Q1 2018-19



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, TfL Rail had the highest proportion of trains on time and the largest improvement in its peak performance for Q1 2018-19, with a score of 94.9%. This was 4.1 percentage points increase when compared to Q1 2017-18.

Great Western Railway recorded a score of 66.0%, the lowest peak PPM, and the largest reduction, 16.0 percentage points compared to the same period in 2017-18. This poor reliability is a cause for concern that will need to be taken up with the operator.

The overall peak PPM score for Q1 2018-19 was 83.7%, 3.4 percentage points lower than in Q1 2017-18.

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.

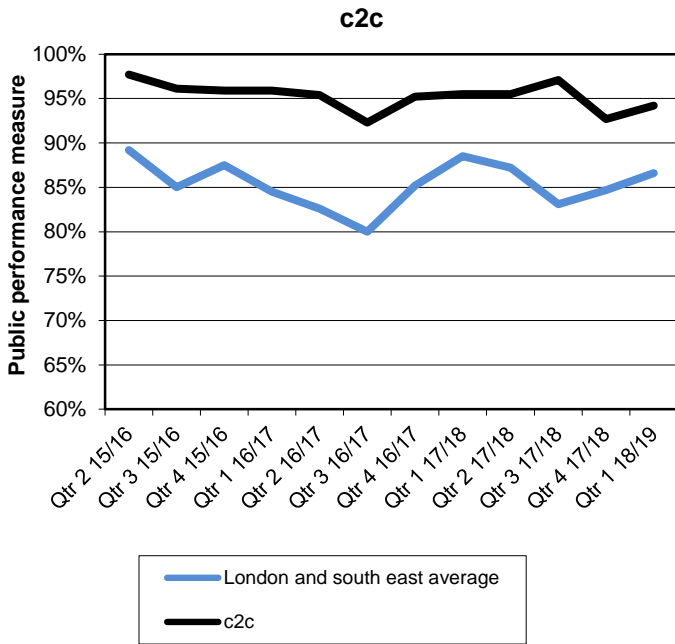
The performance of individual train companies is partially dependent on the ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably, and operators managing the service elements (such as rolling stock and train crews) for which they are wholly responsible.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

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

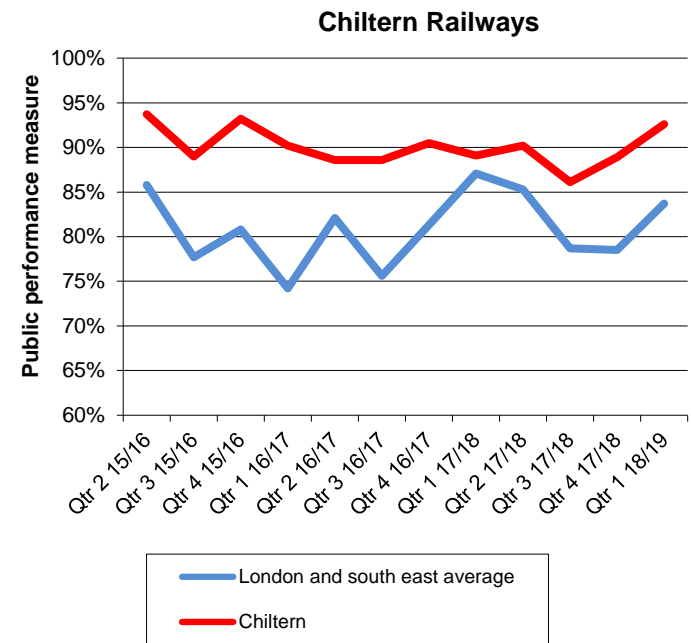
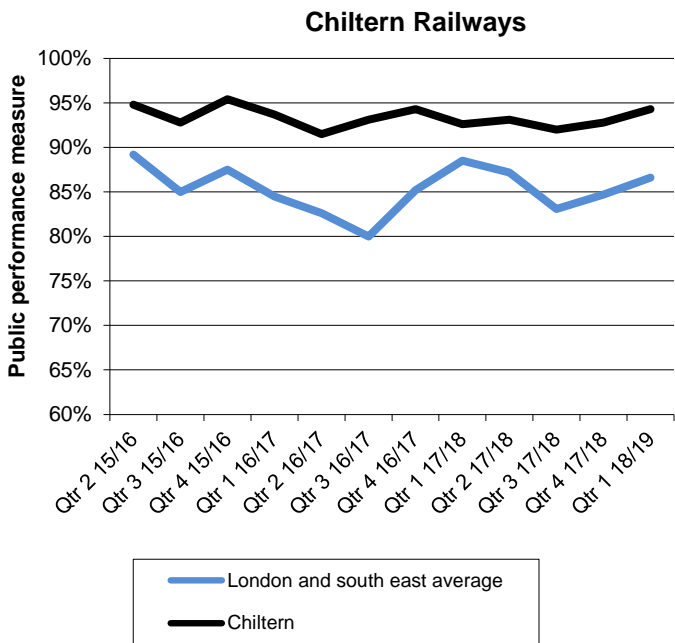
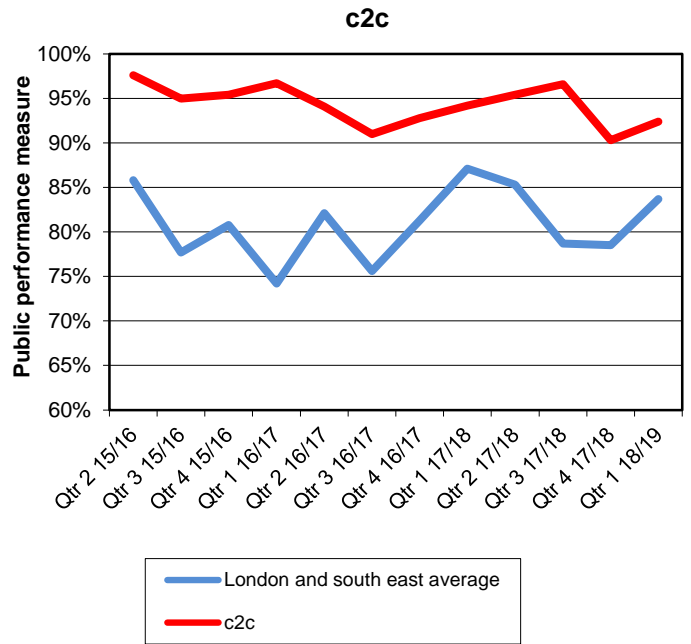
The performance figures for Govia Thameslink Railway, (including all of the sub-groups in its franchise) Great Western Railway, London Northwestern and South Western Railway were at or below the average of the London & SE group as a whole.

The poor performance of South Western Railway coincides with major works at Waterloo, and the relocation and reorganisation of its train control function, from Waterloo to Basingstoke. This loss of experienced staff from this role has severely impacted South Western's ability to recover the train service from disruptions.

All trains performance

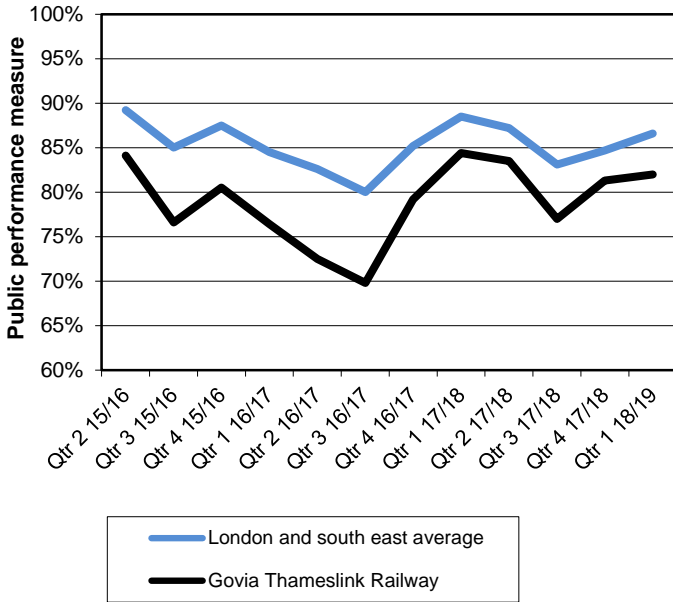


Peak trains performance



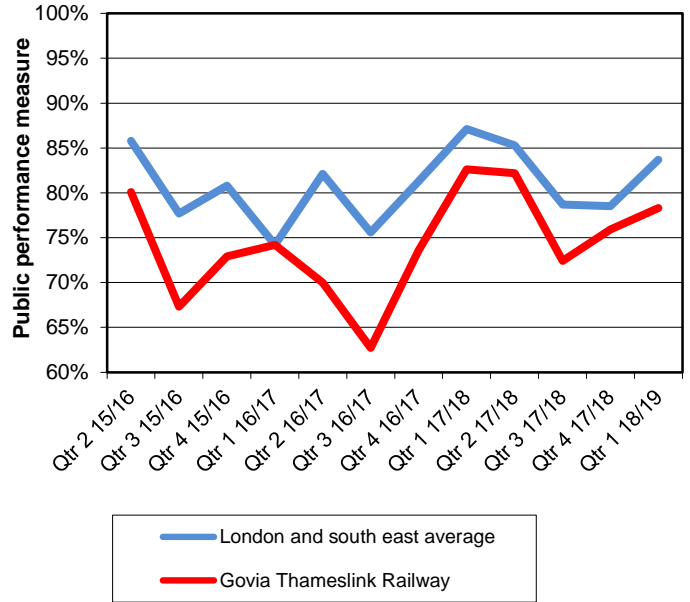
All trains performance

Govia Thameslink Railway

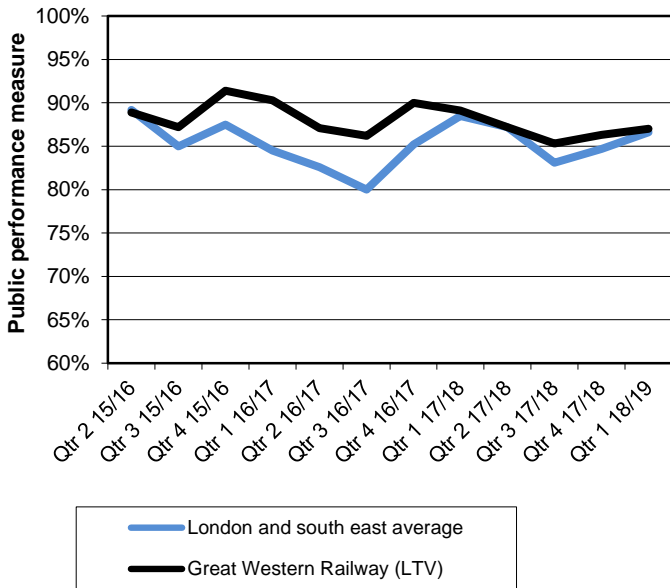


Peak trains performance

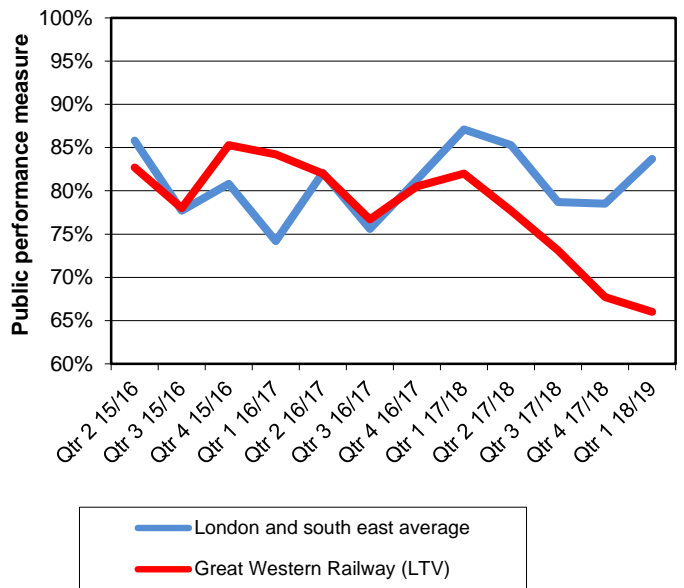
Govia Thameslink Railway



Great Western Railway (LTV)

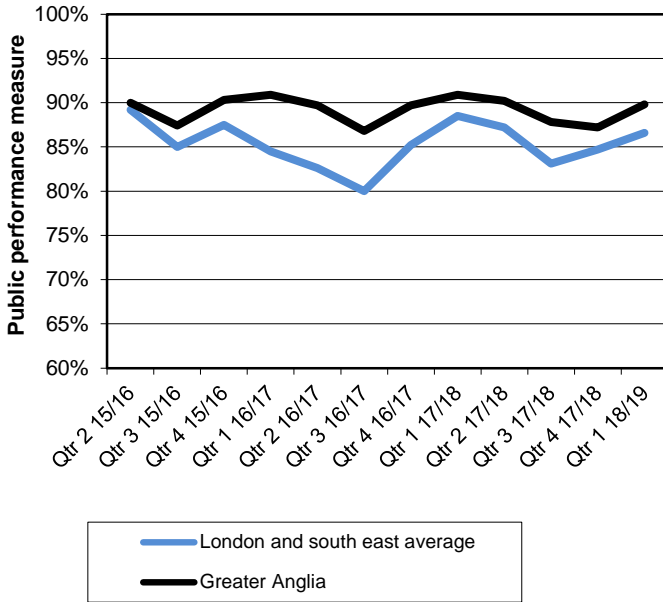


Great Western Railway (LTV)



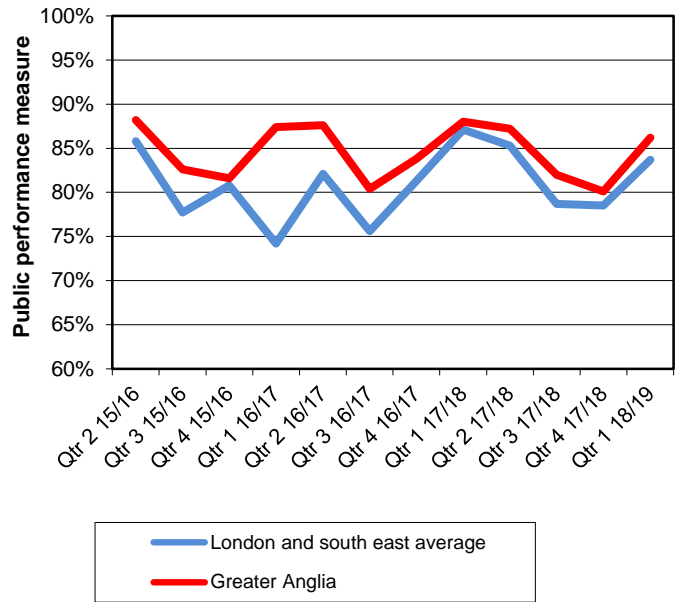
All trains performance

Greater Anglia

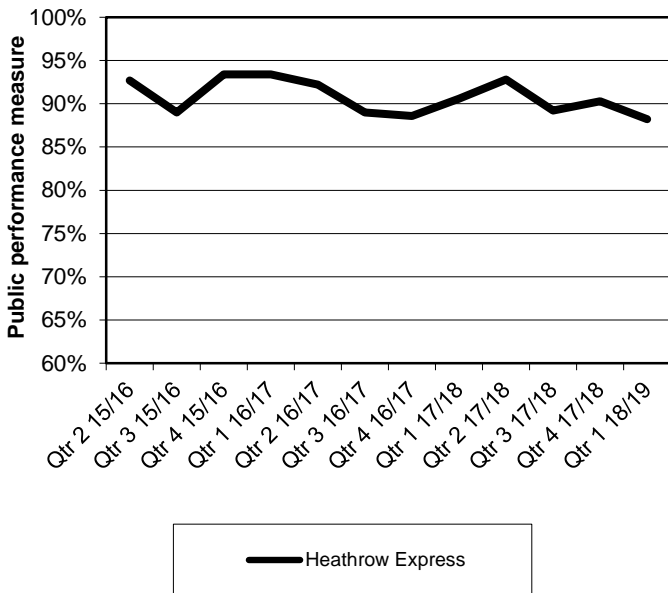


Peak trains performance

Greater Anglia



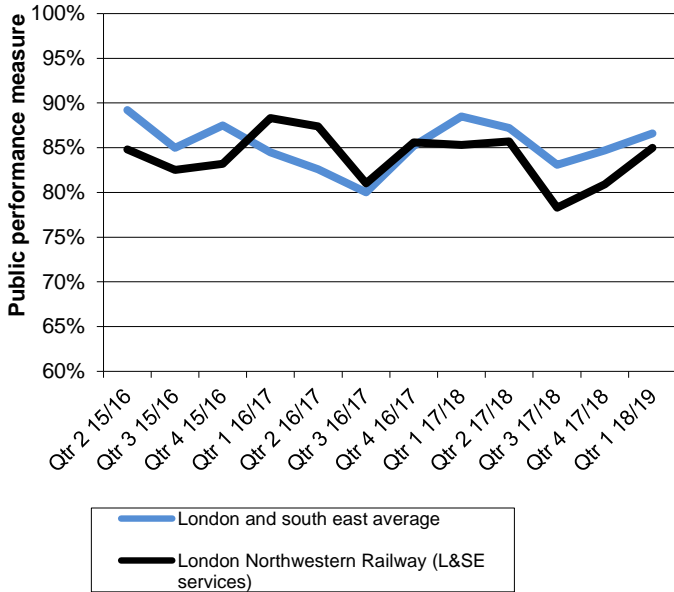
Heathrow Express



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.

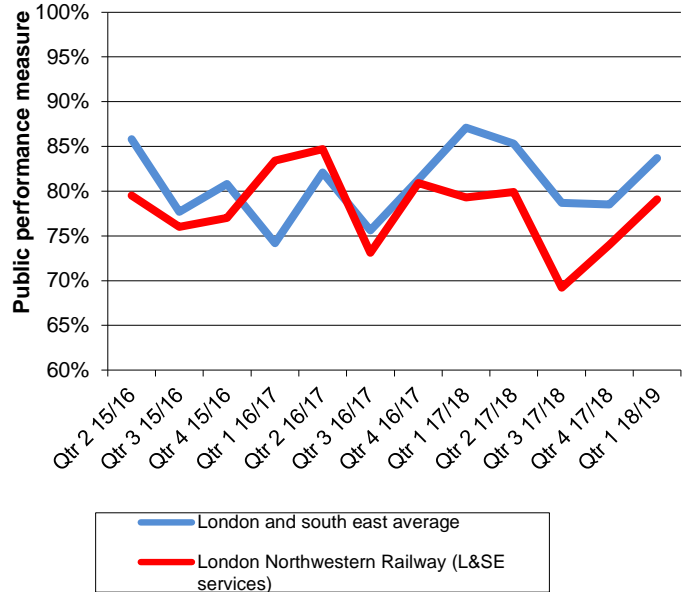
All trains performance

London Northwestern Railway

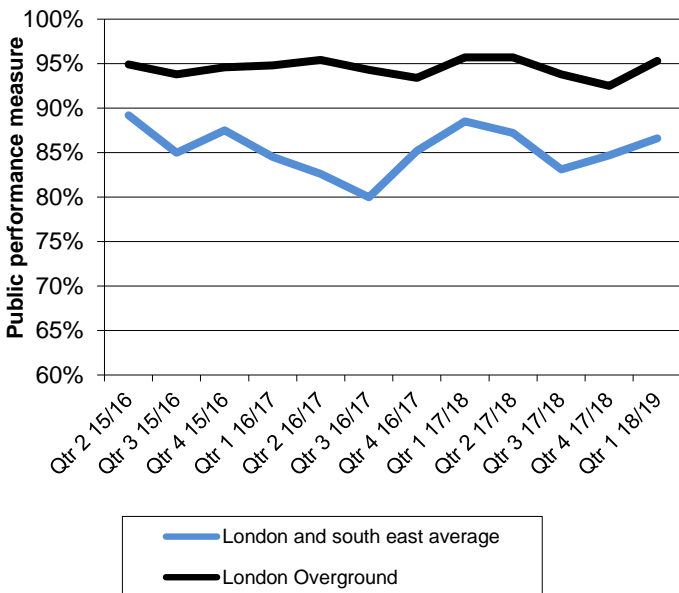


Peak trains performance

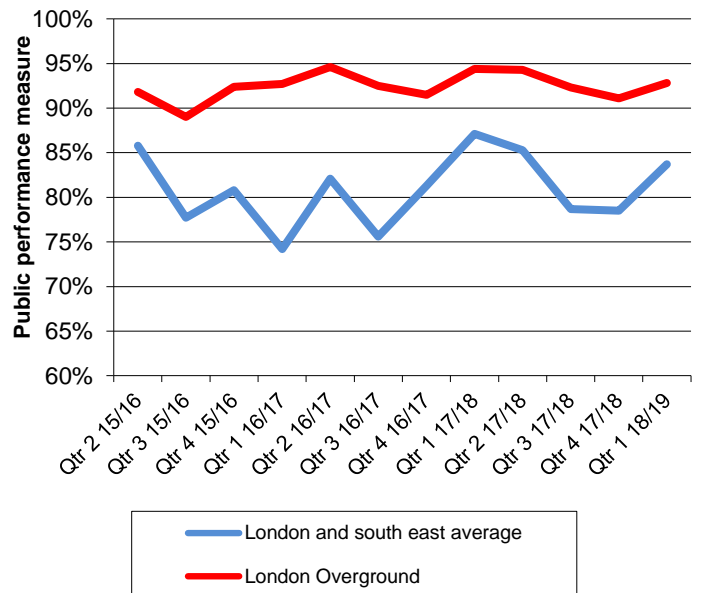
London Northwestern Railway



London Overground

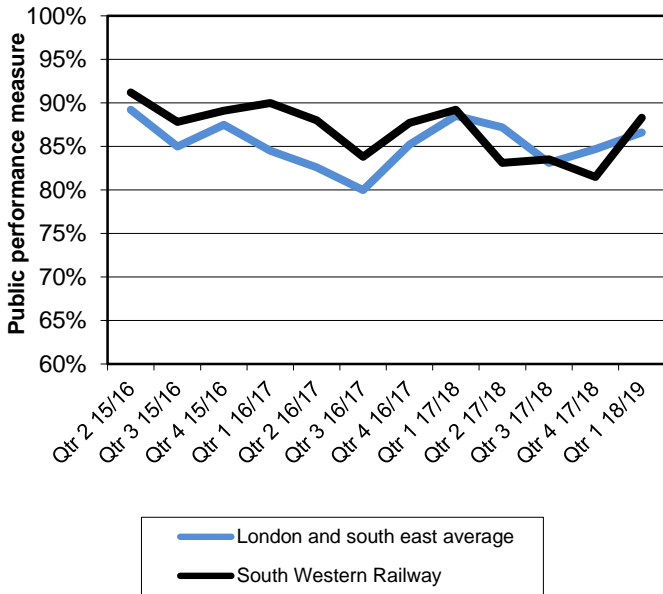


London Overground



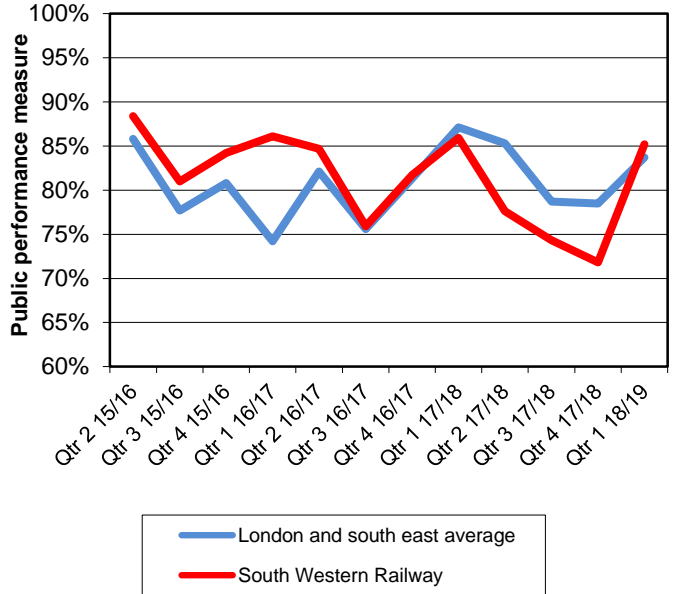
All trains performance

South Western Railway

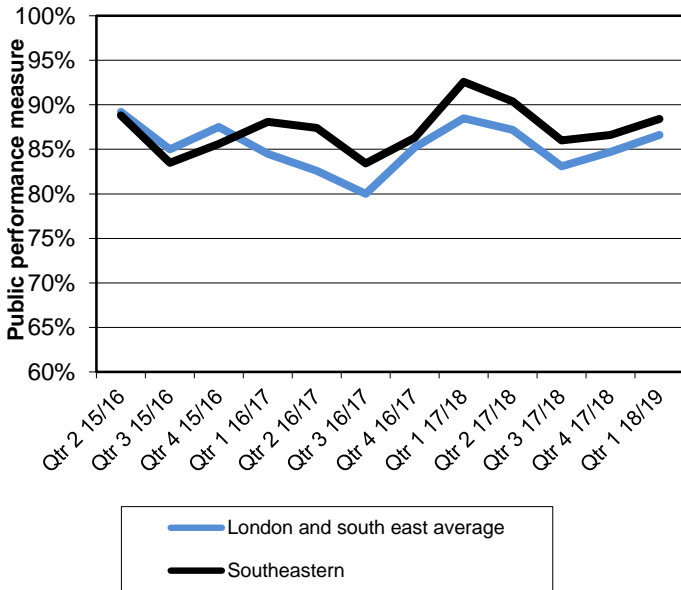


Peak trains performance

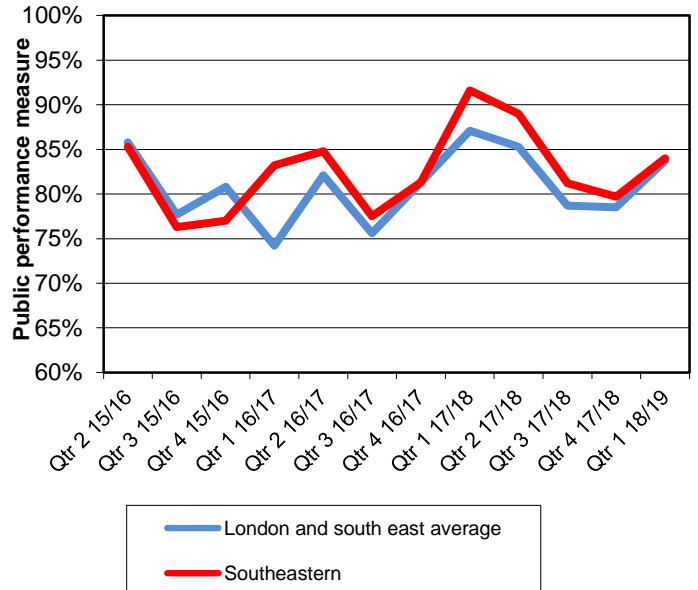
South Western Railway



Southeastern

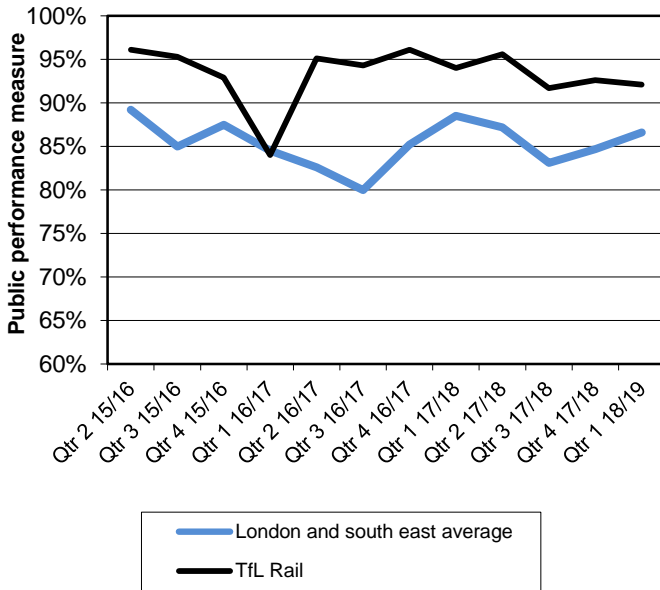


Southeastern



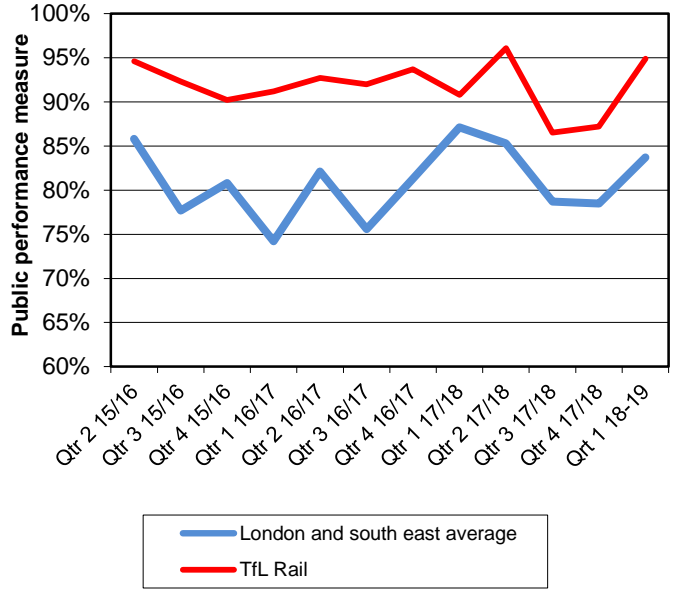
All trains performance

TfL Rail



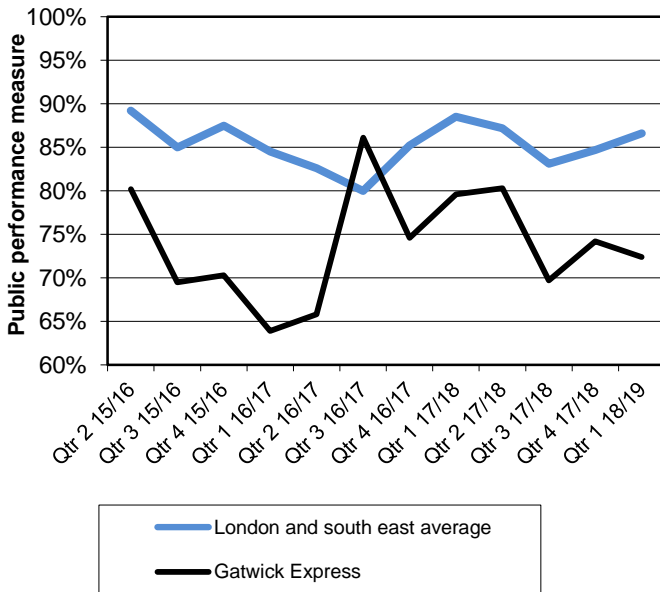
Peak trains performance

TfL Rail

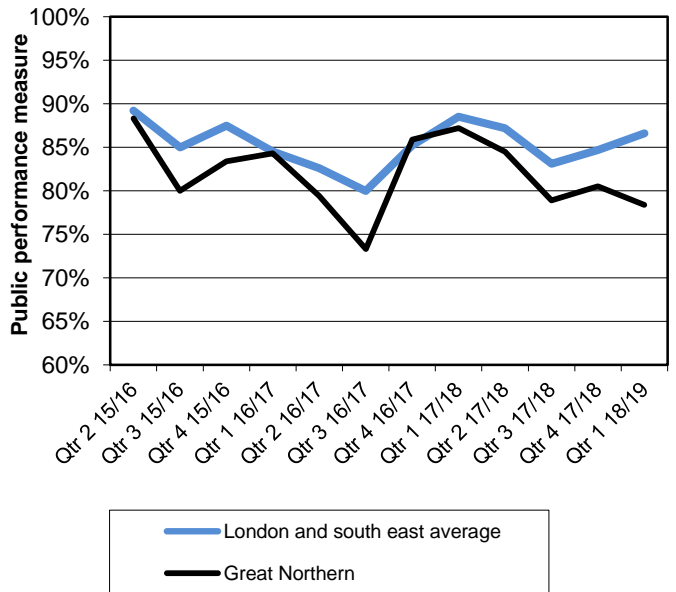


The charts below show the long term trains performance for the sub-groups operating under the GTR franchise. Unfortunately, data on peak services performance of the different parts of the GTR franchise is not currently available.

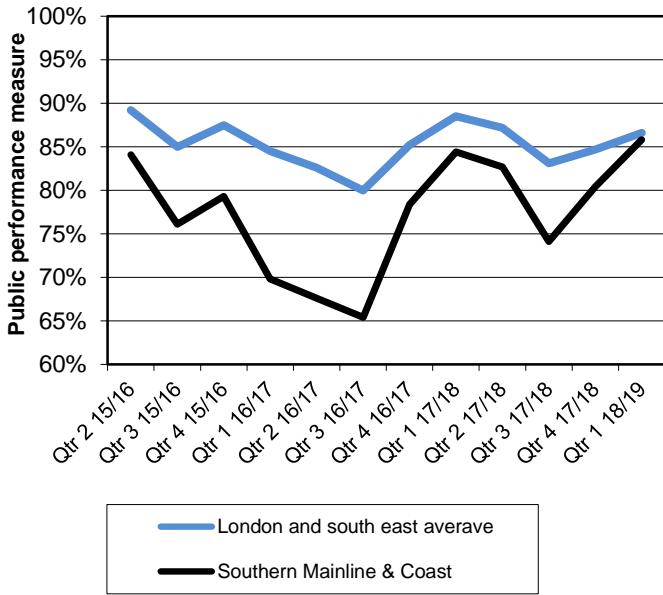
Gatwick Express



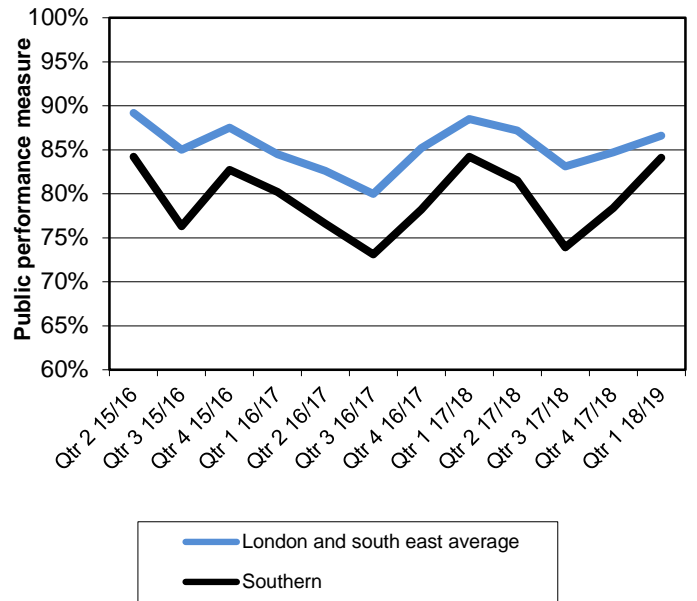
Great Northern



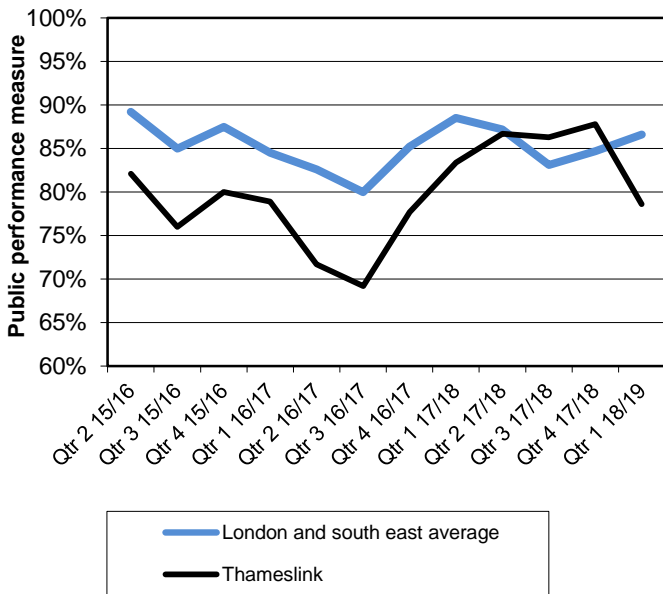
Southern Mainline & Coast



Southern Metro



Thameslink



2.3 Cancellations and significant lateness

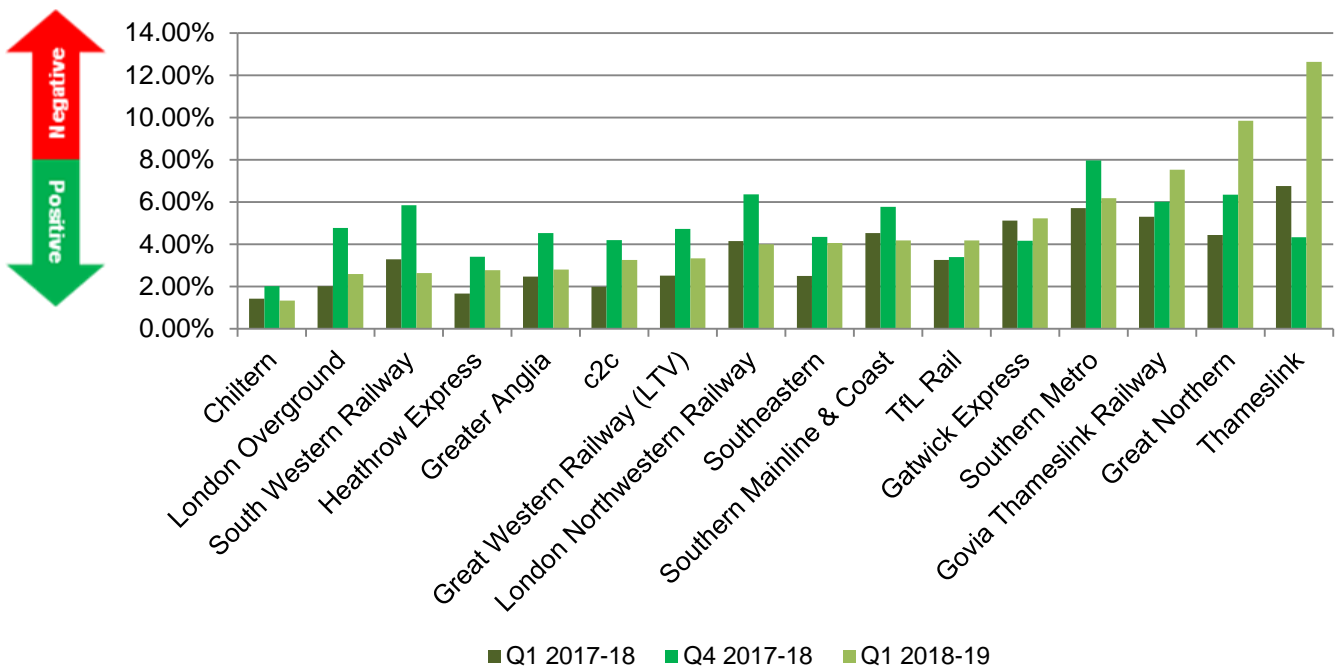
The overall rate of CaSL was 5.0% in Q1 2018-19, 1.2 percentage point higher (worse) than in Q1 2017-18.

Chiltern Railway achieved the lowest (best) score, with 1.3%, a reduction compared to Q1 2017-18. South Western Railway had the largest reduction, 0.6 percentage point.

Thameslink Railway, a sub-group within the GTR franchise, had the worst levels of cancellation & lateness, 12.6%, 5.8 percentage points increase.

TfL Rail had the second worst level of CaSL outside the GTR franchise, with 4.1%, a 0.9 percentage point increase compared to Q1 2017-18.

Graph 2 – Cancellations and significant lateness Q1 2017-18, Q4 2017-18 & Q1 2018-19



2.4 Right time arrivals

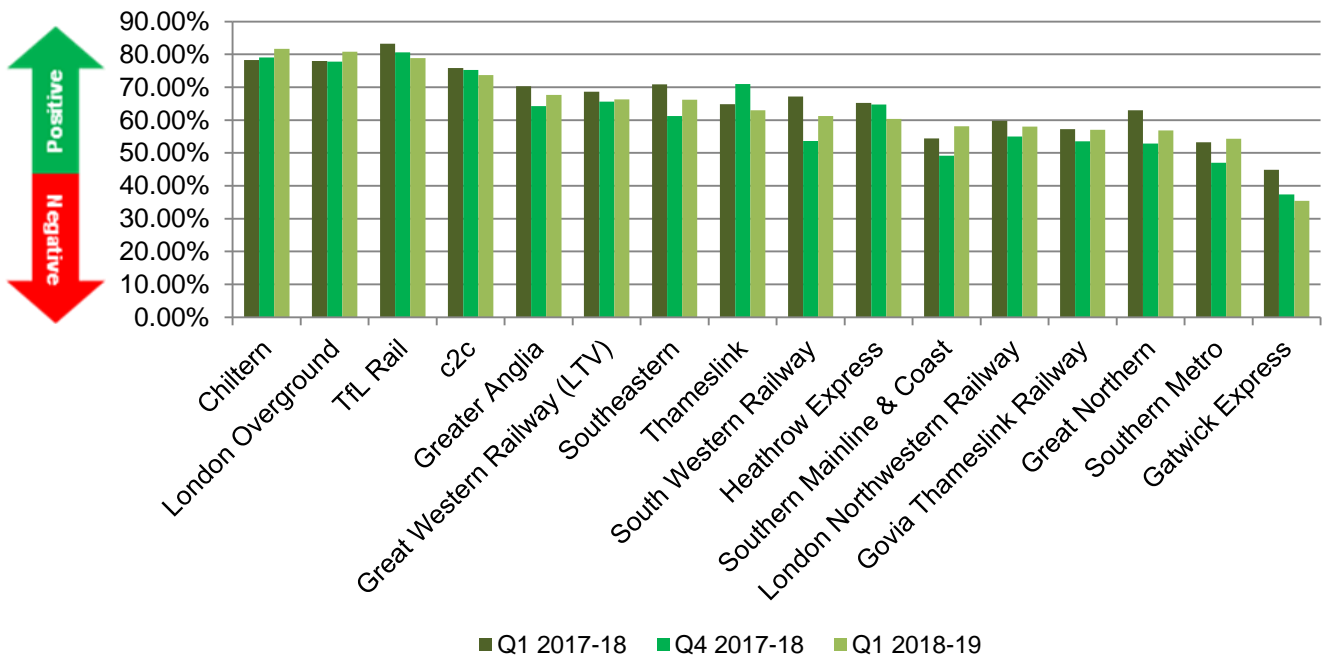
The overall rate of RTA was 63.8% in Q1 2018-19, 1.3 percentage point lower than Q1 2017-18.

Chiltern Railway obtained the highest score in its right performance, with 81.6% of its trains arriving on time, a 3.3 percentage points increase compared to the Q1 2017-18.

Gatwick Express, a sub-group within the GTR franchise had the worse right time score compared to other L&SE operators and the largest overall decline, with 35.4% in Q1 2018-19, 9.4 percentage points lower than Q1 2017-18.

Southern Mainline & Coast, a sub-group within the GTR franchise had the largest increase of any L&SE operator with 58.1% of its services arriving on time, a 3.7 percentage points increase.

Graph 3 – Right time arrivals Q1 2017-18, Q4 2017-18 & Q1 2018-19



3 London & South East passenger satisfaction

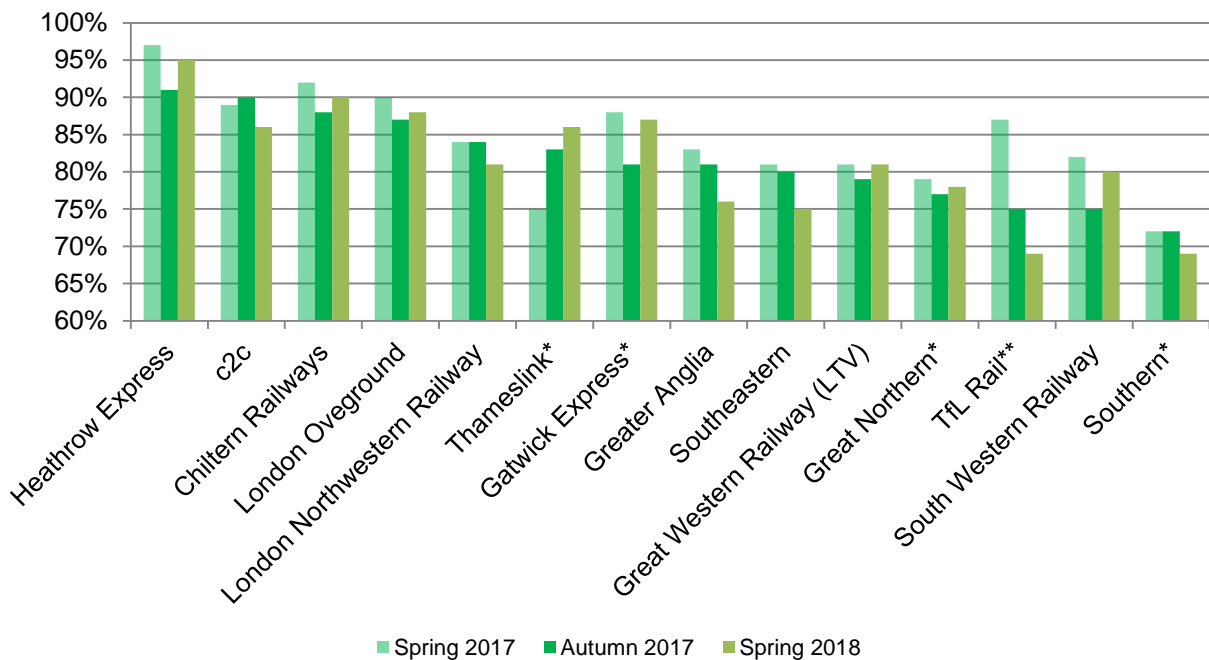
The national passenger watchdog Transport Focus conducts a survey of National Rail passengers in the autumn and spring of each year. The National Rail Passenger Survey (NRPS) provides a network-wide picture of passengers’ satisfaction with rail travel, and this report focuses on a snapshot of the London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

In spring 2018, the percentage of satisfied passengers, taking all L&SE operators together, was 79%, a 3% reduction since the spring 2017. The operator with the highest satisfaction rate was Heathrow Express, 95% of whose users rated the service as satisfactory or good, a reduction when compared to the spring 2017 survey.

Thameslink had the largest increase in passenger satisfaction, 86% of the users surveyed were satisfied compared to 75% in spring 2017. Southern had the lowest level of passenger satisfaction, with 69% of its passengers satisfied. TfL Rail had the largest reduction, 69% of the users were satisfied compared to 87% in spring 2017, 18% decrease. This can be attributed to and coincides with the lengthy period of all weekend closures of the route and the need to use rail replacement bus services.

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

Graph 5 – L & SE National Rail Passenger Survey

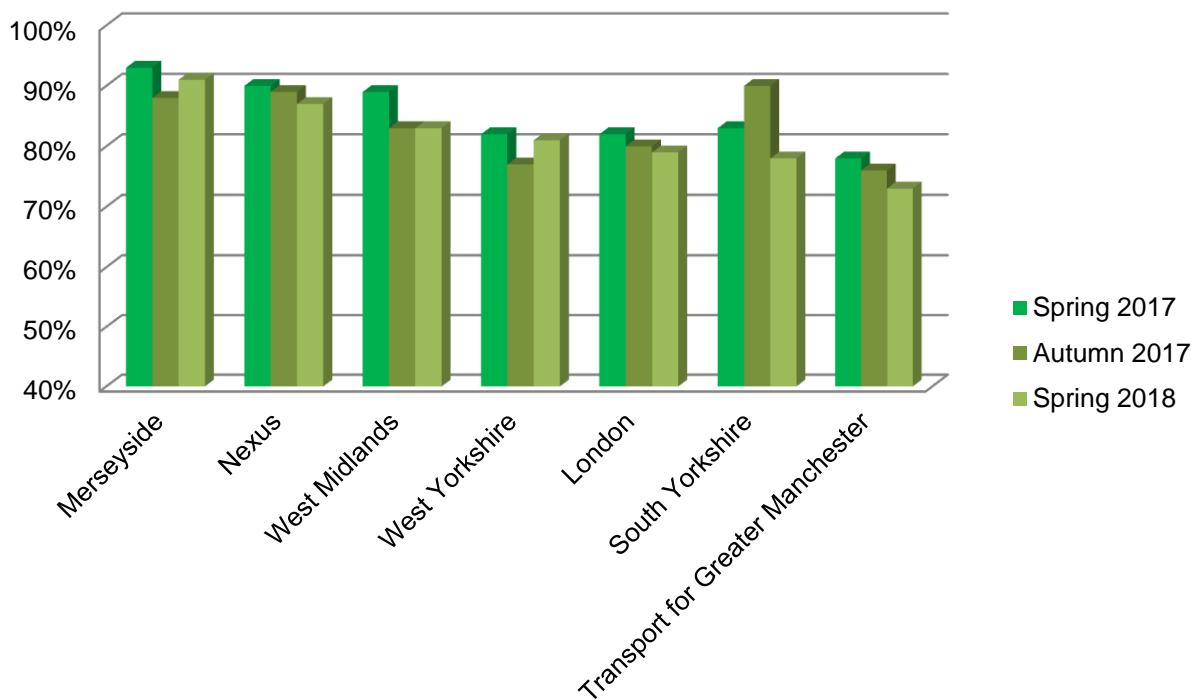


3.1 NRPS London

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.

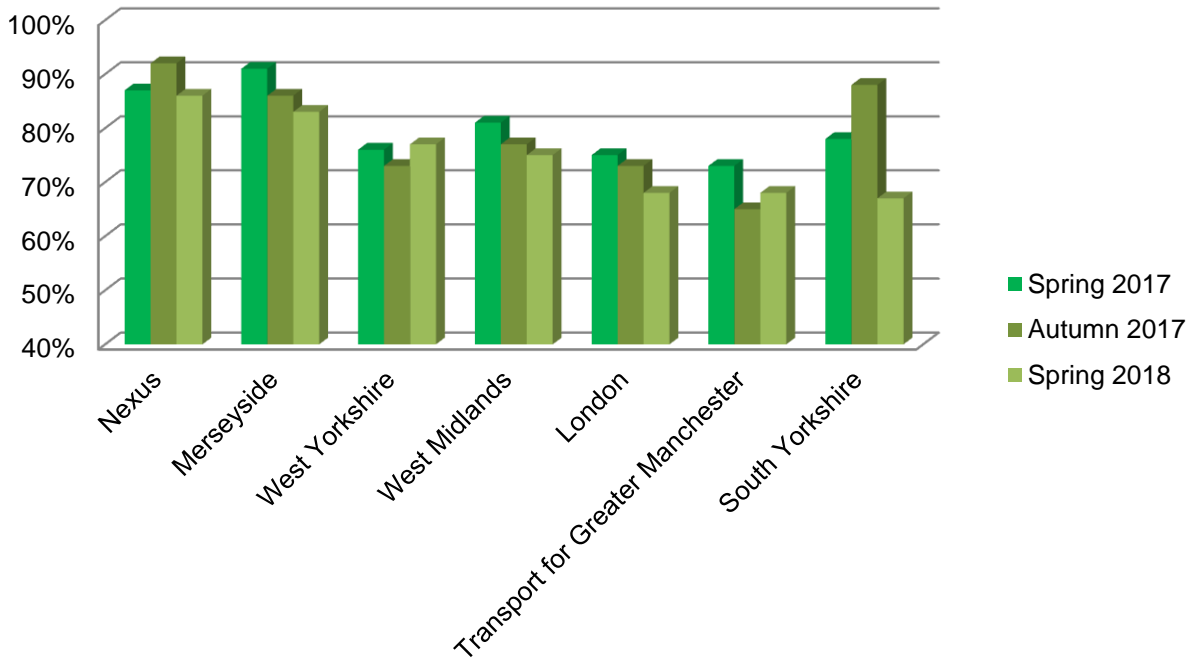
The overall satisfaction with journey table shows that passengers in Merseyside area and those in the Nexus area were the most satisfied with their travel and those in Greater Manchester the least. London experienced a slight reduction in passengers' satisfaction with their journey, compared to spring and autumn 2017.

Overall satisfaction with journey - spring 2018



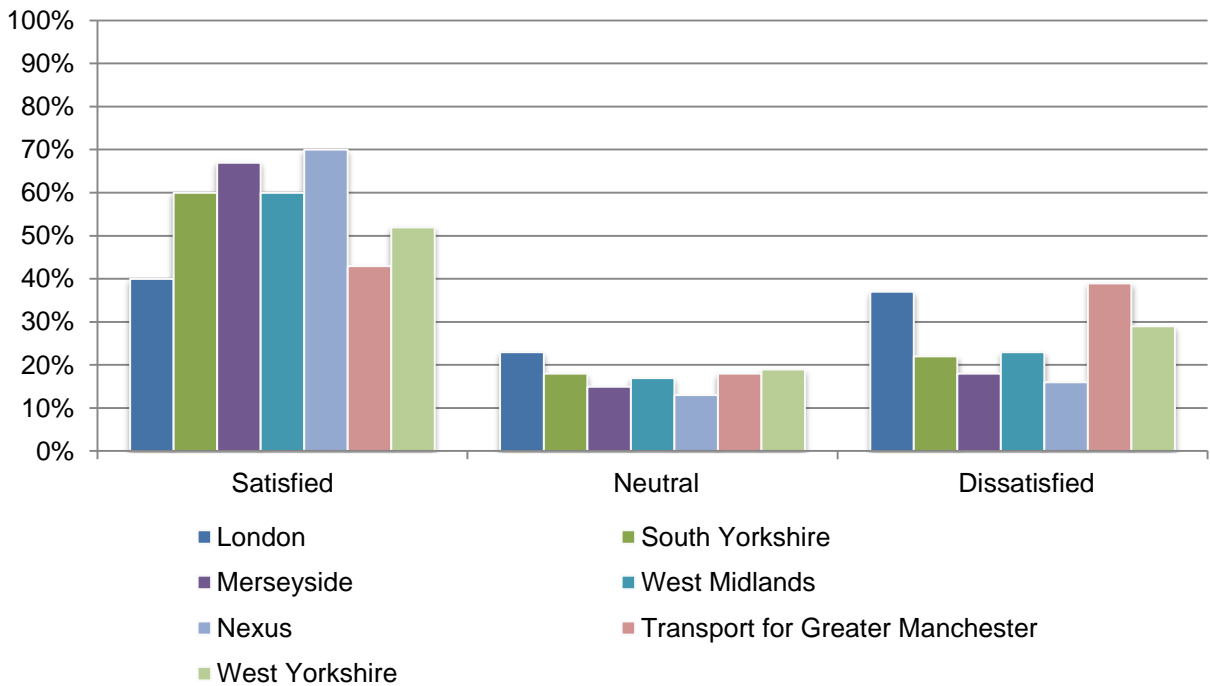
London passengers along with those in Greater Manchester and South Yorkshire were the least satisfied with the punctuality and reliability of their train service, when compared to the other regions. London experienced a notable reduction in satisfaction compared to spring and autumn 2017.

Satisfaction with punctuality and reliability of the train - spring 2018



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 poor train service performance, the higher level of fares paid by Londoners than those in other cities, a higher dependency on public transport, greater levels of crowding, and other environmental factors that affect passengers' perception of this measure. For further details, please see London TravelWatch's *Value for Money* report².

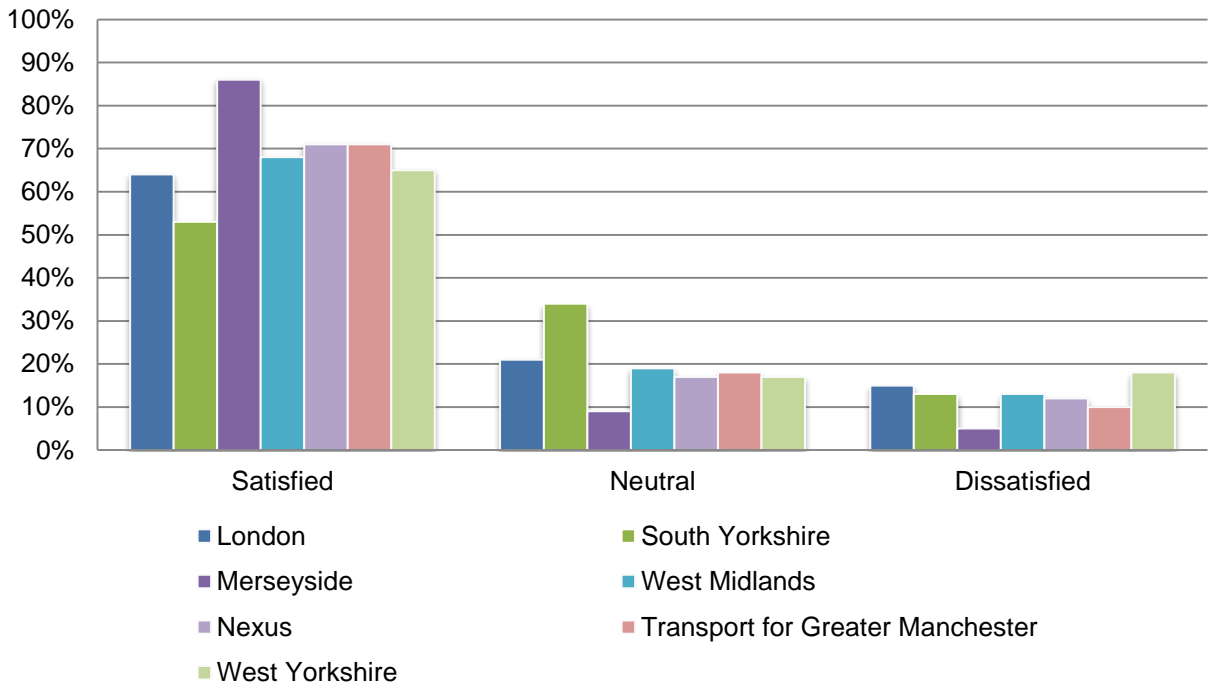
**Satisfaction with value for money (of ticket price)
spring 2018**



² [Value for Money on London's transport services: what consumers think August 2013](#)

London passengers' satisfaction with station staff availability is comparable with other regions, with Merseyside passengers being the most satisfied. 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.

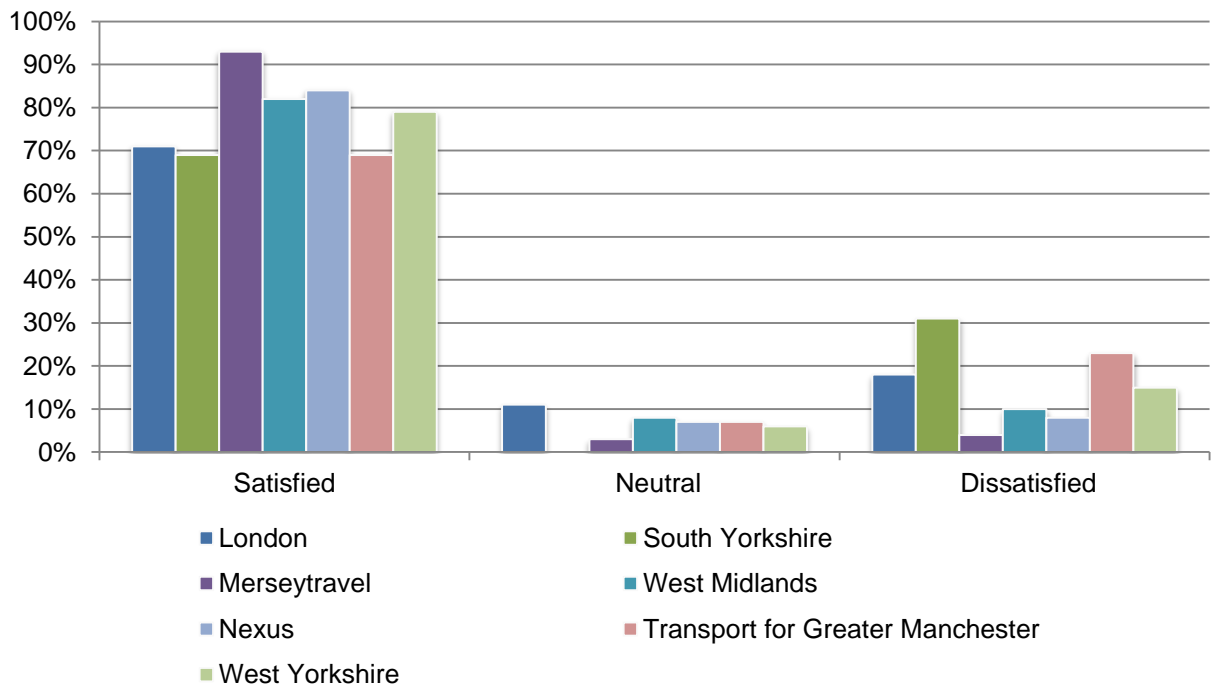
Satisfaction with availability of staff at station spring 2018



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

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

**Satisfaction with the frequency of trains on route
spring 2018**



4 Passenger complaints

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q4 2017-18 (January to March 2018). For a more detailed definition, see the appendix.

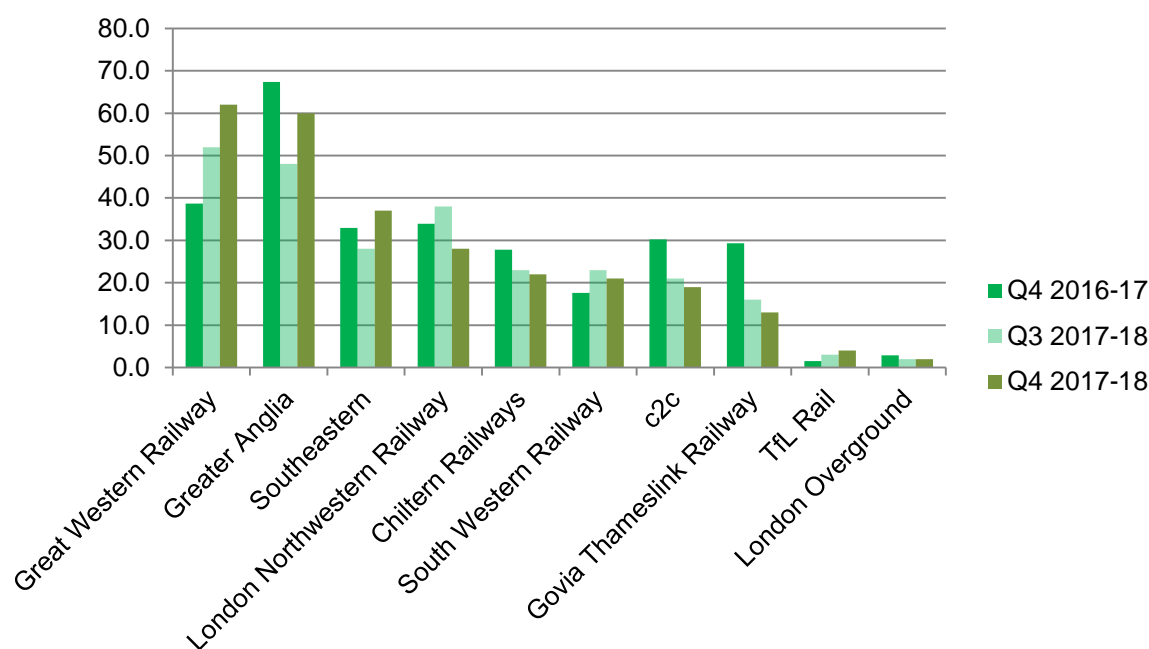
Overall, six operators had lower complaints rate in Q4 2017-18 compared to Q4 2016-17. Punctuality and reliability of trains was the most common cause for complaints to TOCs.

Great Western Railway received the highest number of complaints per 100,000 passenger journeys, 62 complaints and the largest percentage increase compared to Q4 2016-17. The main sources of complaints were about sufficient room to stand and ticket buying facilities.

GTR complaint rate decreased by 56%, the largest reduction in complaints compared to other TOCs and Q4 2016-17, with 13 complaints per 100,000 journeys.

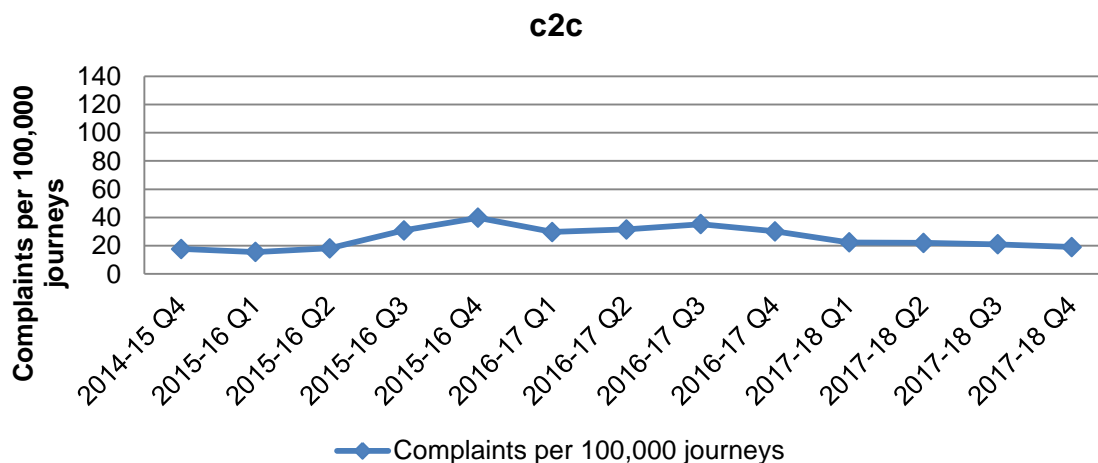
London Overground and TfL Rail had the lowest complaints rate in Q4 2017-18 with 2 and 4 complaints per 100,000 passenger journeys respectively. Both operate a metro style service and are managed by Transport for London.

Graph 4 - Complaints per 100,000 passenger journeys by train operating company, Q4 2016-17, Q3 2017-18 and Q4 2017-18



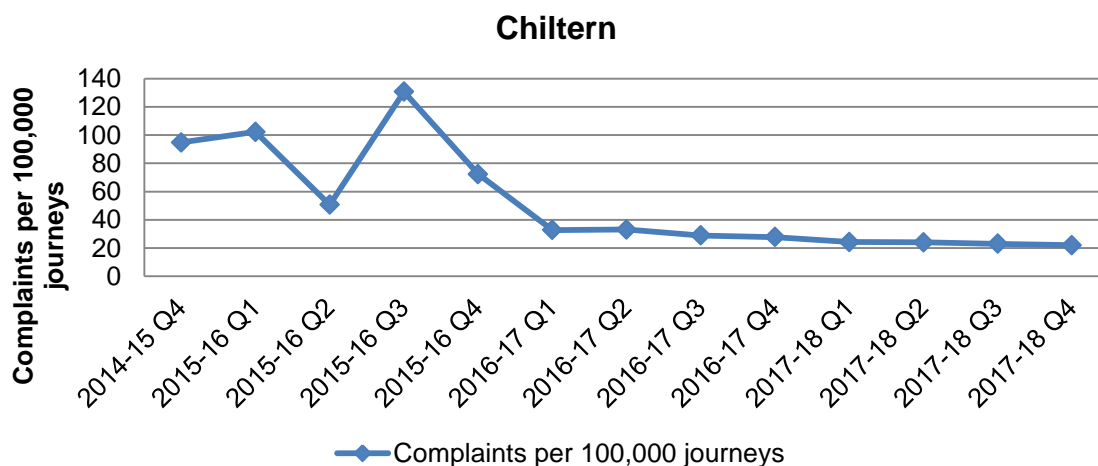
c2c

c2c received 19 complaints per 100,000 journeys, lower than in Q4 2016-17. There were fewer complaints about timetabling, compensation claim process and the operator responding to complaints. Issues about smartcards, punctuality and reliability were the most frequent cause of complaint.



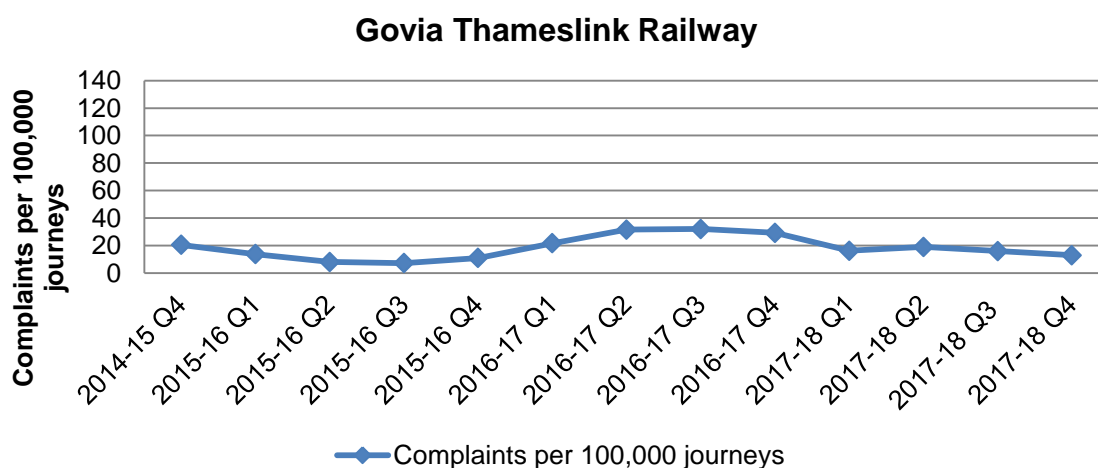
Chiltern

Chiltern received 22 complaints per 100,000 journeys, lower than in Q4 2016-17. Issues of punctuality, reliability and ticket buying facilities were the most frequent cause of complaint. In Q3 2015-16, increases in complaints were due to the introduction of the revised new timetable.



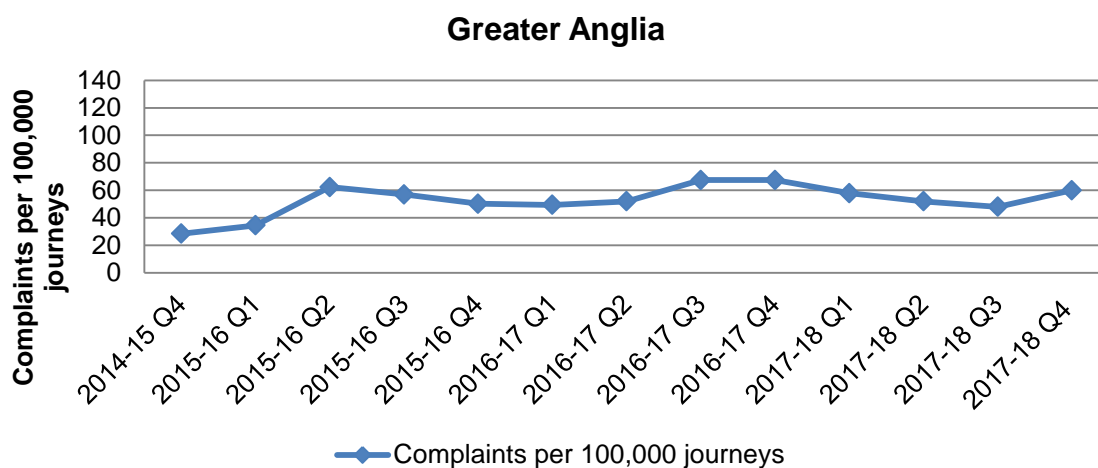
Govia Thameslink Railway

Govia Thameslink Railway received 13 complaints per 100,000 journeys, lower than in Q4 2016-17, when the operator experienced industrial action, which may have contributed to the increase. Issues of punctuality and reliability were the most frequent cause of complaint.



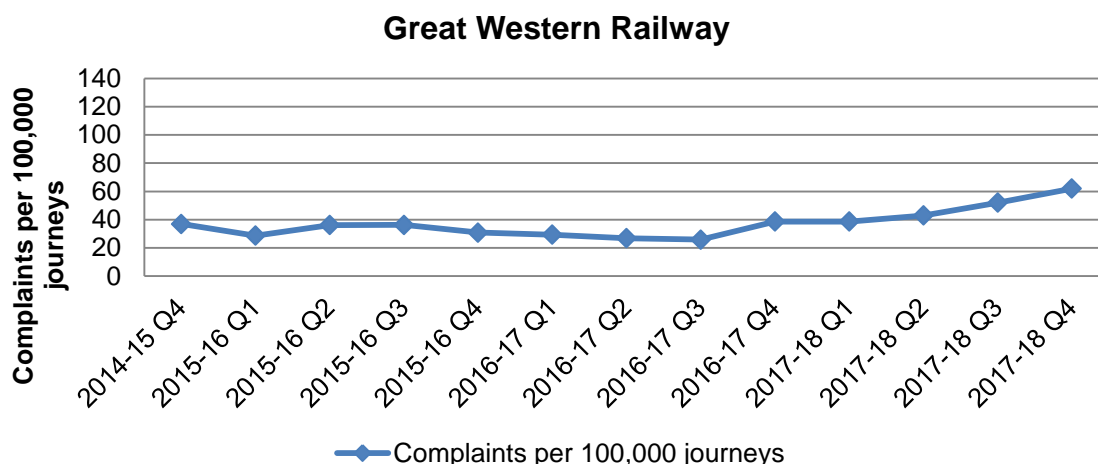
Greater Anglia

Greater Anglia received 60 complaints per 100,000 journeys, higher than in Q4 2016-17. There was a sharp increase in complaints about punctuality and reliability of the service.



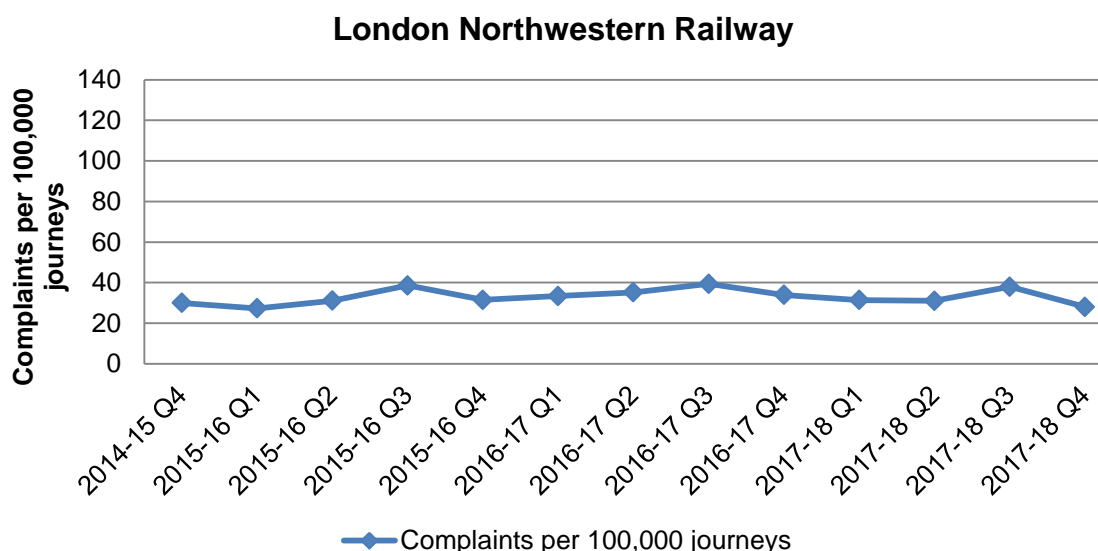
Great Western Railway

Great Western received 62 complaints per 100,000 journeys, higher than in Q4 2016-17. Sufficient room for all passengers to sit/stand and ticket buying facilities were the main category of complaints.



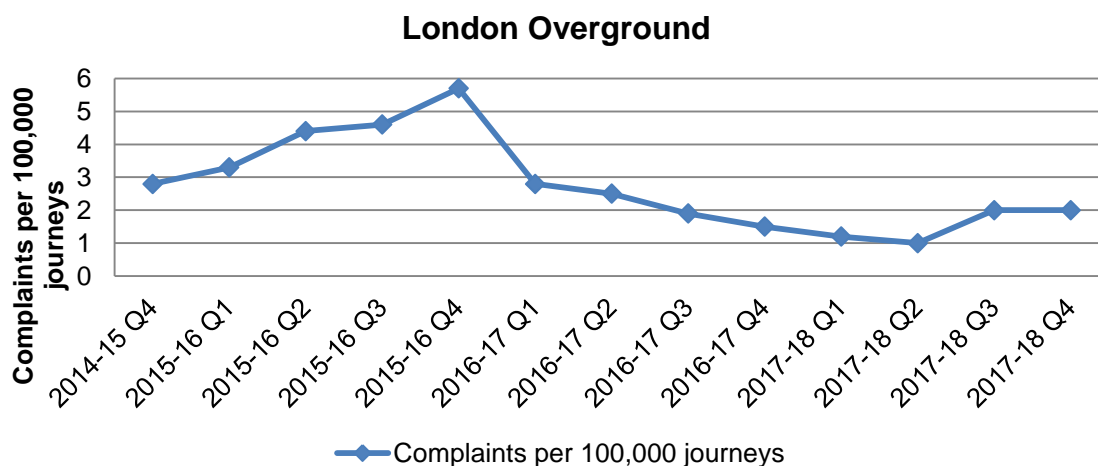
London Northwestern Railway

The complaints figures are for West Midlands Trains and London Northwestern Railway and are not separated. 28 complaints were received per 100,000 journeys, which is lower than in Q4 2016-17. Punctuality and reliability were the main source of complaints.



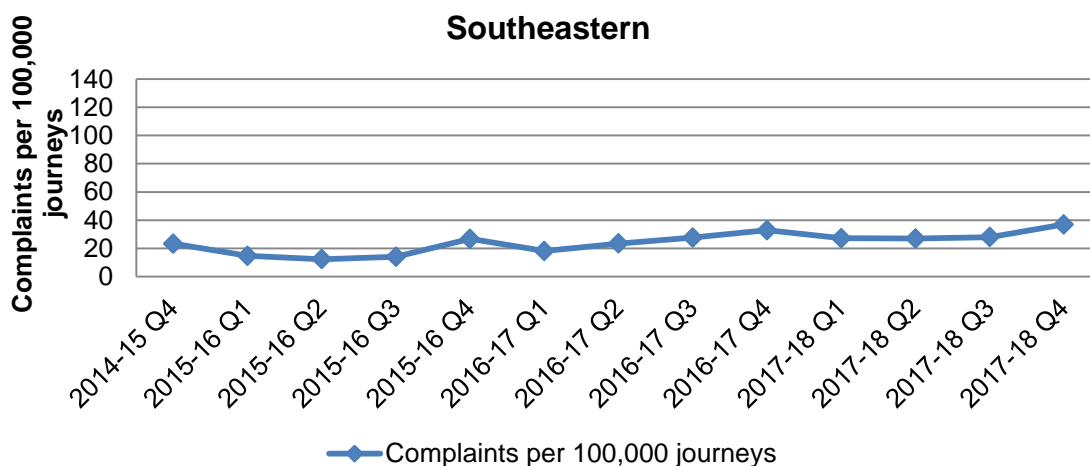
London Overground

London Overground received 2 complaints per 100,000 journeys, higher than in Q4 2016-17. Punctuality, reliability and station facilities were the main source of complaints.



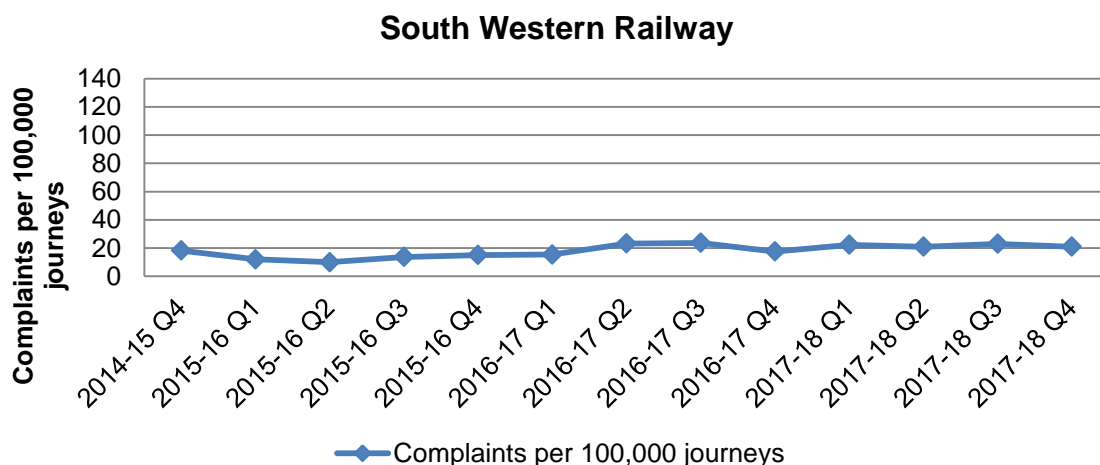
Southeastern

Southeastern received 37 complaints per 100,000 journeys, higher than in Q4 2016-17. Punctuality, reliability and on board train facilities were the main source of complaints.



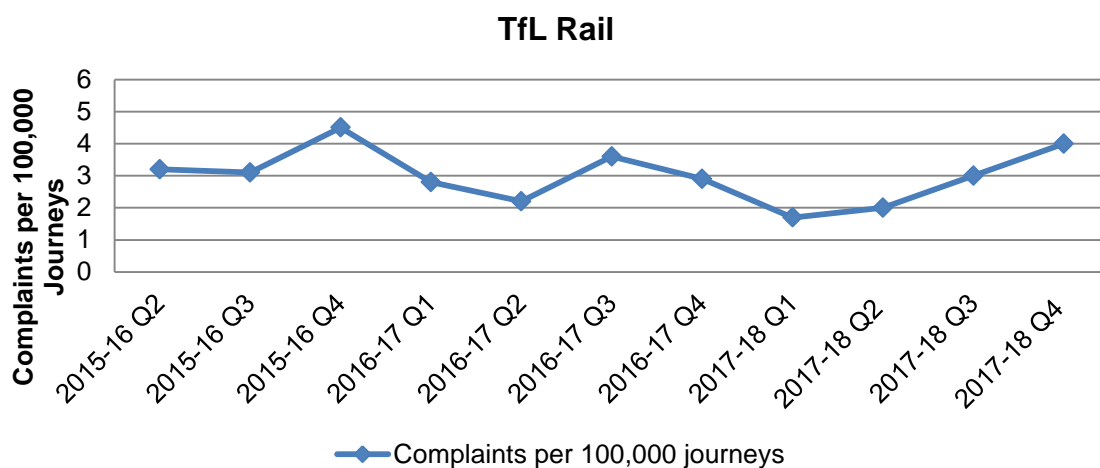
South Western Railway

South Western Railway received 21 complaints per 100,000 journeys, higher than in Q4 2016-17. Complaints about punctuality, reliability and publicity of their compensation scheme were the most common.



TfL Rail

TfL Rail received 4 complaints per 100,000 journeys, higher than in Q4 2016-17. Complaints about punctuality, reliability 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