

PC153

National Rail Performance Report - Quarter 2 2018-19 (July- Sept 2018)

December 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
Quarter 2 2018-19 – July to Sept	Dec 2018

Published by:

London TravelWatch
 Europoint, 5-11 Lavington Street
 London SE1 0NZ
 Phone: 020 3176 2999

Contents

1	Executive summary	1
2	London & South East train service performance.....	3
2.1	Right time arrivals	3
2.2	Public performance measure results	4
2.3	Performance trends	7
2.4	Cancellations and significant lateness	15
3	Passenger complaints.....	16
	Appendix	22

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 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, please see appendix.**

London & South East train service performance

Overall, L&SE performance declined during Q2 2018-19, with a PPM of 84.8%, 2.2 percentage points worse than Q2 2017-18.

The performance decline can be attributed to a combination of TOC related issues, such as: defective rolling stock, station issues (such as passengers taken ill on trains), and the continual impact of the introduction of the new timetable from May 2018.

Network Rail related delays (a combination of signal failures, broken rails and over running and emergency engineering works) all had an impact on services.

TfL Rail had the highest PPM of any L&SE operator in the second quarter of 2018-19, (94.2%) but had a reduction in performance compared to the same quarter in 2017-18.

GTR with an overall PPM of 80.9% had the worst 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 cancellations and changes to service, had an impact on an already low based performance.

London Northwestern with an overall PPM of 81.0% had the worse performance, outside the GTR franchise, a 4.5 percentage point reduction compared to the Q2 2017-18.

The overall peak PPM score for Q2 2018-19 was 80.7%, 4.6 percentage points lower than in Q2 2017-18.

c2c had the highest proportion of trains on time, in the peak, for Q2 2018-19, with a score of 92.3%. London Northwestern recorded a score of 69.2%, 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 5.8% in Q2 2018-19. Heathrow Express achieved the best score, 1.0%. Great Northern, a sub-group within the GTR franchise, had the worse levels of cancellation & lateness, 13.0%.

The overall rate of RTA was 62.4% in Q2 2018-19. TfL Rail obtained the highest score, with 83.1% 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 28.0%.

Complaints

Overall, five operators had a lower complaints rate in Q1 2018-19 compared to Q1 2017-18. Punctuality and reliability of trains was the most common cause for complaints to TOCs. During the quarter, there were a higher proportion of complaints about timetabling due to the poor implementation of the May 2018 timetable.

Great Western Railway received the highest number of complaints per 100,000 passenger journeys, 61 complaints compared to 38.6 complaints in Q2 2017-18. Greater Anglia had the largest reduction in complaints compared to Q1 2017-18.

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.

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.**

2.1 Right time arrivals

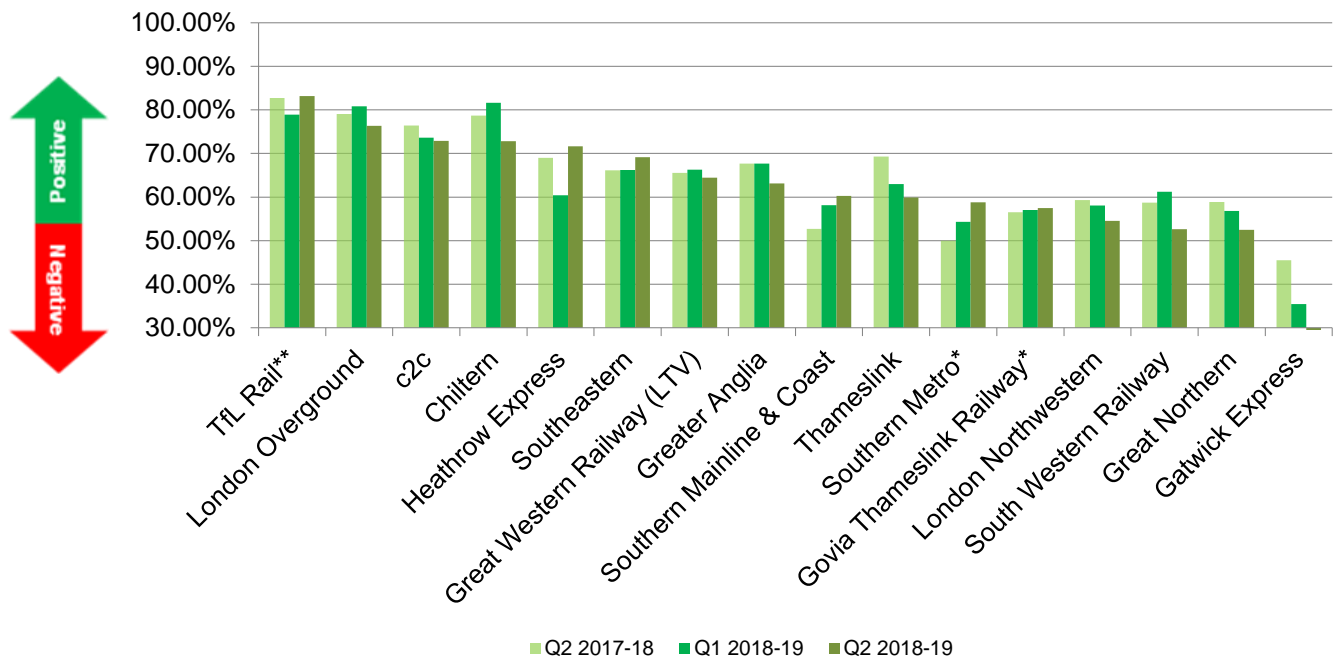
The overall rate of RTA was 62.4% in Q2 2018-19, 0.8% lower than Q2 2017-18.

TfL Railway obtained the highest score in its right time performance, with 83.1% of its trains arriving on time, 0.4% increase compared to the Q2 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 28.0% in Q2 2018-19, 17.4% lower than Q2 2017-18.

Southern Metro, a sub-group within the GTR franchise had the largest increase of any L&SE operator with 58.8% of its services arriving on time, 8.8% increase.

Graph 1 – Right time arrivals Q2 2017-18, Q1 2018-19 & Q2 2018-19



2.2 Public performance measure results

Overall, L&SE performance declined during Q2 2018-19, with a PPM of 84.8%, 2.2 percentage point worse than Q2 2017-18.

TfL Rail had the highest PPM of any L&SE operator in Q2 2018-19, but had a minor reduction in performance, 94.2%, a 1.3 percentage point reduction compared to Q2 2017-18.

GTR with an overall PPM of 80.9% had the worse performance, a 2.5 percentage points 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, 84.0%, (a 1.3 percentage point increase) and Southern Metro services, 85.9% (a 4.4 percentage points increase) - 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 cancellations 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 effect on Southern Metro, London Overground East London Line and Southeastern services.

Gatwick Express obtained the lowest score and the largest PPM reduction compared to Q2 2017-18 (63.8%, 16.5% reduction). Great Northern had the second largest PPM reduction (73.5%, 10.9% reduction).

London Northwestern with its PPM falling from 85.6% in Q2 2017-18 to 81.0% in Q2 2018-19, had the largest decline outside the GTR franchise, a 4.5% reduction. This can be attributed to reliability problems associated with older rolling stock introduced into the franchise and associated maintenance issues, as well as infrastructure failures on the network.

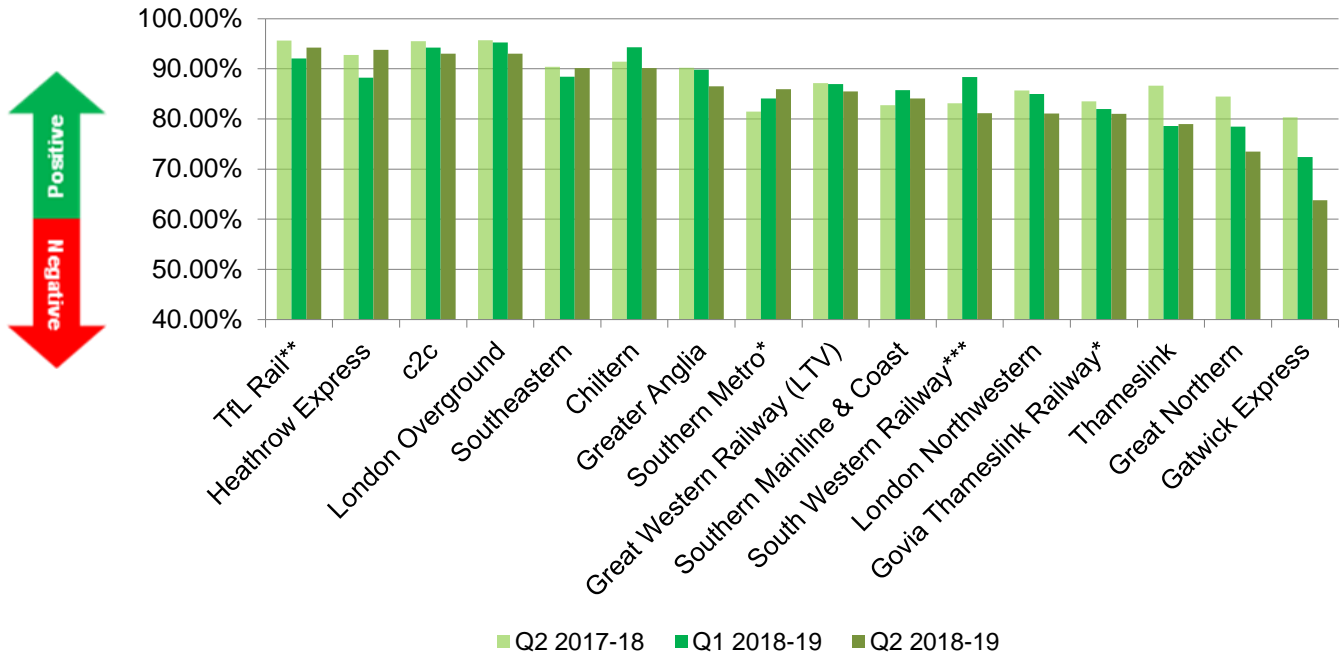
Greater Anglia with an overall PPM of 86.5%, recorded a notable reduction in its Q2 2018-19 performance, 3.7%. Speed restrictions, faulty rolling stock, and trespassing incidents impacted services.

London Overground's PPM fell from 95.6% in Q2 2017-18 to 93.0% in Q2 2018-19, 2.6% reduction. Trespassing incidents, faulty rolling stock, and over running engineering works affected its performance.

South Western Railway recorded a reduction in its Q2 performance with an overall PPM of 81.1%, 2.0% reduction. Speed restrictions, lineside fires, infrastructure failures and faulty rolling stock were the causes of poor performance.

Great Western Railway with an overall PPM of 85.4% had a 1.6% reduction. This is 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.

Graph 2 – Public Performance Measure Q2 2017-18, Q1 2018-19 & Q2 2018-19



1

2.2.1 Peak services

Looking at weekday morning (0700 and 0959) and evening (1600 and 1859) peak services, c2c had the highest proportion of trains on time in the peak for Q2 2018-19, with a score of 92.3%. This was a 3.1% reduction when compared to Q2 2017-18.

London Northwestern recorded a score of 69.2%, the lowest peak PPM, and the largest reduction, 10.7% 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 Q2 2018-19 was 80.7%, 4.6% lower than in Q2 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

2.3 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.

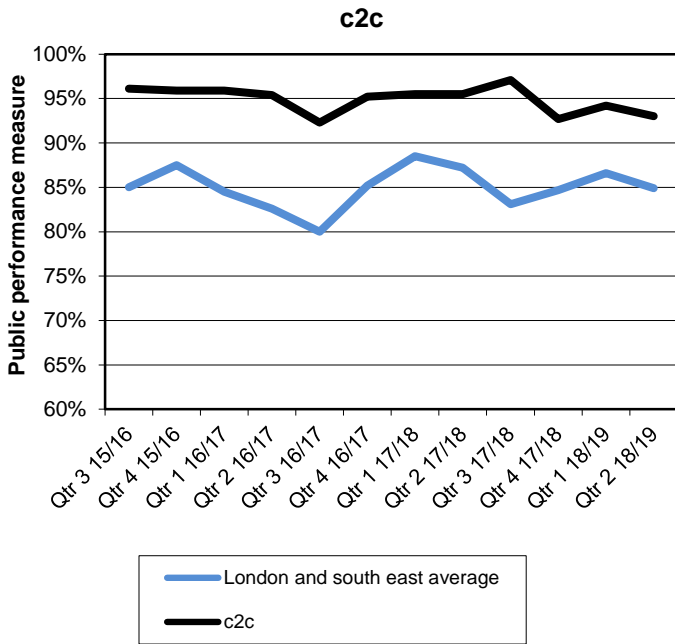
The performance figures for Govia Thameslink Railway, (including all of the sub-groups in its franchise) Great Western Railway, London Northwestern and South Western Railway were at or below the average of the London & SE group as a whole.

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. The loss of experienced staff from this role has severely impacted South Western's ability to recover the train service from disruptions.

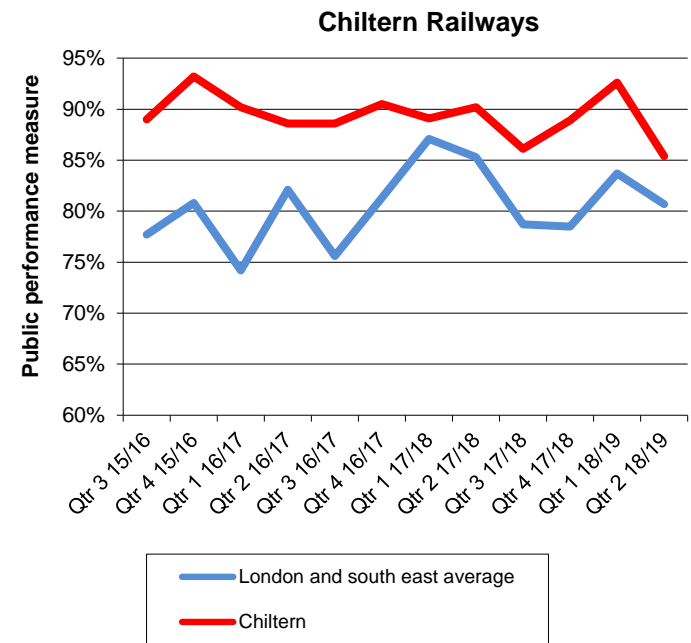
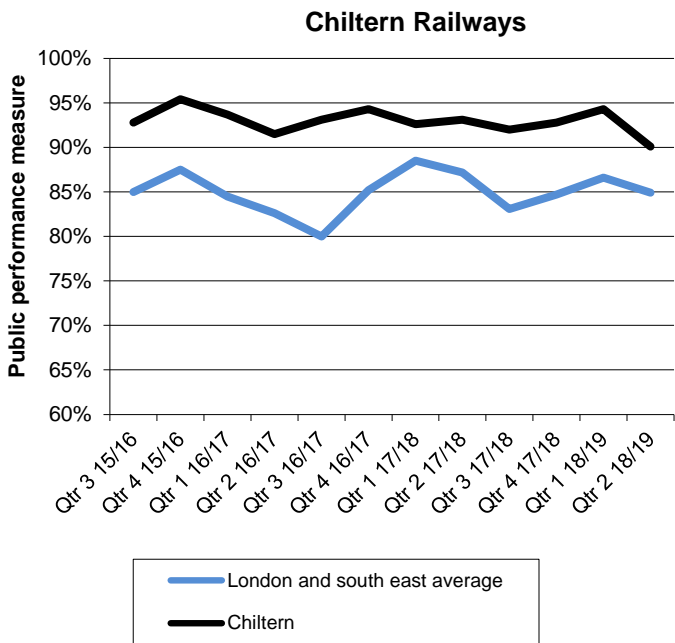
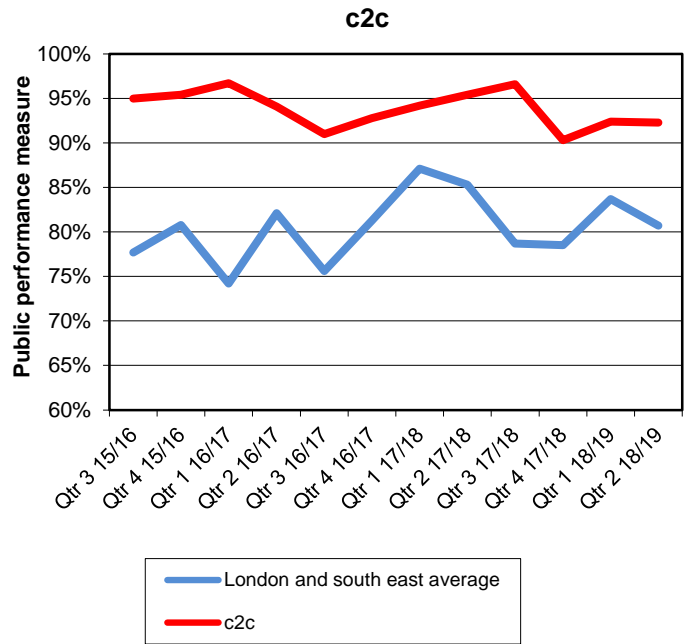
The poor performance of Great Western Railway has been impacted by the delay of electrification programme, which has had a significant impact on the Great Western fleet. The delay meant new trains being introduced with a very short window of opportunity to train drivers, guards and catering teams, which caused delays and cancellations to services.

Quarterly PPM figures for the past three years

All trains performance



Peak trains performance

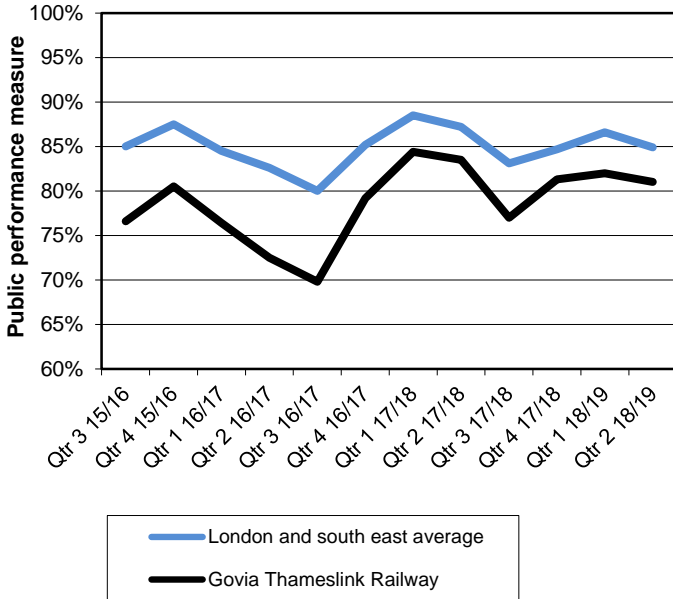


Quarterly PPM figures for the past three years

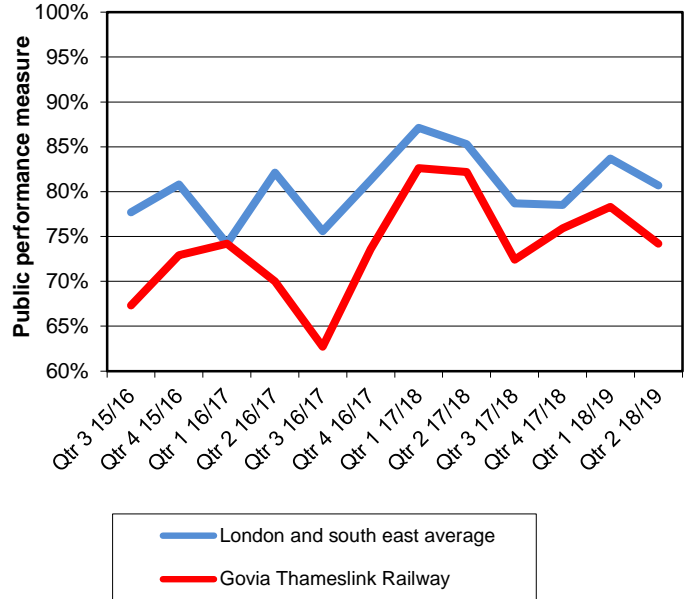
All trains performance

Peak trains performance

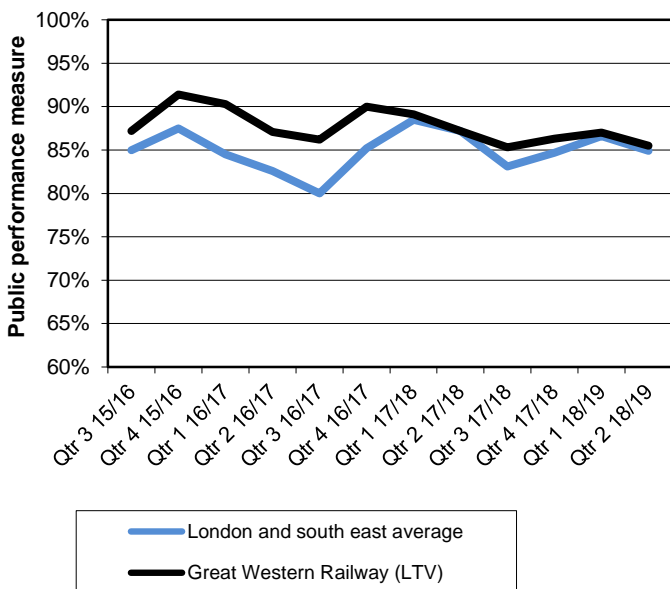
Govia Thameslink Railway



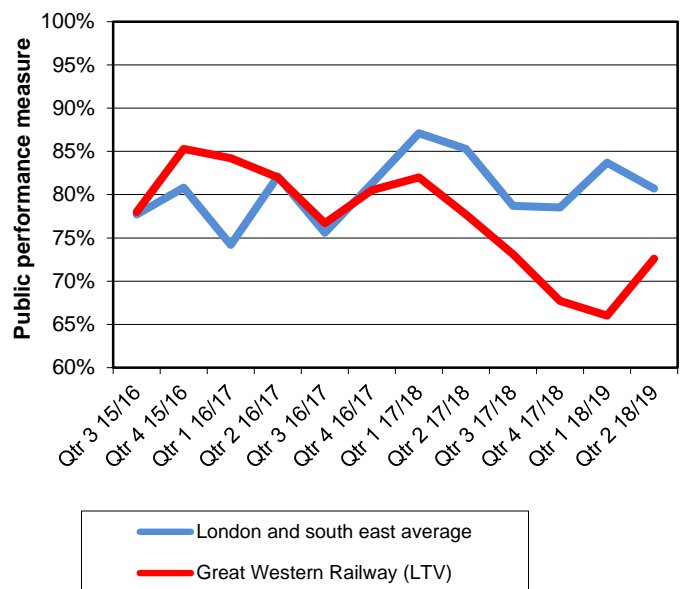
Govia Thameslink Railway



Great Western Railway (LTV)



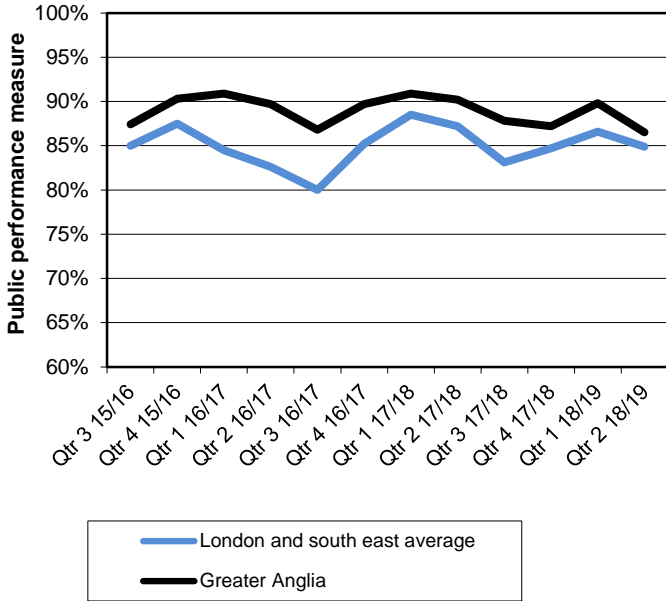
Great Western Railway (LTV)



Quarterly PPM figures for the past three years

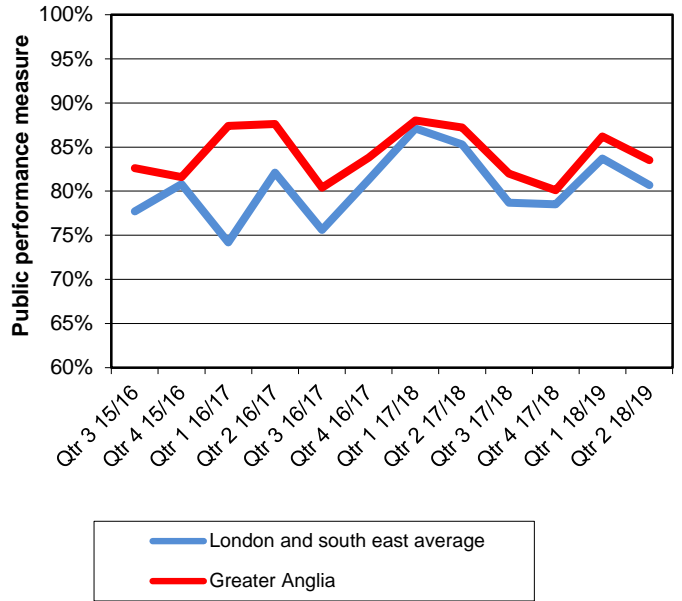
All trains performance

Greater Anglia

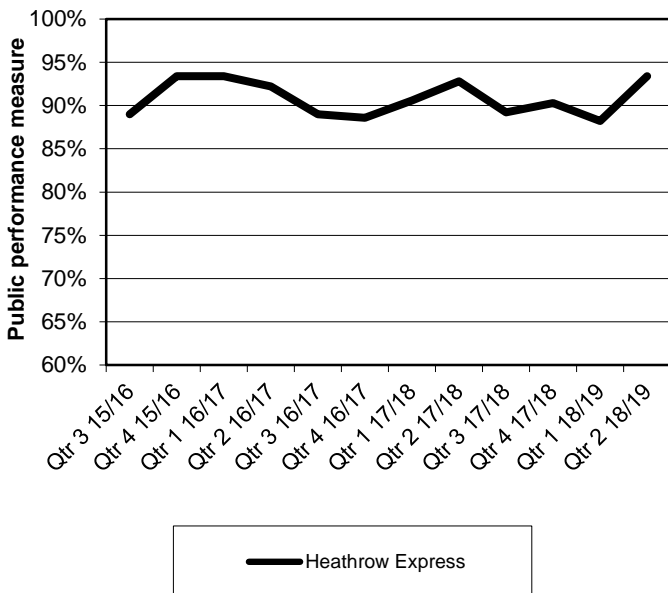


Peak trains performance

Greater Anglia



Heathrow Express

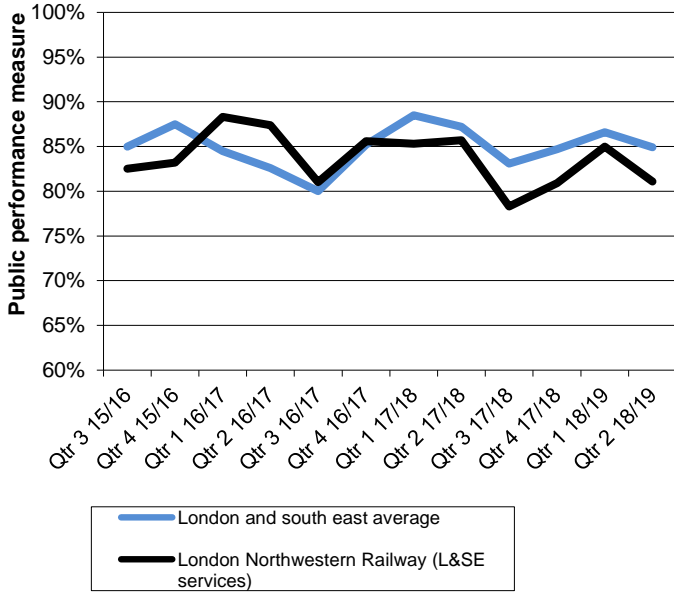


Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately.

Quarterly PPM figures for the past three years

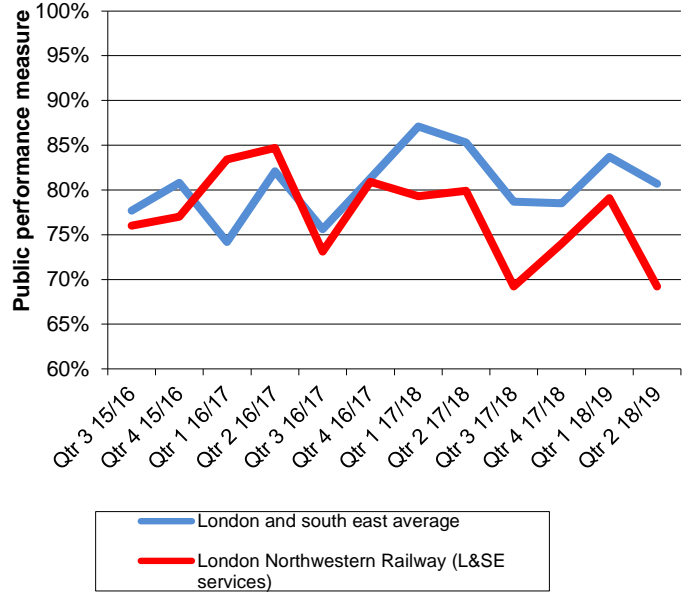
All trains performance

London Northwestern Railway

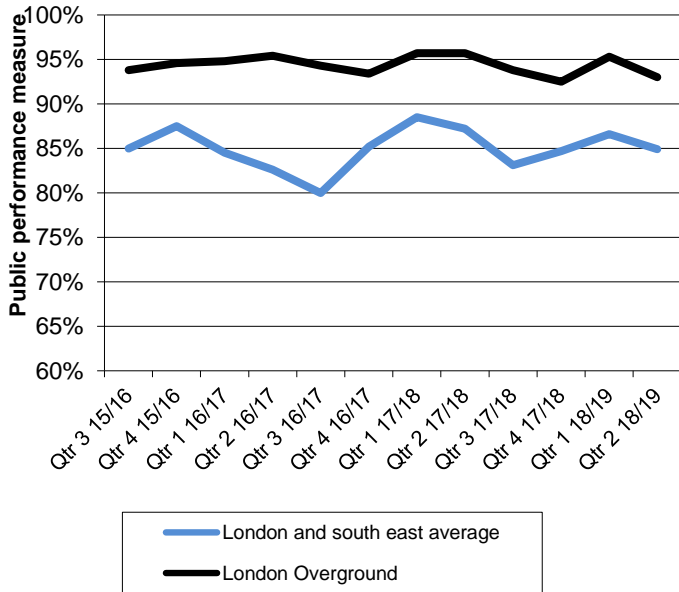


Peak trains performance

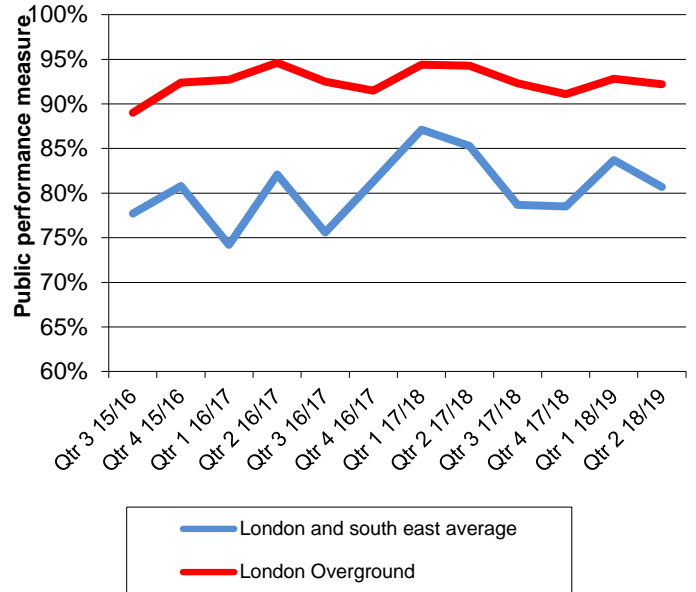
London Northwestern Railway



London Overground



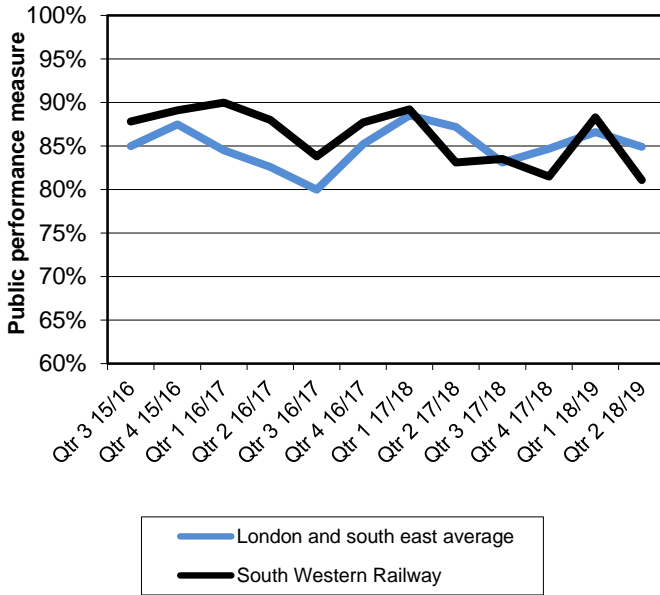
London Overground



Quarterly PPM figures for the past three years

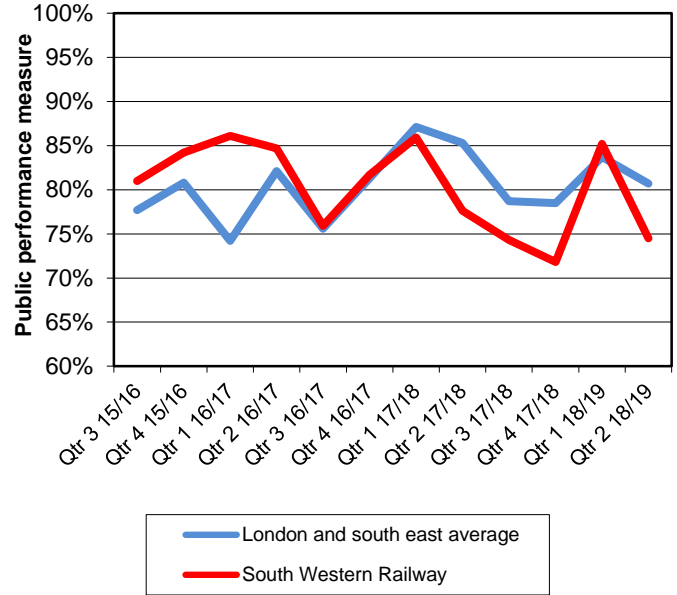
All trains performance

South Western Railway

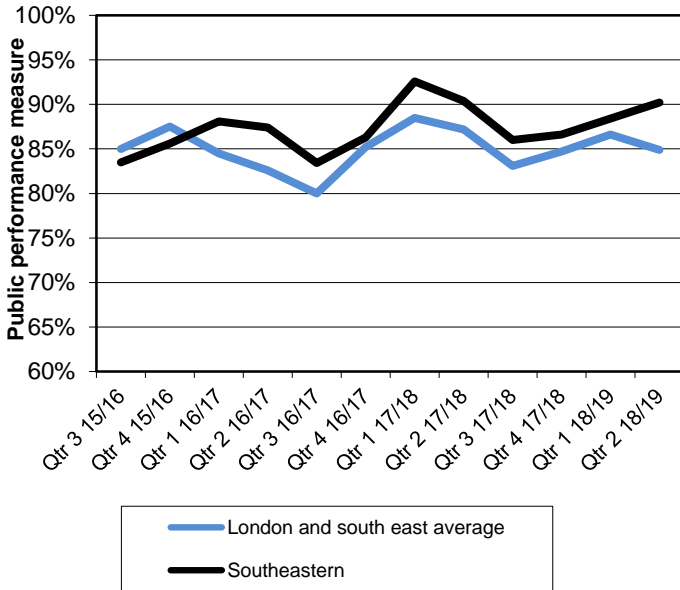


Peak trains performance

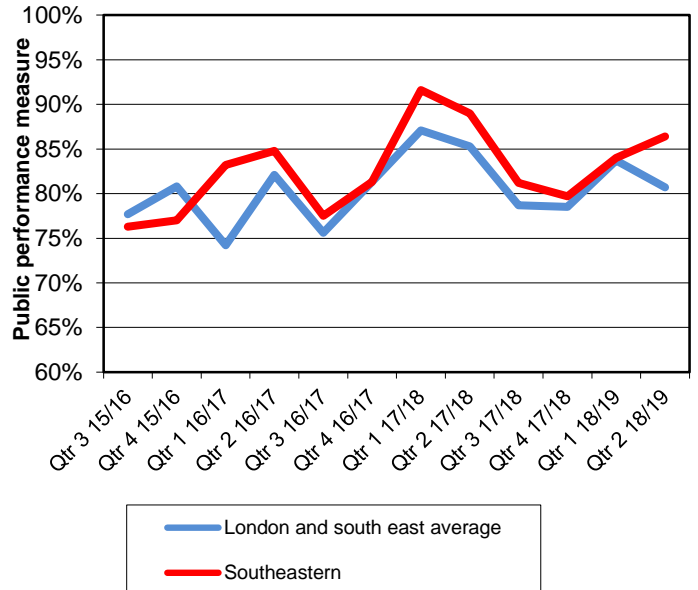
South Western Railway



Southeastern

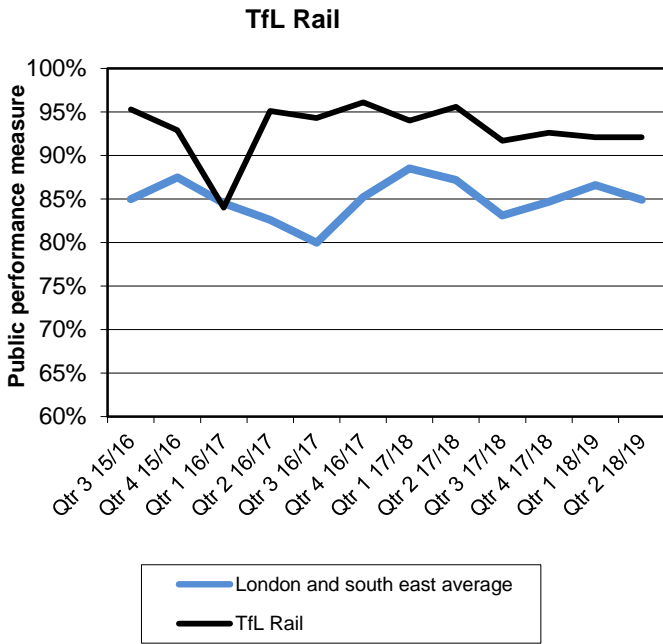


Southeastern

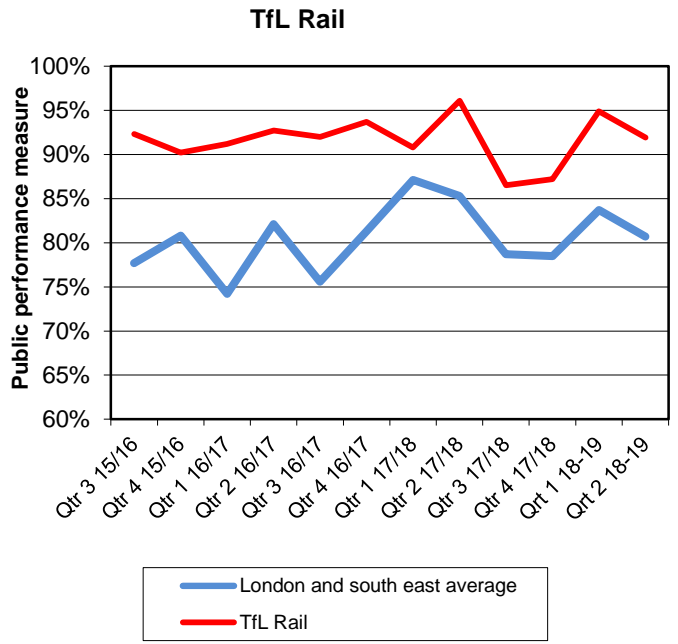


Quarterly PPM figures for the past three years

All trains performance

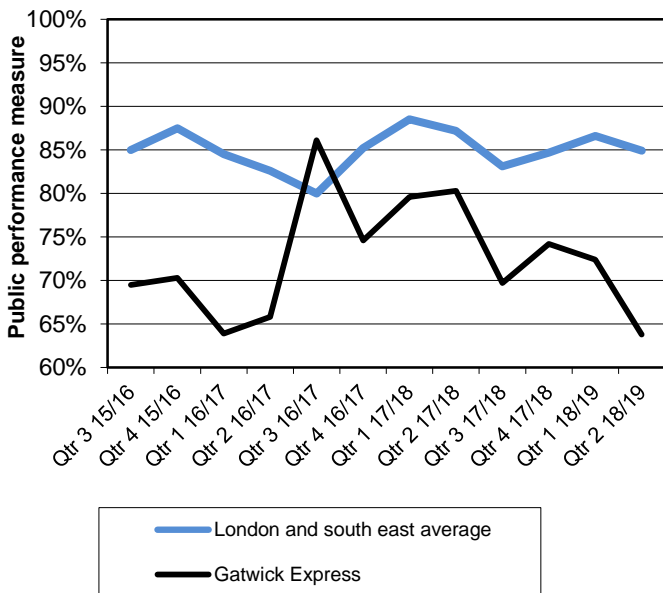


Peak trains performance

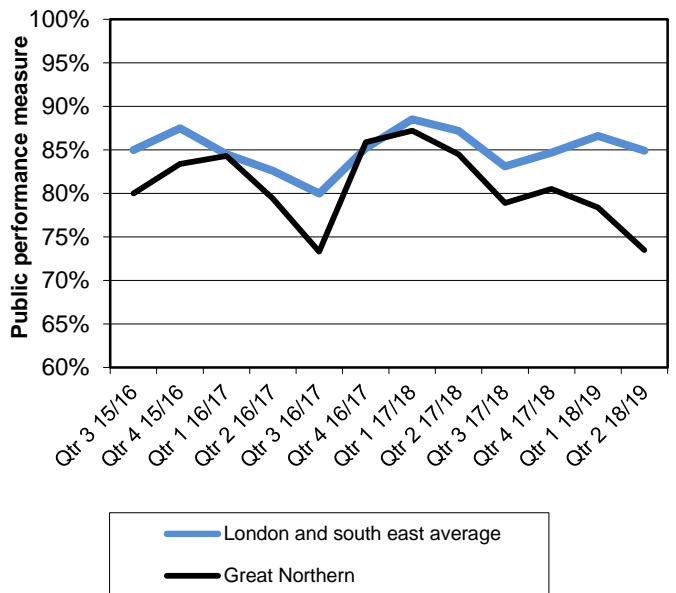


The charts below show the long term trains performance for the sub-groups operating under the GTR franchise. Unfortunately, data on peak services performance of the different parts of the GTR franchise is not currently available.

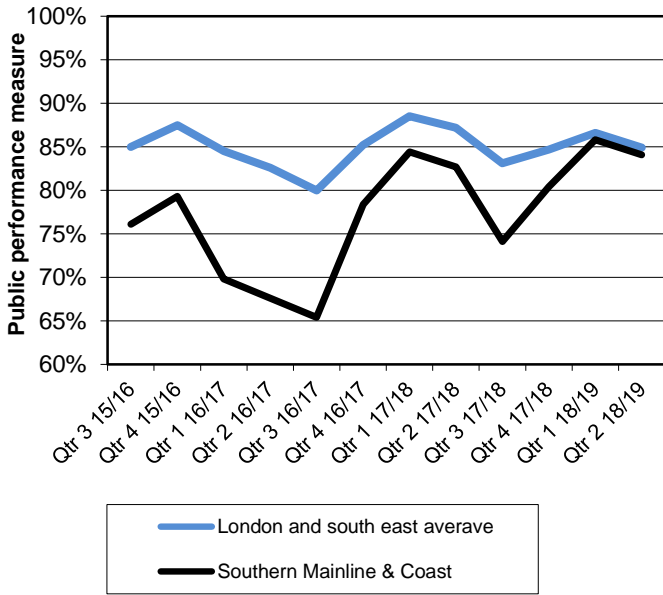
Gatwick Express



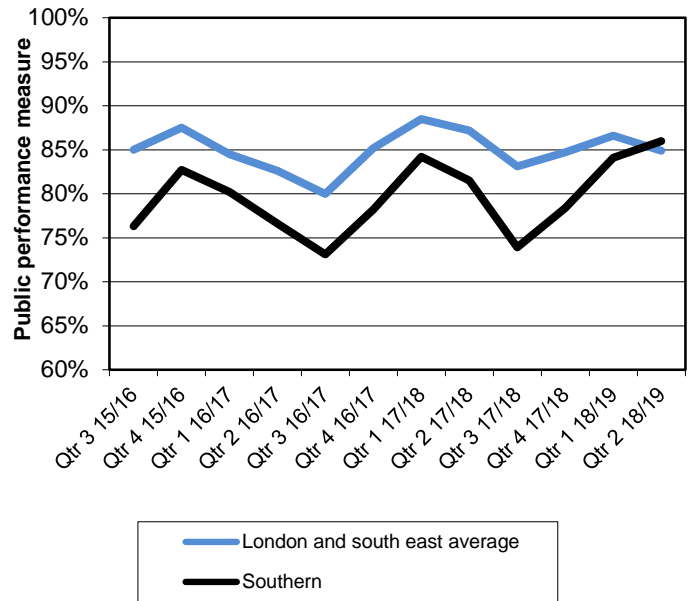
Great Northern



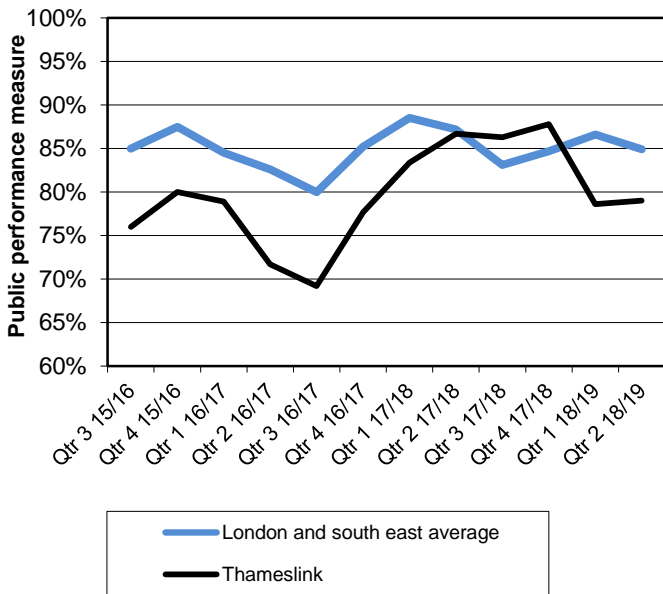
Southern Mainline & Coast



Southern Metro



Thameslink



2.4 Cancellations and significant lateness

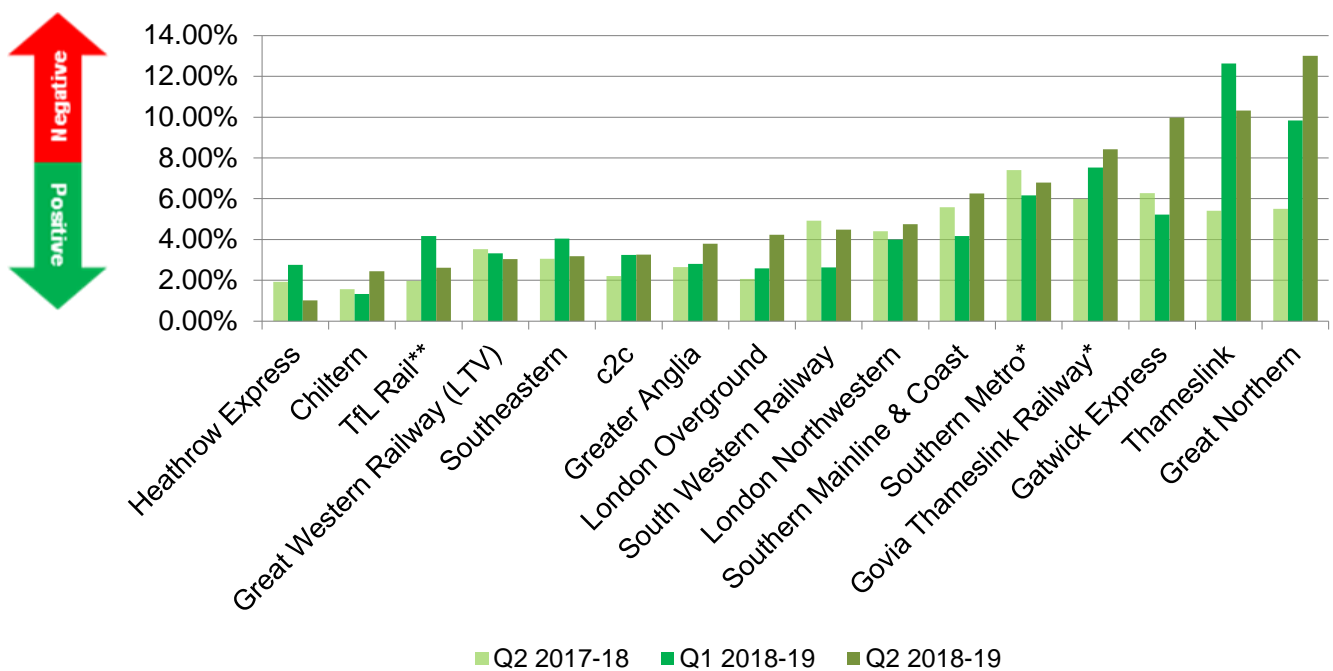
The overall rate of CaSL was 5.8% in Q2 2018-19, 1.4% higher (worse) than in Q2 2017-18.

Heathrow Express achieved the lowest (best) score, with 1.0%, and the largest reduction compared to Q2 2017-18, 0.9%.

Great Northern, a sub-group within the GTR franchise, had the worst levels of cancellation & lateness, 13.0%, and the largest increase, 7.5%.

London Northwestern had the second worst level of CaSL outside the GTR franchise, with 4.7%, a 0.3% increase compared to Q2 2017-18.

Graph 3 – Cancellations and significant lateness Q2 2017-18, Q1 2018-19 & Q2 2018-19



3 Passenger complaints

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q1 2018-19 (April to June 2018). **For a more detailed definition, please see the appendix.**

Overall, five operators had lower complaints rate in Q1 2018-19 compared to Q1 2017-18. Punctuality and reliability of trains was the most common cause for complaints to TOCs. During the quarter, there were a higher proportion of complaints about timetabling due to the poor implementation of the May 2018 timetable.

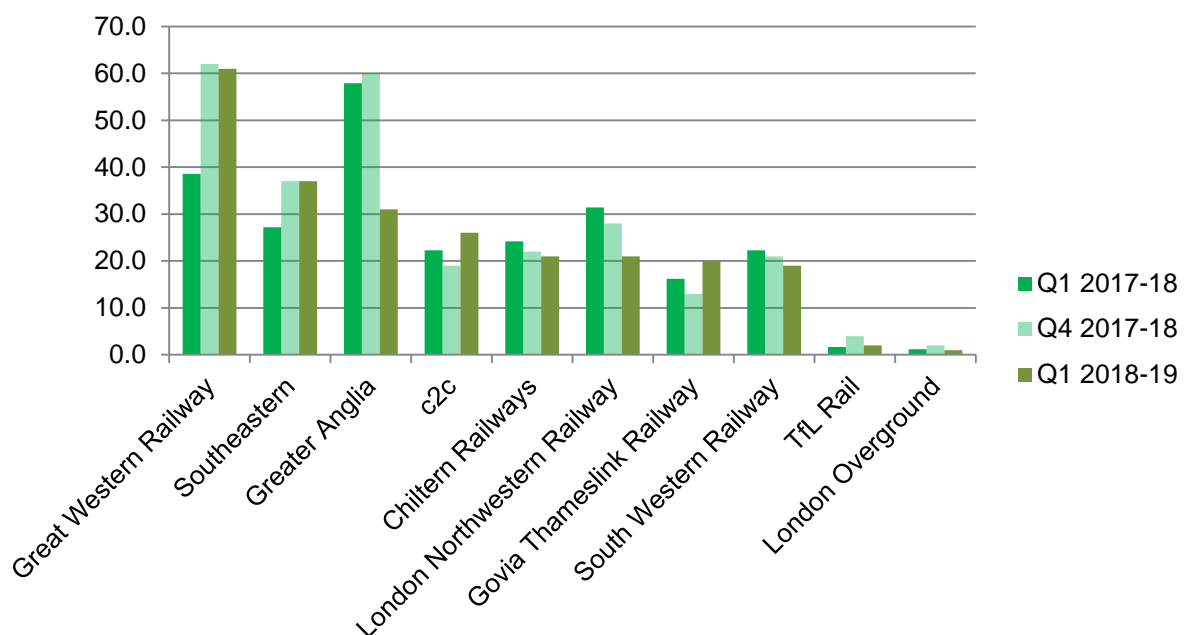
Great Western Railway received the highest number of complaints per 100,000 passenger journeys, 61 complaints and the largest percentage increase, 58%, compared to Q2 2017-18. The main sources of complaints were about sufficient room to stand and ticket buying facilities.

GTR received 20 complaints per 100,000 journeys, a 23% increase. The increase is linked to the introduction of the May 2018 timetable changes, which saw a reduction in the number of trains ran by the operator.

Greater Anglia received 31 complaints per 100,000 journeys, 46% reduction, the largest of any LSE operator.

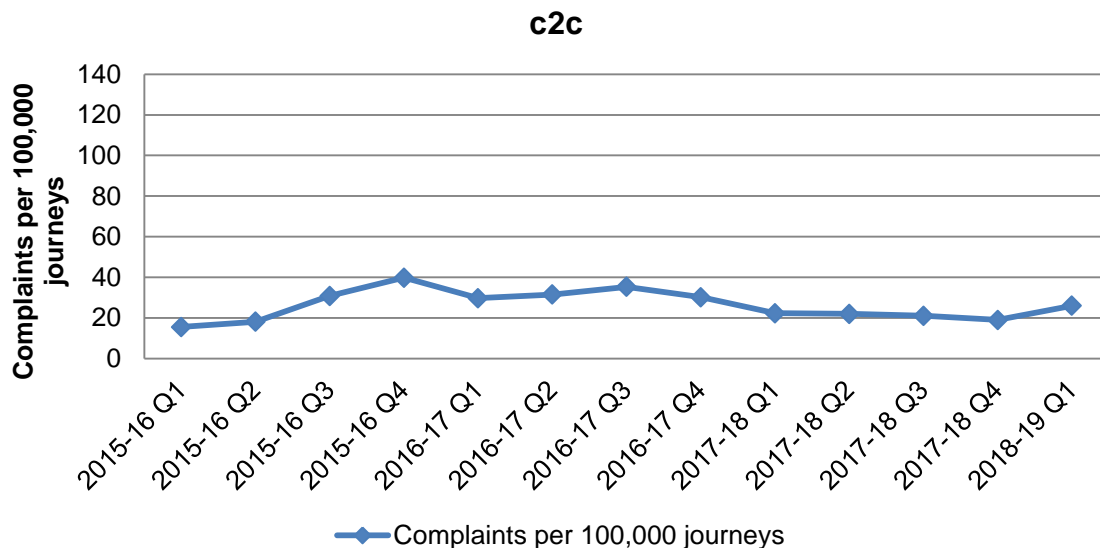
London Overground and TfL Rail had the lowest complaints rate in Q1 2018-19 with one and two complaints per 100,000 passenger journeys respectively. Both operate a metro style service and are managed by Transport for London.

Graph 4 - Complaints per 100,000 passenger journeys by train operating company, Q1 2017-18, Q4 2017-18 and Q1 2018-19



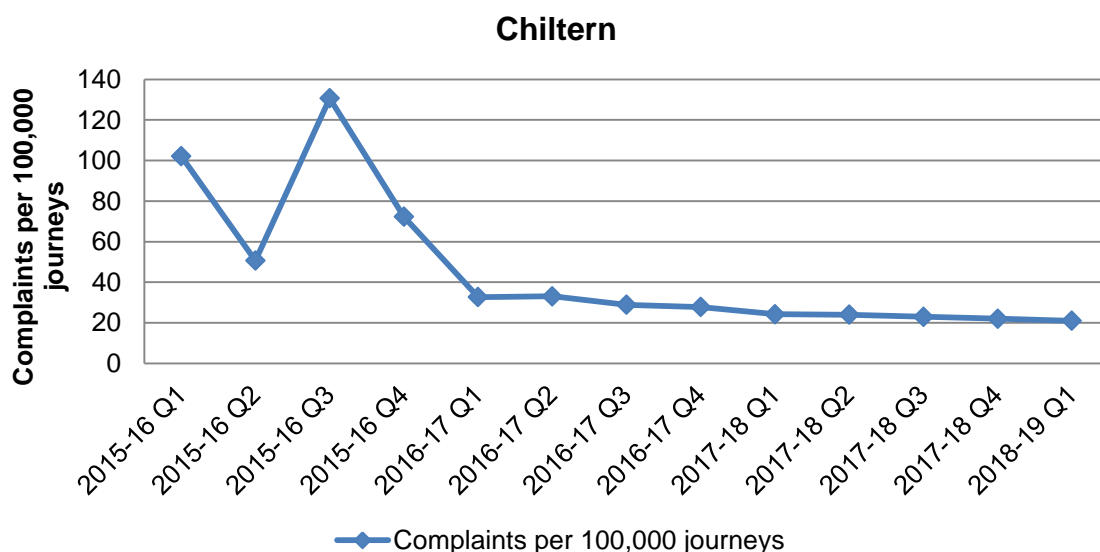
c2c

c2c received 26 complaints per 100,000 journeys, higher than in Q1 2017-18. 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.



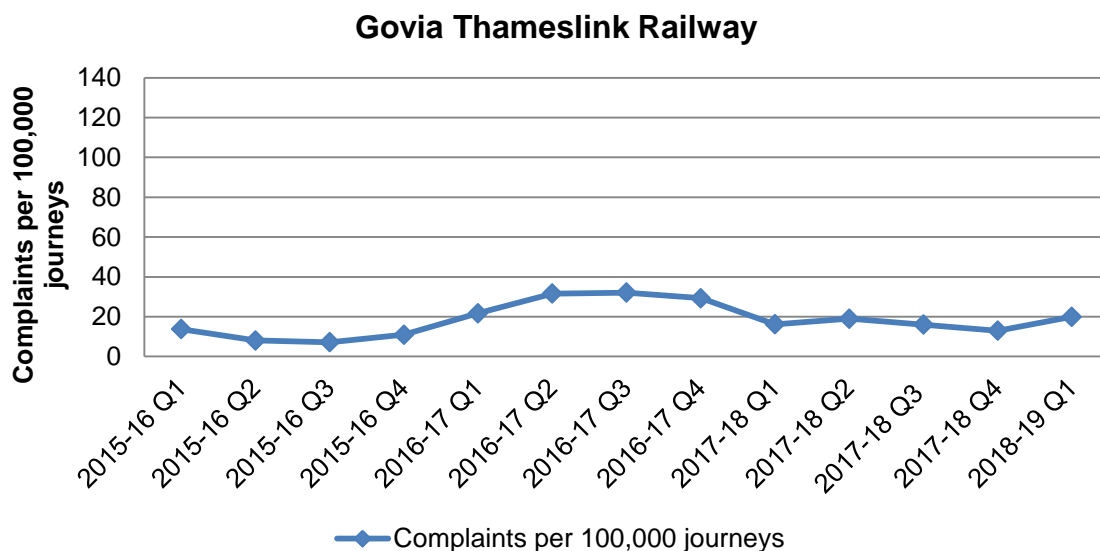
Chiltern

Chiltern received 21 complaints per 100,000 journeys, lower than in Q1 2017-18. 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.



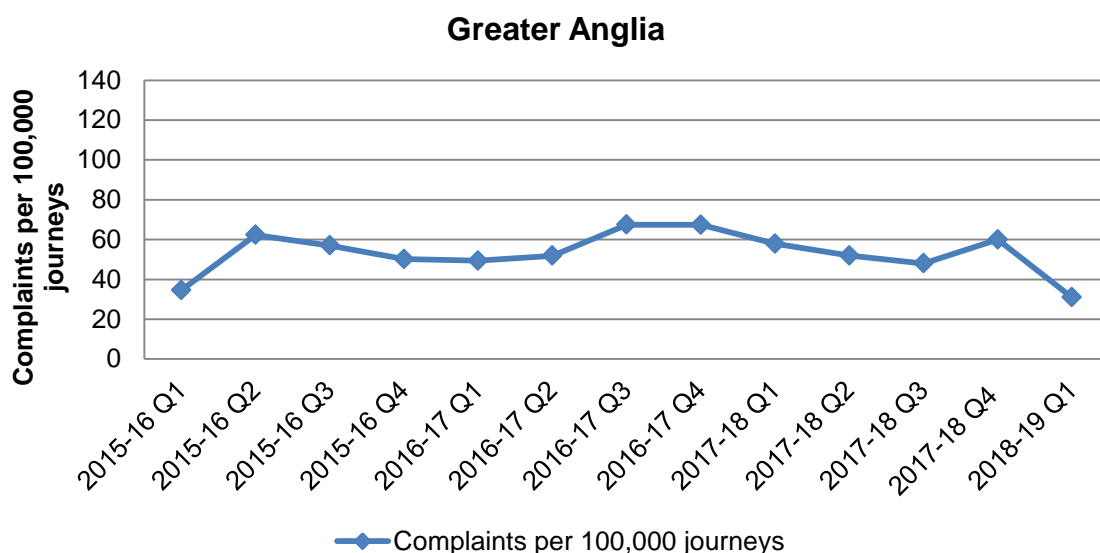
Govia Thameslink Railway

Govia Thameslink Railway received 20 complaints per 100,000 journeys, higher than in Q1 2017-18. Issues of punctuality and reliability were the most frequent cause of complaint.



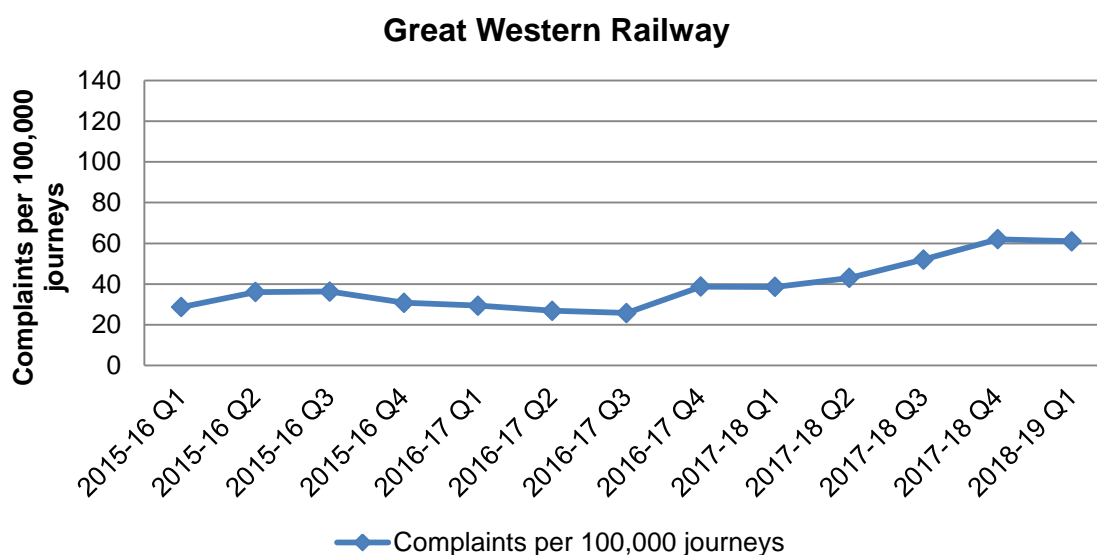
Greater Anglia

Greater Anglia received 31 complaints per 100,000 journeys, lower than in Q1 2017-18. There was a sharp increase in complaints about punctuality and reliability of the service.



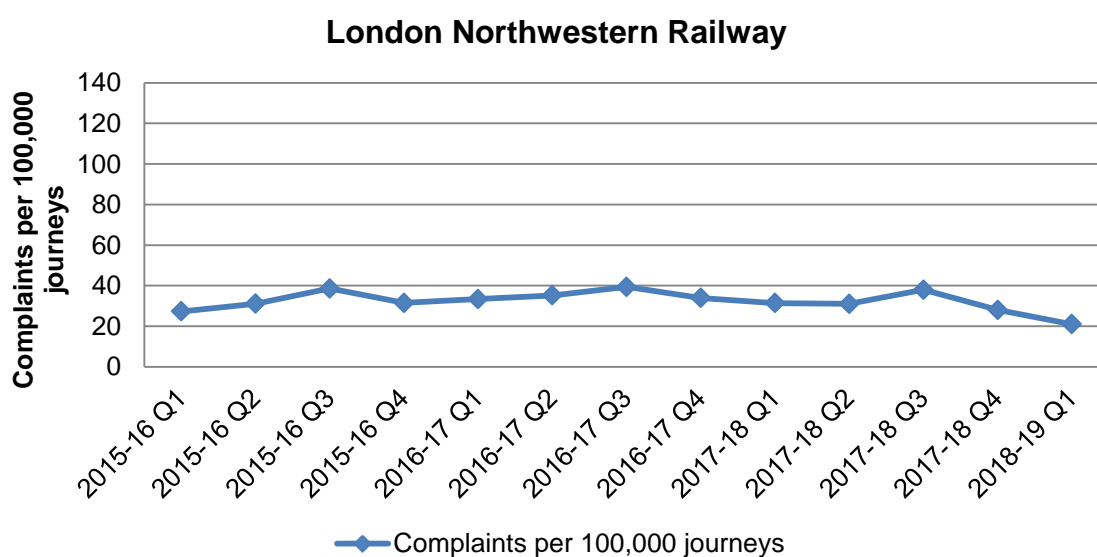
Great Western Railway

Great Western received 61 complaints per 100,000 journeys, higher than in Q1 2017-18. Sufficient room for all passengers to sit/stand and ticket buying facilities were the main category of complaints.



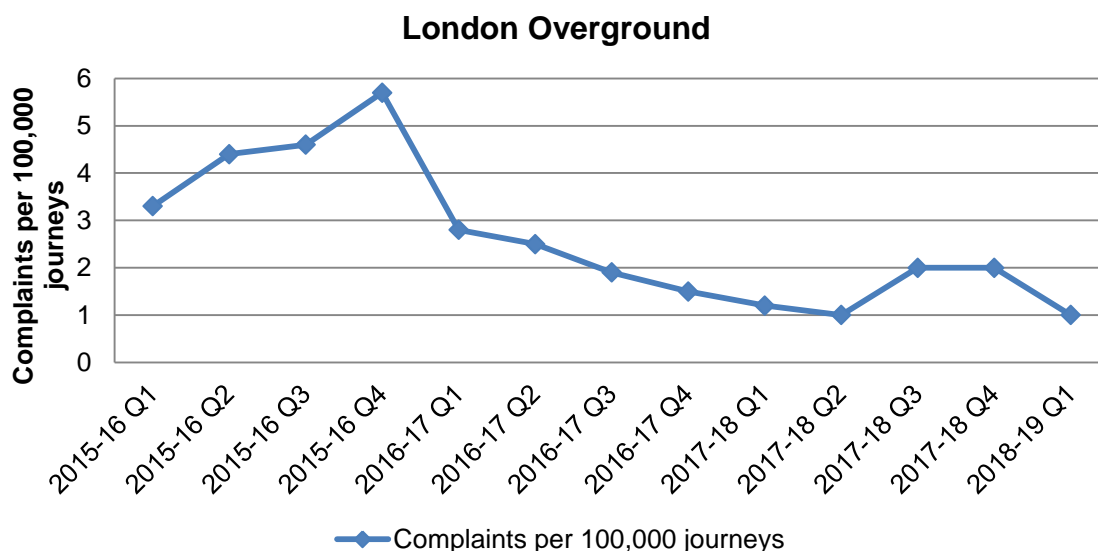
London Northwestern Railway

The complaints figures are for West Midlands Trains and London Northwestern Railway and are not separated. 21 complaints were received per 100,000 journeys, which is lower than in Q1 2017-18. Punctuality and reliability were the main source of complaints.



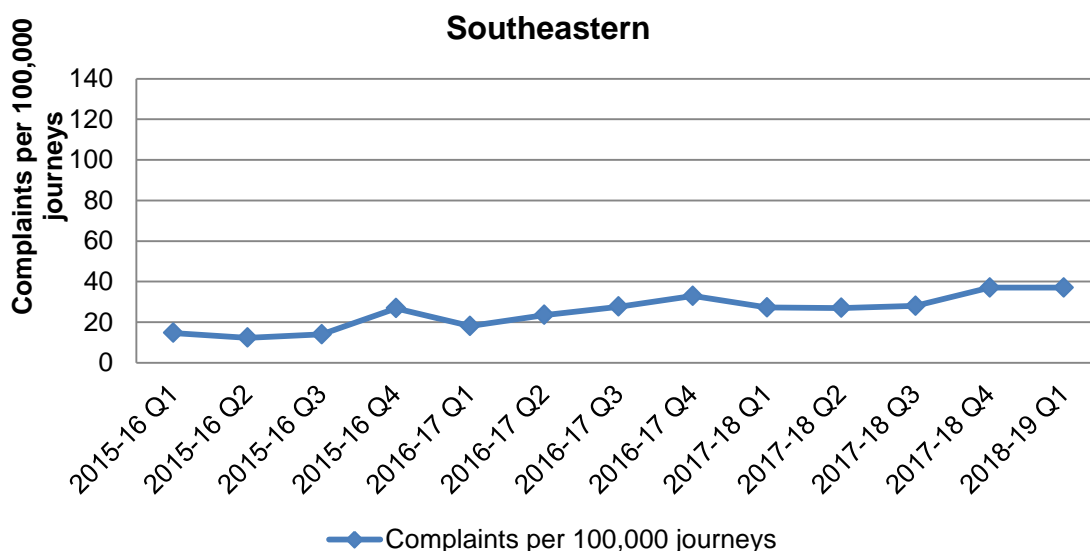
London Overground

London Overground received 1 complaint per 100,000 journeys, lower than in Q1 2017-18. Punctuality, reliability and station facilities were the main source of complaints.



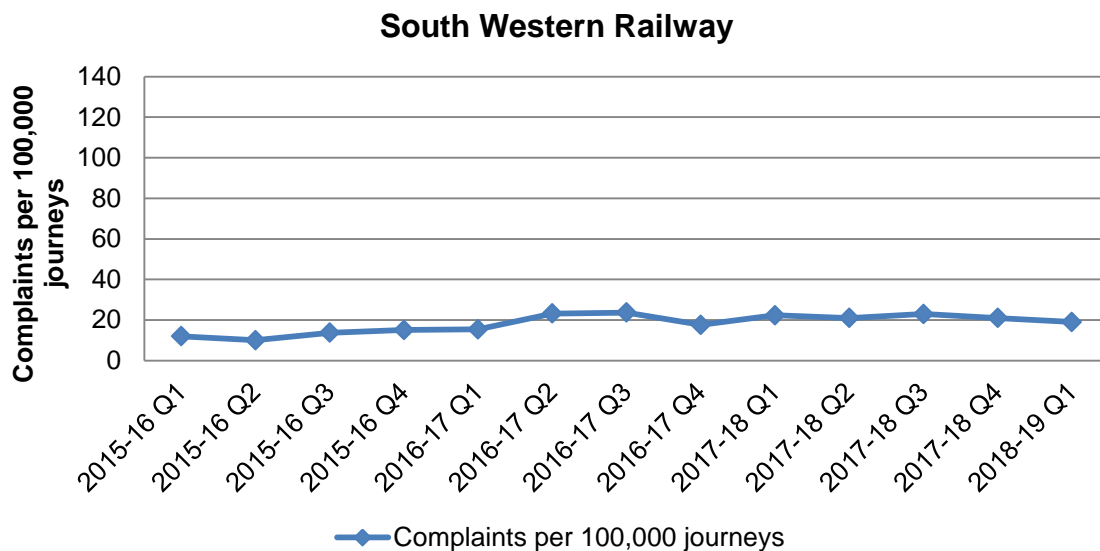
Southeastern

Southeastern received 37 complaints per 100,000 journeys, lower than in Q1 2017-18. Punctuality, reliability and on board train facilities were the main source of complaints.



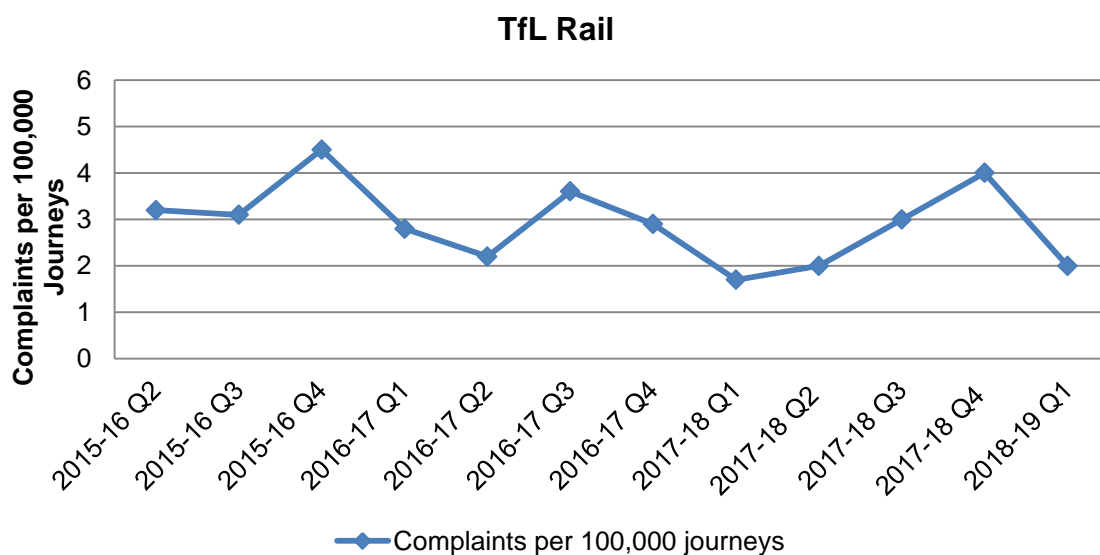
South Western Railway

South Western Railway received 19 complaints per 100,000 journeys, lower than in Q1 2017-18. Complaints about punctuality, reliability and publicity of their compensation scheme were the most common.



TfL Rail

TfL Rail received 2 complaints per 100,000 journeys, higher than in Q1 2017-18. 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