National Rail Performance Report - Quarter 3 2018-19 (Oct-Dec 2018)

March 2019

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 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
Quarter 3 2018-19 – Oct to Dec	March 2019

Contents

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 third quarter (October to December) 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 the see appendix.**

London & South East train service performance

There has been an overall improvement in performance, in L&SE during Q3 2018-19, with some TOCs recording an increase in their performance. Some operators did experience a decline, particularly South Western Railway. This can be attributed to both Network Rail related delays (a combination of fatalities, signal failures, broken rails and over running and emergency engineering works), and TOC related delays, such as defective rolling stock, and station issues (such as passengers taken ill on trains) all having a large impact on services.

Right time performance improved by three per cent overall, with London Overground obtaining the highest score, and Gatwick Express, a sub-group within the GTR franchise, the lowest, and the largest overall decline. Gatwick Express also obtained the lowest PPM score, and the worse levels of CaSL of any operator in L&SE. This is a particular concern, given the high average fare paid by passengers on this service.

PPM increased by two percent, with c2c achieving the highest score. Govia Thameslink Railway, overall, achieved its highest Q3 punctuality since 2012-13. This can be attributed to the full introduction of the May 2018 timetable and a comprehensive programme of both the TOC and Network Rail, to actively reduce delays and cancellations. This was despite the poor performance of Gatwick Express, which is part of GTR.

South Western Railway had its worse Q3 CaSL score since the 2009-10 period, using the current methodology, and the worse PPM performance, outside the GTR franchise, due to over-running engineering works and an increase in fatality and trespass incidents.

London Overground had its worse Q3 CaSL score since 2005-06. This can be attributed to the poor performance of the Barking Gospel Oak line as a result of the non availability of the new electric trains.

c2c had the highest proportion of trains on time, in the peak and South Western Railway, the lowest, and the largest reduction. This continued overall poor performance is a concern that is being followed up with the operator at our March policy meeting.

London & South East (L&SE) passenger satisfaction

Passenger satisfaction with their journey is down significantly in autumn 2018 compared to autumn 2017. Overall satisfaction with TOCs varied from 96% to 68%, with Heathrow Express achieving the highest and Great Northern, the lowest.

The biggest improvements in satisfaction were with the availability of power sockets on the train, and reliability of the internet connection on the train. The biggest declines were with helpfulness and attitude of staff on the train and availability of staff on the train.

Graph 1- L&SE Overall Passenger Satisfaction
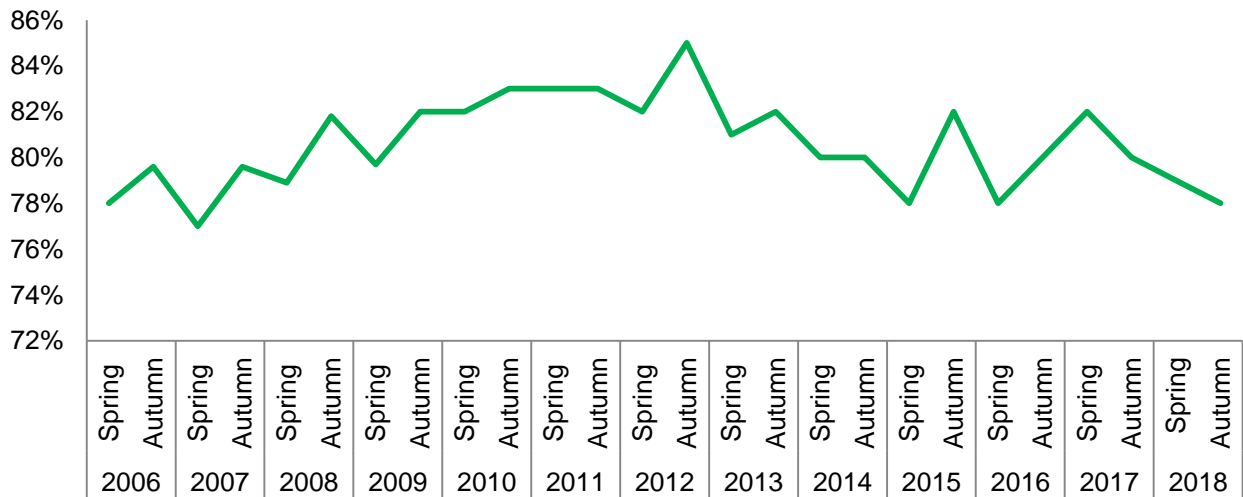
Complaints

Five operators had higher complaints rates in Q2 2018-19 compared to Q2 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.

Overall, five operators had a higher complaints rate, and three operators had a lower complaints rate in Q2 2018-19 compared to Q2 2017-18. Punctuality and reliability of service remains the most common cause for complaints to TOCs. There has also been an increase in complaints regarding the upkeep and repair of rolling stock. During the quarter, there was a notable reduction in the proportion of complaints about the poor implementation of the May 2018 timetable.

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 the appendix.

2.1 Right time arrivals

Overall, L&SE right time performance increased during Q3 2018-19, with a RTA of 60.5%, 3.0% better than Q3 2017-18.

London Overground obtained the highest score in its right time performance, with 82.8% of its trains arriving on time, a 4.7% increase compared to the Q3 2017-18.

Gatwick Express had the worse right time score compared to other L&SE operators and the largest overall decline, with 23.4% in Q3 2018-19, 11.3% lower than Q3 2017-18. Signalling failures, trespass incidents and fatalities, have pushed its performance down even further, from an already low base.

South Western Railway had the second largest overall decline and right time score, with 47.3%, 7.69% lower than Q3 2017-18

Southern Mainline, a sub-group within the GTR franchise had the largest increase of any L&SE operator with 53.8% of its services arriving on time, an 8.8% increase.

Graph 2 – Right time arrivals Q3 2017-18, Q2 2018-19 & Q3 2018-19
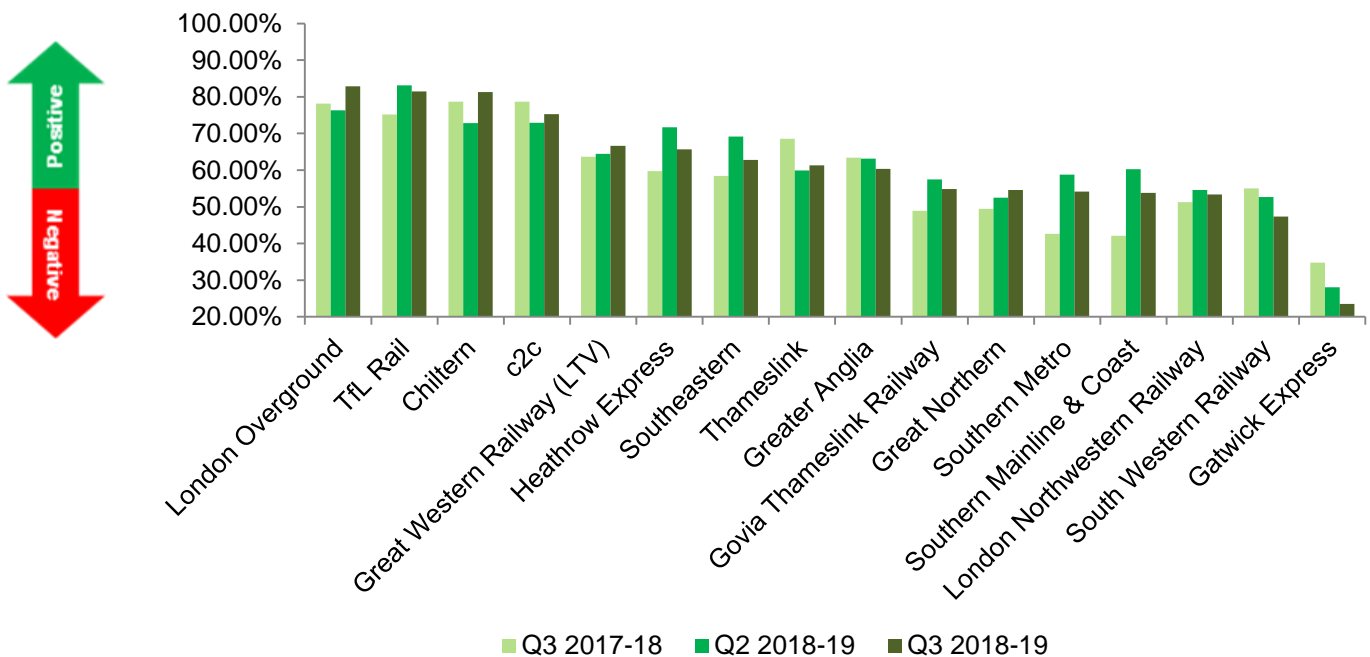
2.2   Public performance measure results

Overall, L&SE performance increased during Q3 2018-19, with a PPM of 84.7%, 1.6 percentage point better than Q3 2017-18. c2c had the highest PPM of any L&SE operator in Q3 2018-19, but had a minor reduction in performance to 95.0%, a 2% reduction compared to Q3 2017-18.

Gatwick Express, an operation within the GTR franchise, obtained the lowest score and the largest PPM reduction compared to Q3 2017-18 (61.0%, 8.6% reduction).

South Western Railway with its PPM falling from 83.4% in Q3 2017-18 to 76.6% in Q3 2018-19, had the largest decline outside the GTR franchise, a 6.8% reduction. This in part, can be attributed to industrial action, which took place over several days in October and December 2018, adverse weather conditions, over running engineering works, trespassing incidents, and infrastructure failures all had a knock-on effect.

Greater Anglia with an overall PPM of 85.9%, recorded a reduction in its Q3 2018-19 performances of 1.8%. Trespass and fatality incidents, track faults and points failures had an impact on performance.

Govia Thameslink Railway's PPM increased from 77.2% in Q3 2018-19 to 82.1% in Q3 2018-19, a 4.8% increase. During the quarter, the operator introduced 200 more weekday services to increase capacity and add additional journey options for passengers. Most operations with the franchise also had a notable increase – with the exception of Gatwick Express and Thameslink – with Southern Metro achieving the largest increase of any operator to 85.9%, a 12% increase compared to Q3 2017-18.

Graph 3 – Public Performance Measure Q3 2017-18, Q2 2018-19 & Q3 2018-19

Q3 2017-18   Q2 2018-19   Q3 2018-19
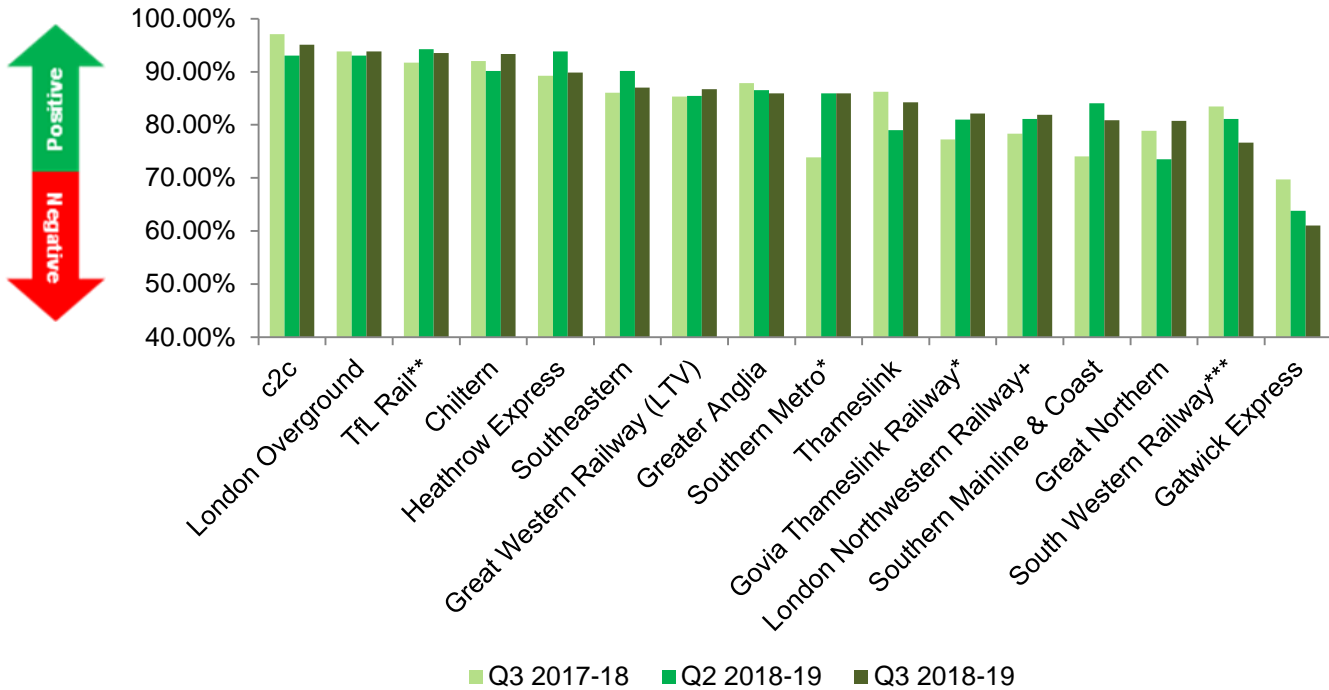
2.2.1 Peak services

Looking at weekday morning (0700 to 0959) and evening (1600 to 1859) peak services, c2c had the highest proportion of trains on time in the peak for Q3 2018-19, with a score of 94.1%. This was a 2.5% reduction when compared to Q3 2017-18.

TfL Rail had the largest increase in the proportion of its peak services arriving on time, to 92.7%, a 6.2% increase.

South Western Railway recorded a score of 65.2%, the lowest peak PPM, and the largest reduction, 9.1% compared to the same period in 2017-18.

The overall peak PPM score for Q3 2018-19 was 77.4%, 1.3% lower than in Q3 2017-18.

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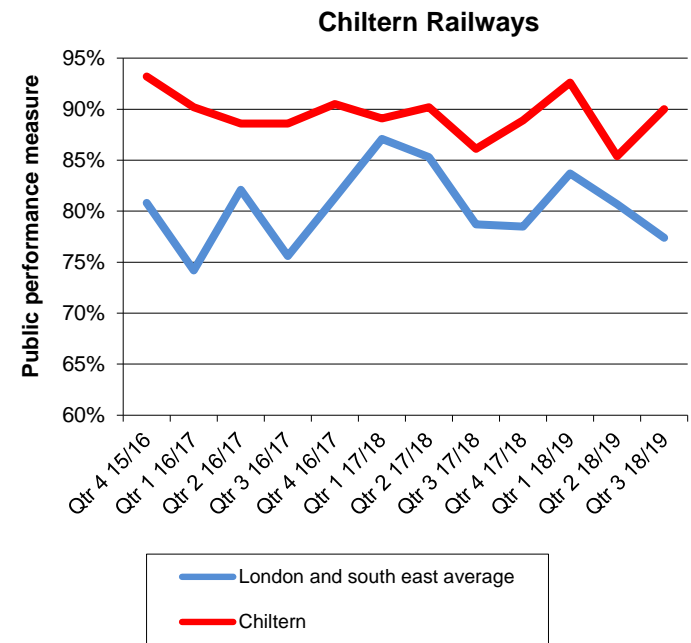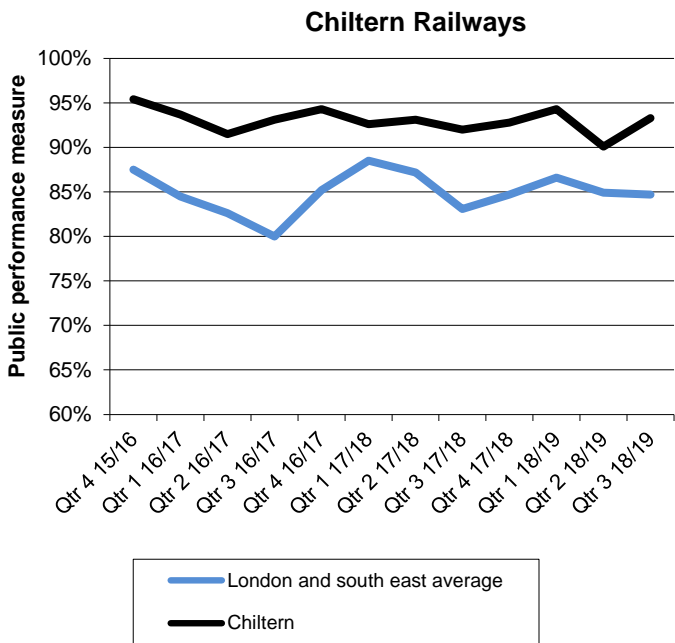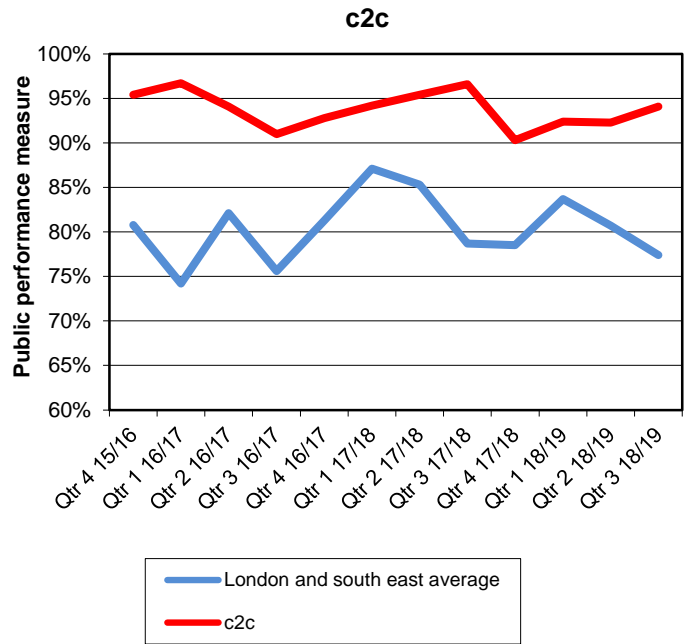
The poor performance of Great Western Railway has been impacted by the delay of electrification programme, which has had a significant impact on the Great Western fleet. The delay meant new trains being introduced with a very short window of opportunity for train drivers, guards and catering teams, which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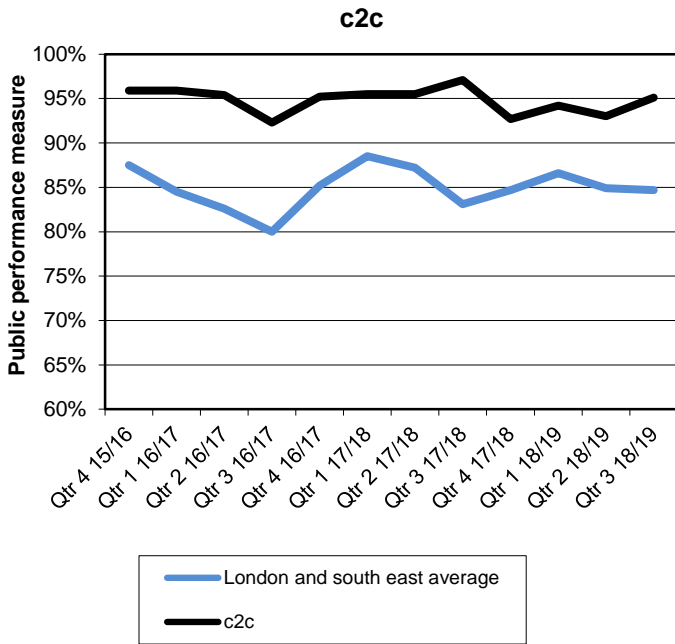
London TravelWatch

Quarterly PPM figures for the past three years

All trains performance

Peak trains performance

c2c

c2c

Chiltern Railways

Chiltern Railways
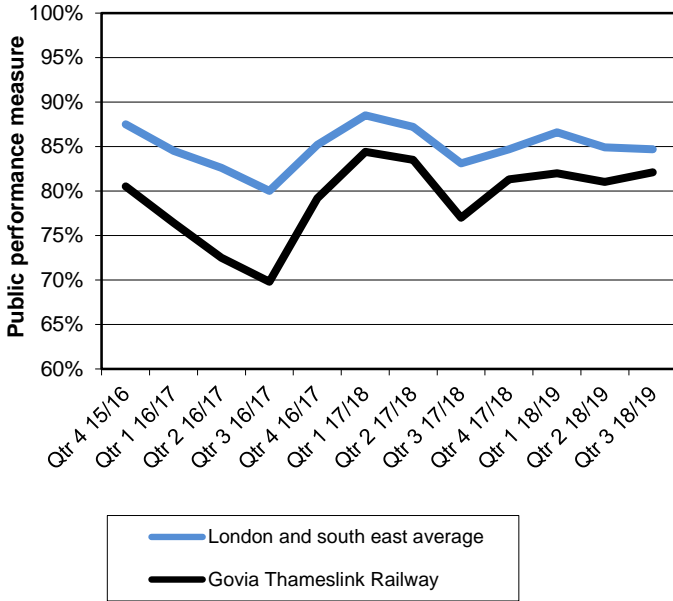
LondonTravelWatch

Quarterly PPM figures for the past three years

All trains performance

Peak trains performance

Govia Thameslink Railway

Legend:
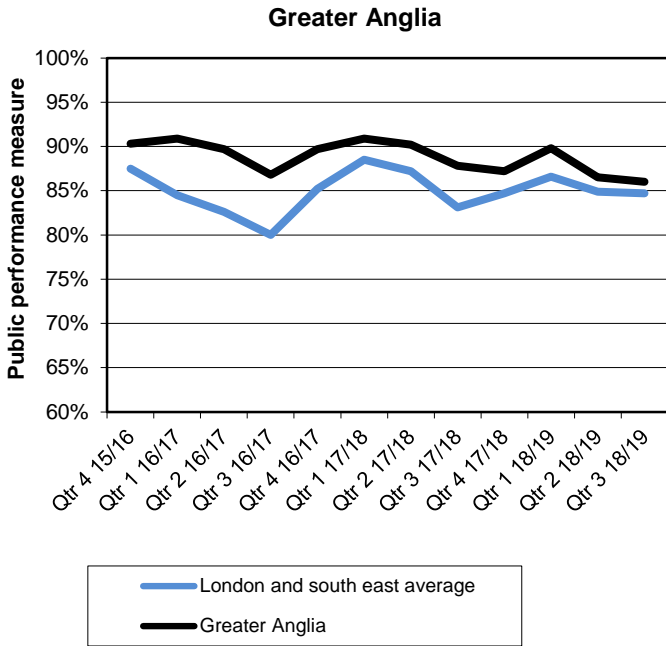— London and south east average
— Govia Thameslink Railway

Govia Thameslink Railway

Legend:
— London and south east average
— Govia Thameslink Railway

Great Western Railway (LTV)
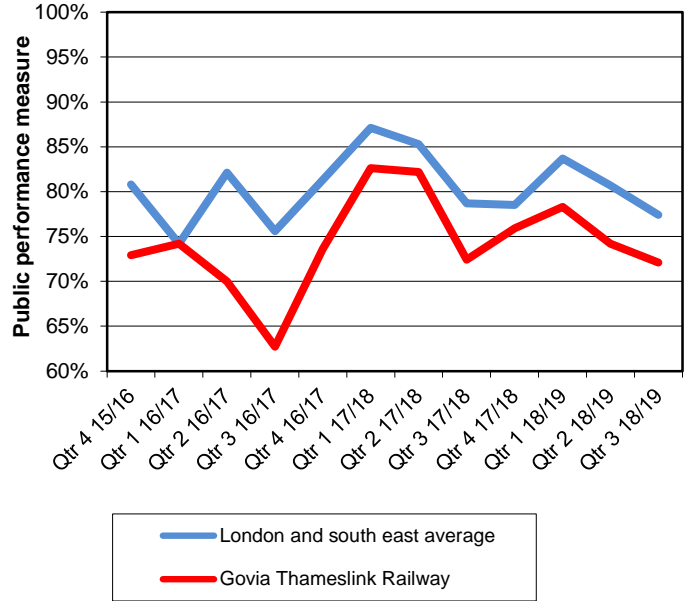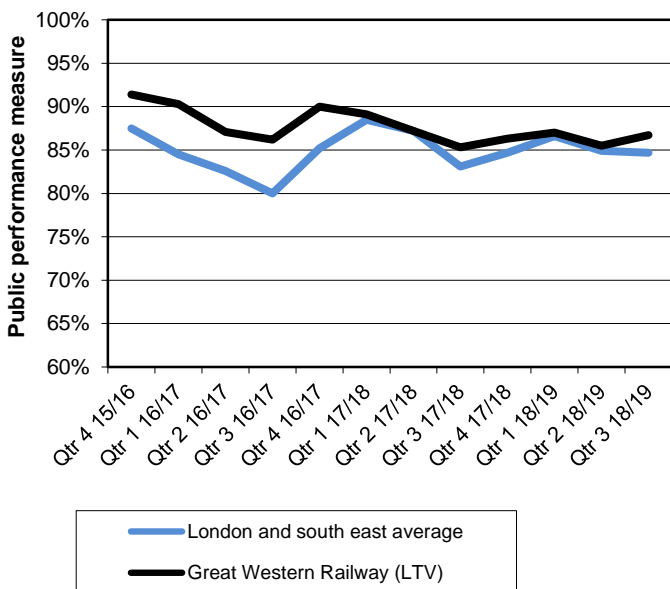
Legend:
— London and south east average
— Great Western Railway (LTV)

Great Western Railway (LTV)
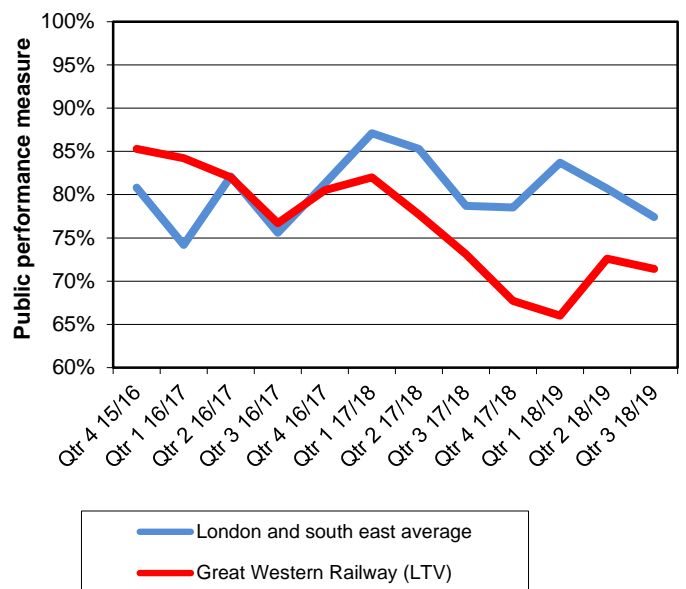
Legend:
— London and south east average
— Great Western Railway (LTV)

London TravelWatch

Quarterly PPM figures for the past three years

All trains performance

Peak trains performance

Greater Anglia

Greater Anglia
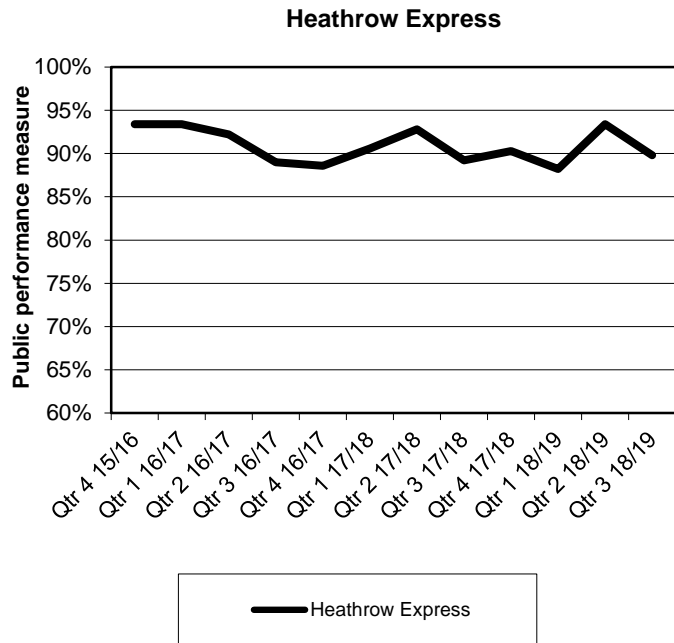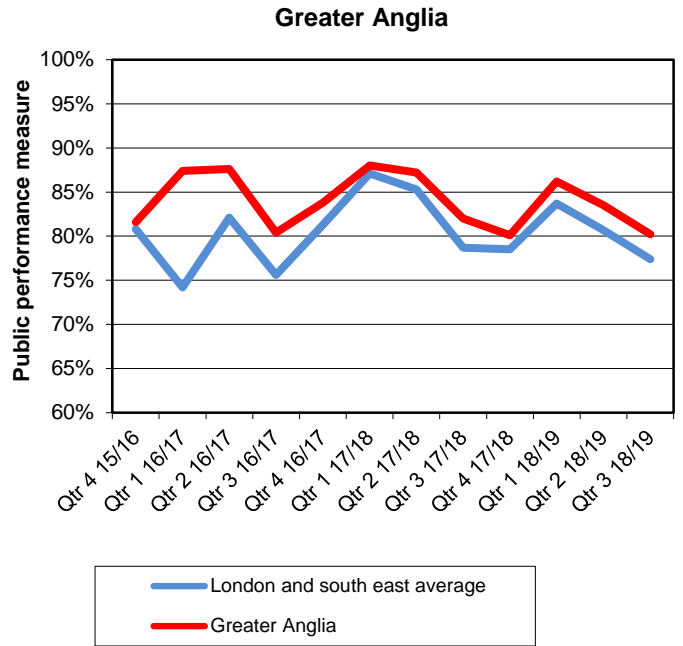

Heathrow Express

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.

London TravelWatch

Quarterly PPM figures for the past three years

All trains performance

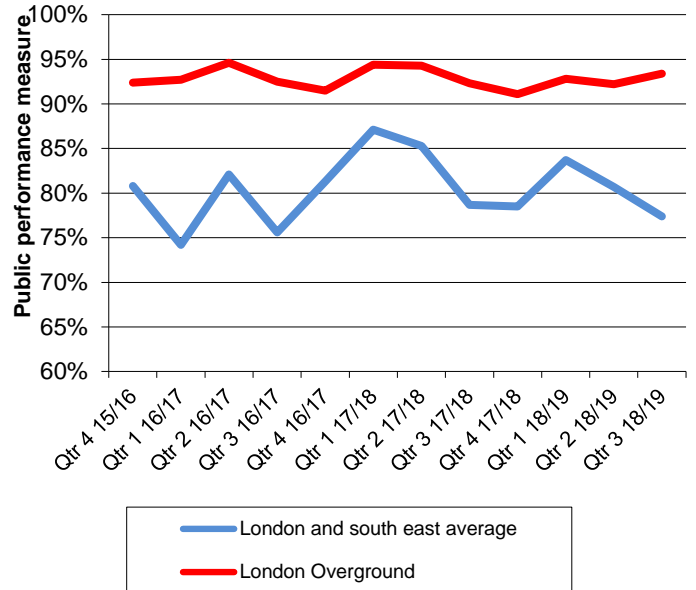**Peak trains performance**

London Northwestern Railway
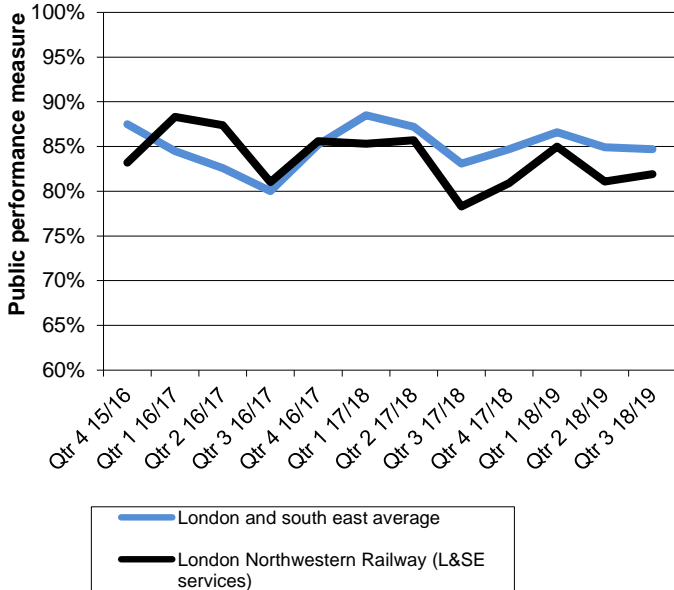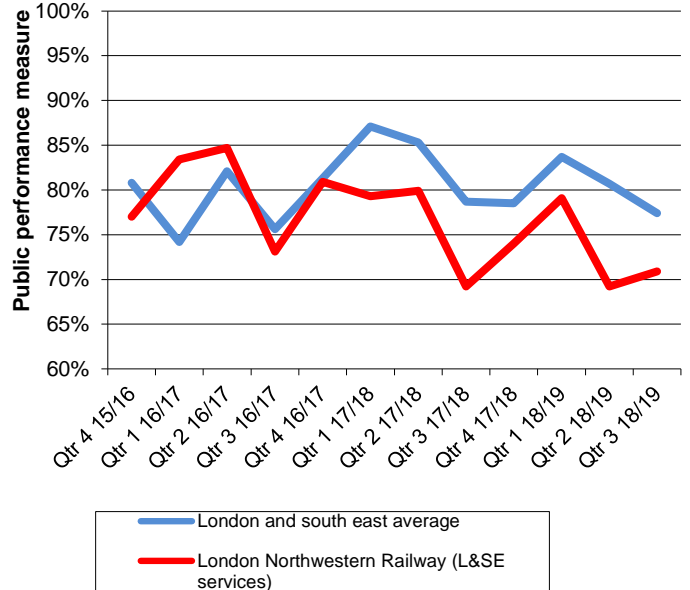
London Northwestern Railway

London Overground

London Overground

LondonTravelWatch
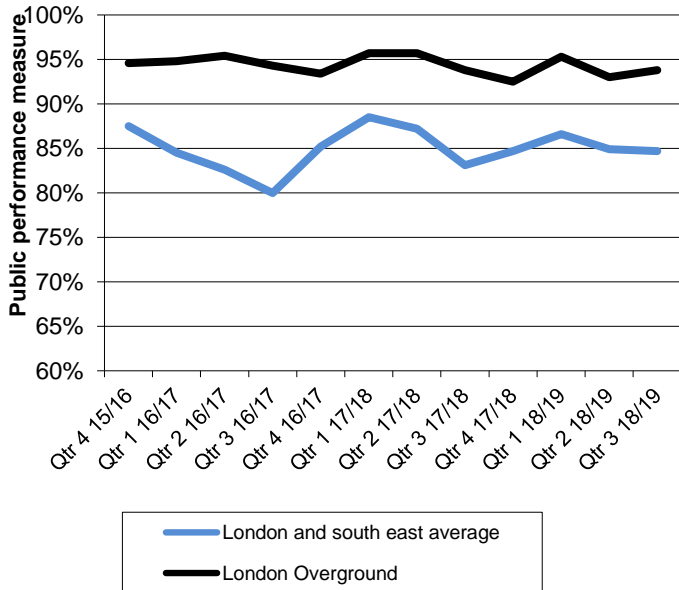
Quarterly PPM figures for the past three years

All trains performance

Peak trains performance

South Western Railway
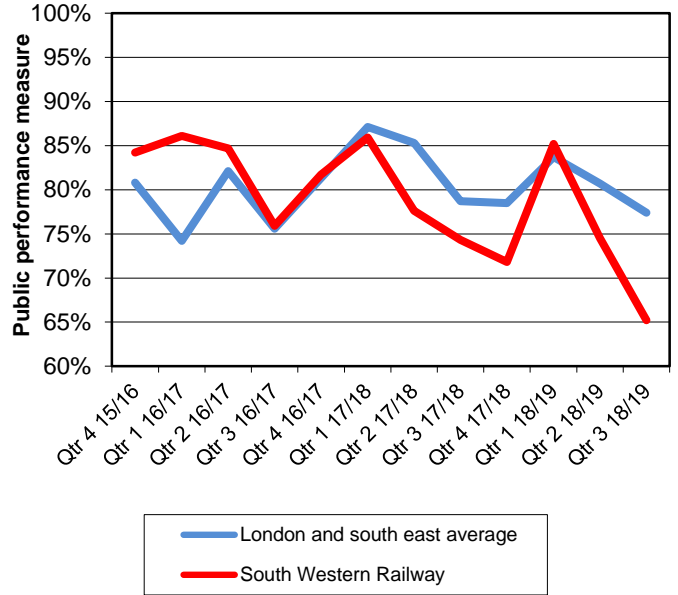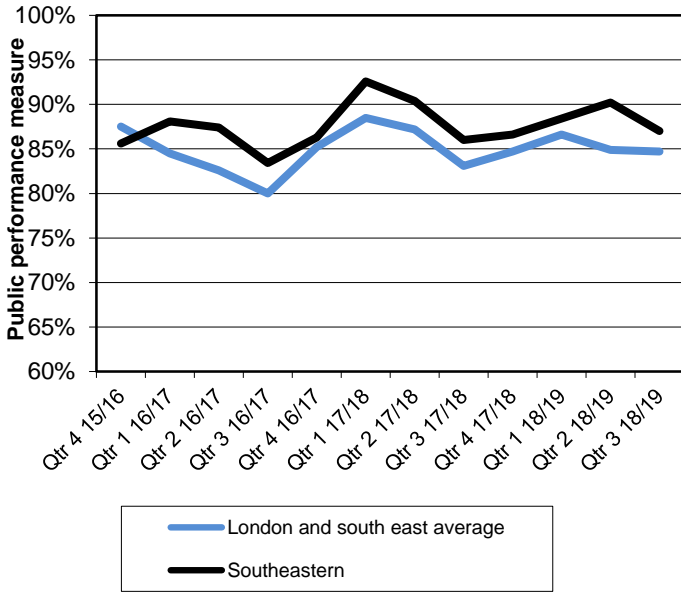
South Western Railway

Southeastern Railway

Southeastern Railway
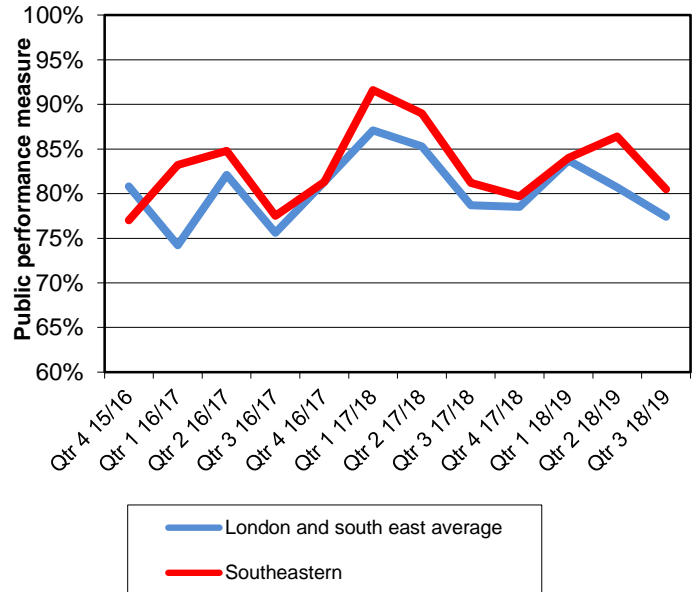
LondonTravelWatch

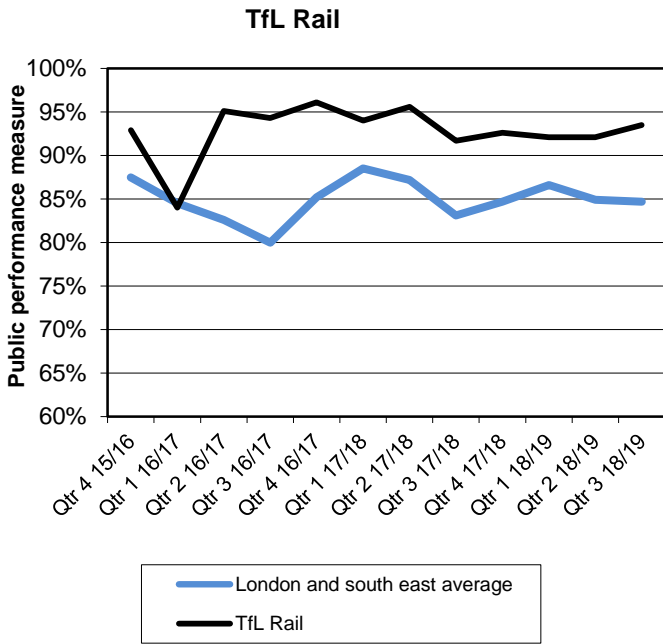## Quarterly PPM figures for the past three years

All trains performance

Peak trains performance

TfL Rail

London and south east average
TfL Rail

TfL Rail

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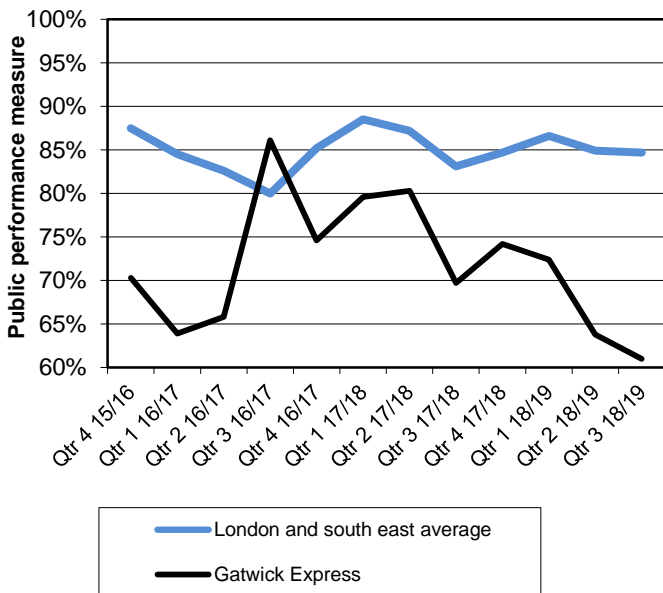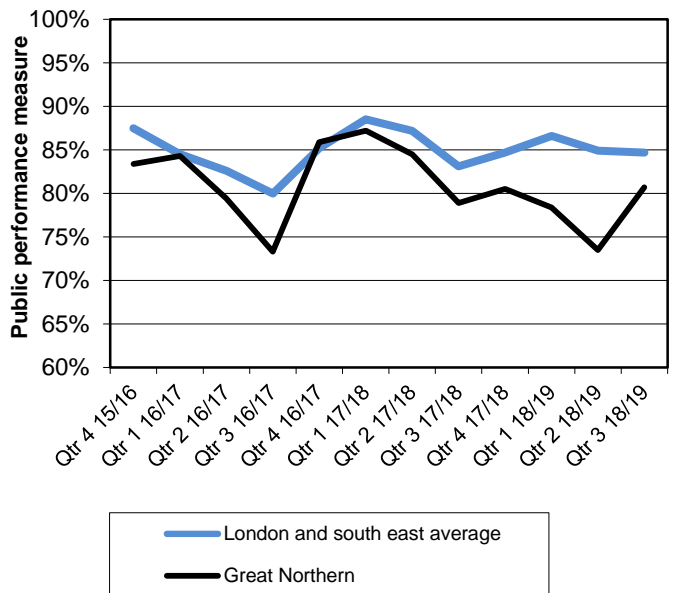TfL Rail
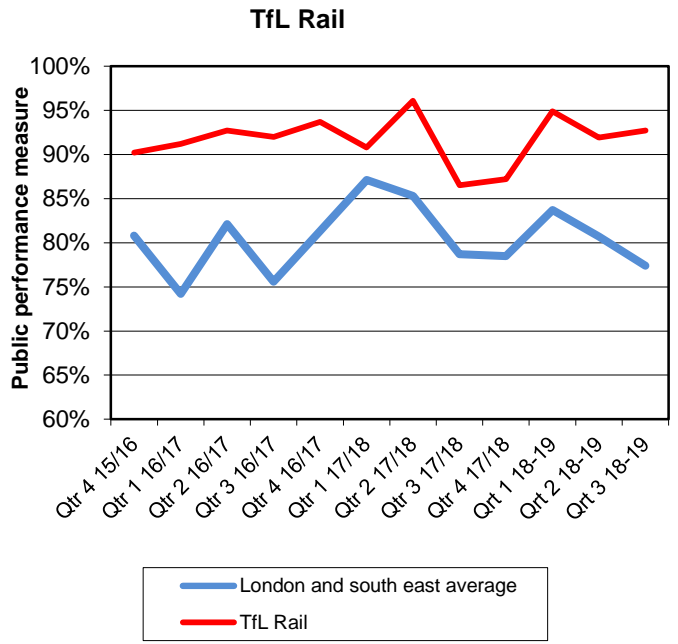
The charts below show the long term trains performance for the sub-groups operating under the GTR franchise. Unfortunately, data on peak services performance of the different parts of the GTR franchise is not currently available.

Gatwick Express

London and south east average
Gatwick Express

Great Northern

London and south east average
Great Northern

London**Travel**Watch

Southern Mainline & Coast

Legend:
- London and south east averave
- Southern Mainline & Coast

Southern Metro

Legend:
- London and south east average
- Southern

Thameslink
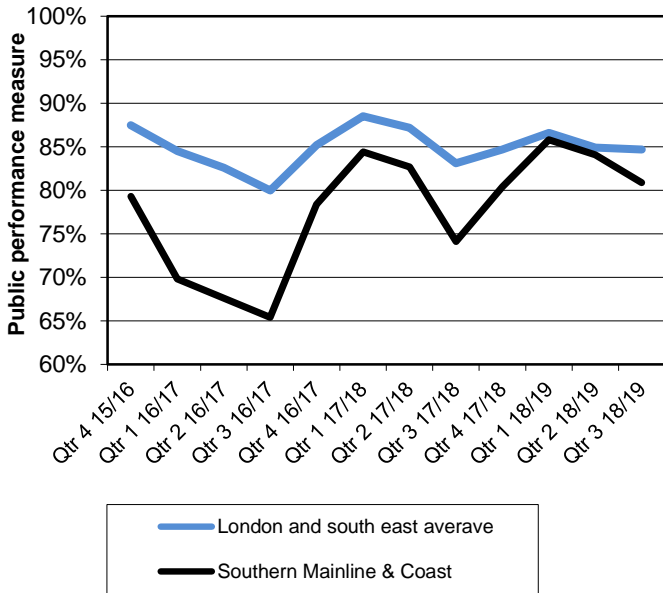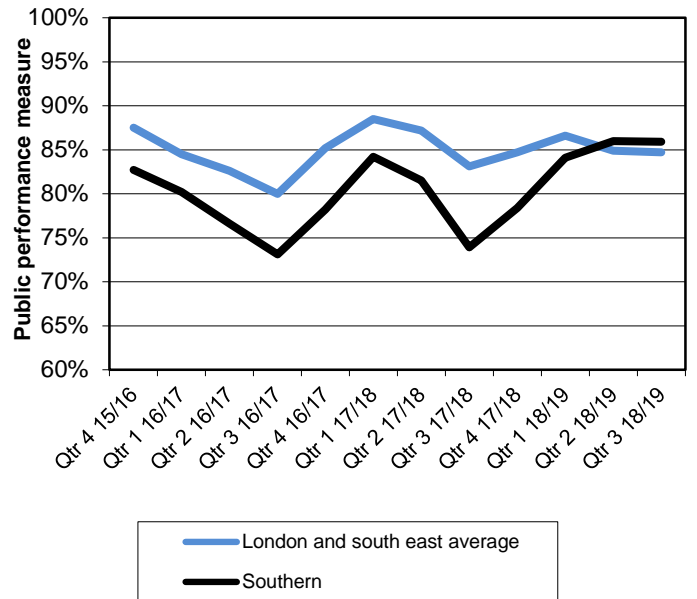
Legend:
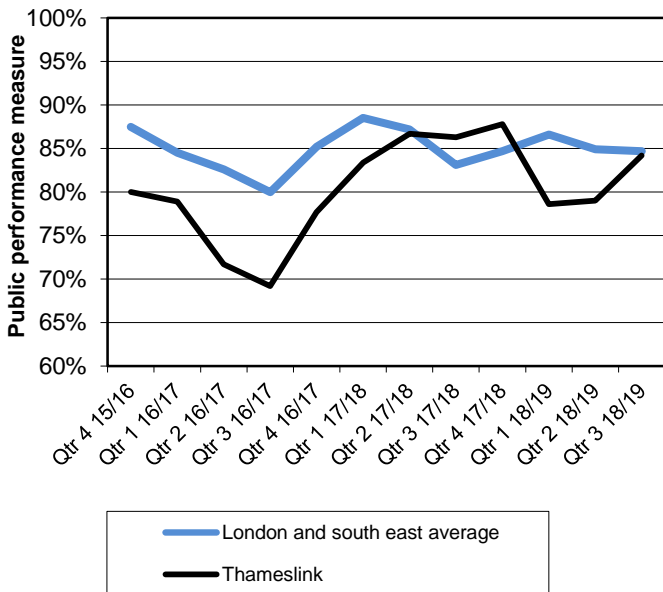- London and south east average
- Thameslink

2.4 Cancellations and significant lateness

The overall rate of CaSL was 4.6% in Q3 2018-19, 0.5% lower (better) than in Q3 2017-18. Chiltern Railways achieved the lowest (best) score, with a reduction of 1.8% compared to Q3 2017-18.

Gatwick Express, a sub-group within the GTR franchise, had the worse levels of cancellation & lateness, 6.7%, 1% increase compared to Q3 2017-18. Faulty rolling stock, fatalities and signal failures were largely to blame.

South Western Railway had the largest increase, with 5.2%, a 1.2% increase compared to Q3 2017-18. Failures attributed to the operator increased by 30%, with a significant rise in issues with their rolling stock. Failures attributed to Network Rail increased by 49%, with fatalities and trespass incidents on the rise.

Graph 4 – Cancellations and significant lateness Q3 2017-18, Q2 2018-19 & Q3 2018-19
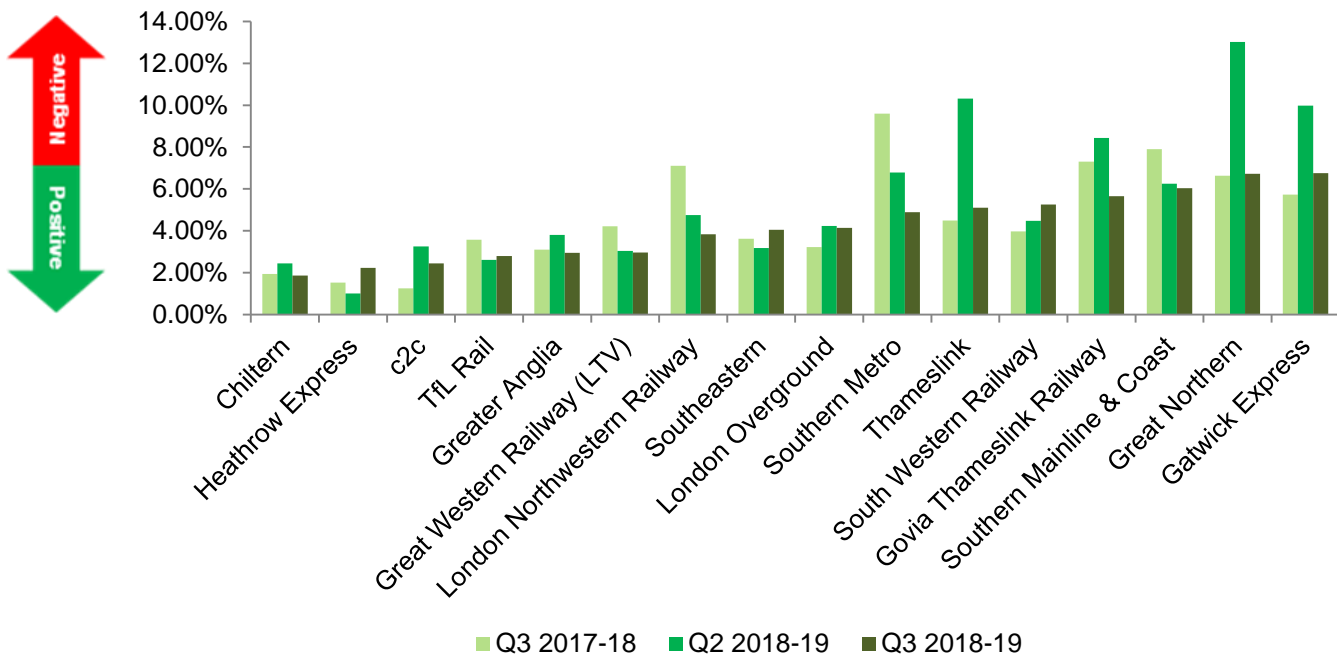
# 3   London & South East passenger satisfaction

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 autumn 2018, the percentage of L&SE passengers satisfied with their journey was 78%, a 2% reduction since the autumn 2017 survey. The biggest improvements in satisfaction were with the availability of power sockets on the train, up 4% and reliability of the internet connection on the train, up 3%. The biggest declines were with helpfulness and attitude of staff on the train, down 4% and availability of staff on the train, down 3%.

The operator with the highest satisfaction rate was Heathrow Express, 96% of whose users rated the service as satisfactory or good, an increase when compared to the autumn 2017 survey. TfL Rail had the largest increase in passenger satisfaction, with 86% of the users surveyed being satisfied compared to 75% in autumn 2017. However, this figure now includes the former Heathrow Connect stopping service, and is not comparable with the results from previous surveys. Great Northern had the lowest level of passenger satisfaction and the largest reduction, with 68% of its passengers satisfied in autumn 2018, a 9% decrease.

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

■ Autumn 2017   ■ Spring 2018   ■ Autumn 2018

LondonTravelWatch
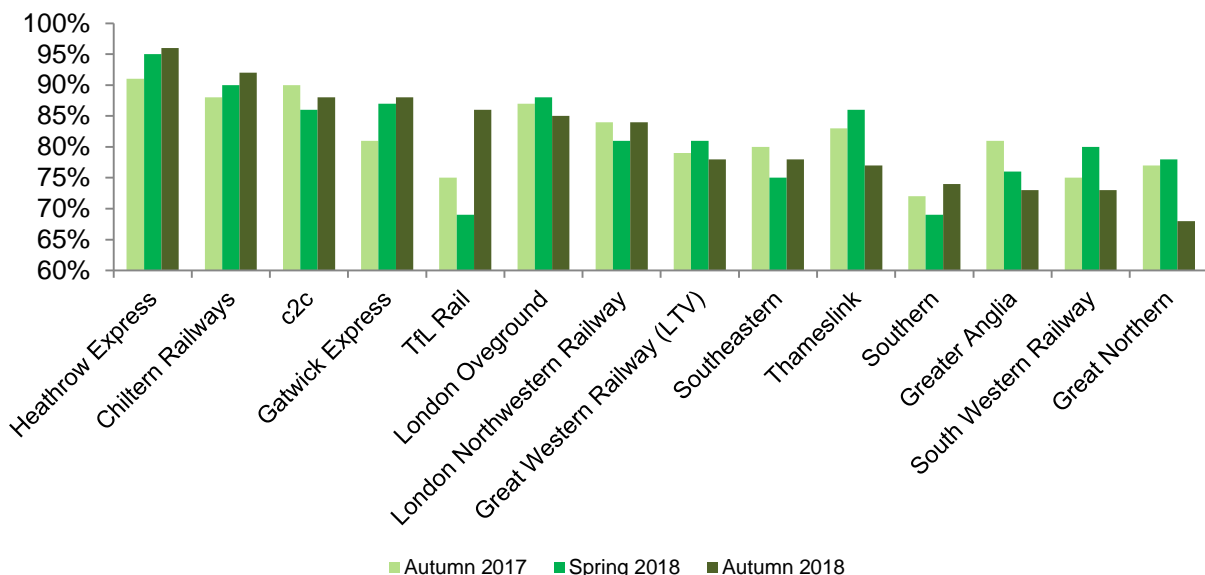
3.1 NRPS London

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 below shows that passengers in the 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 autumn 2017.

Graph 6- Overall satisfaction with journey - autumn 2018

Legend: ■ Autumn 2017 ■ Spring 2018 ■ Autumn 2018

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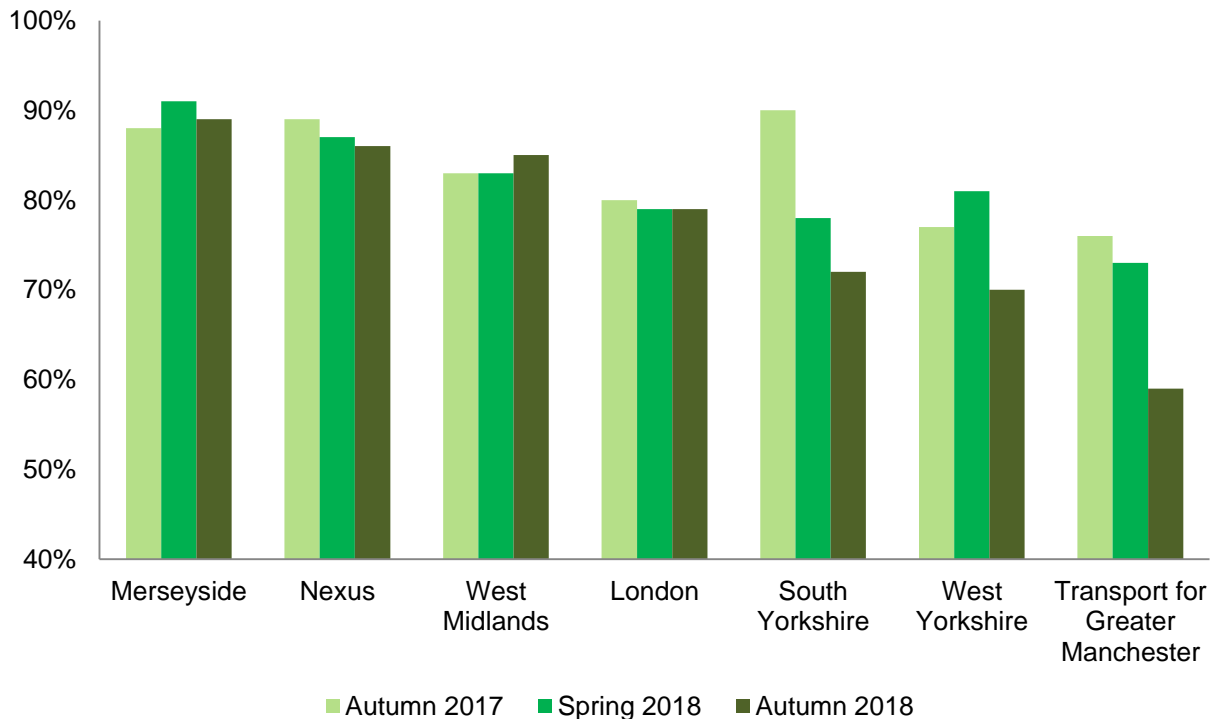
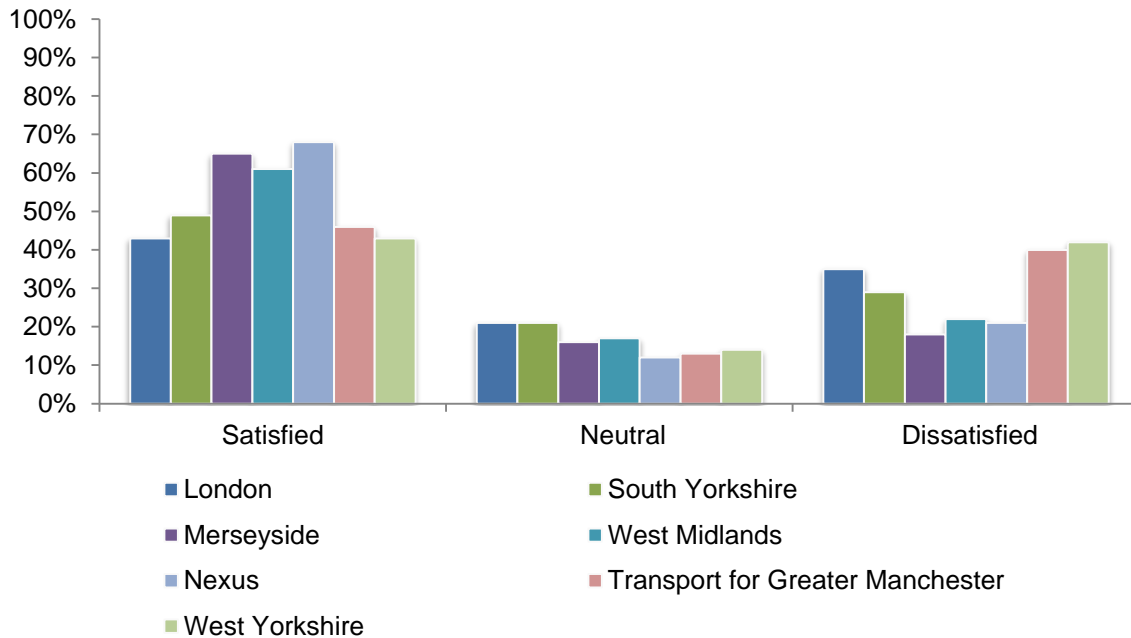London passengers along with those in Greater Manchester and South and West Yorkshire were the least satisfied with the punctuality and reliability of their train service, when compared to the other regions. London experienced a reduction in satisfaction compared to autumn 2017.

Graph 7 - Satisfaction with punctuality and reliability of the train - autumn 2018

■ Autumn 2017 ■ Spring 2018 ■ Autumn 2018
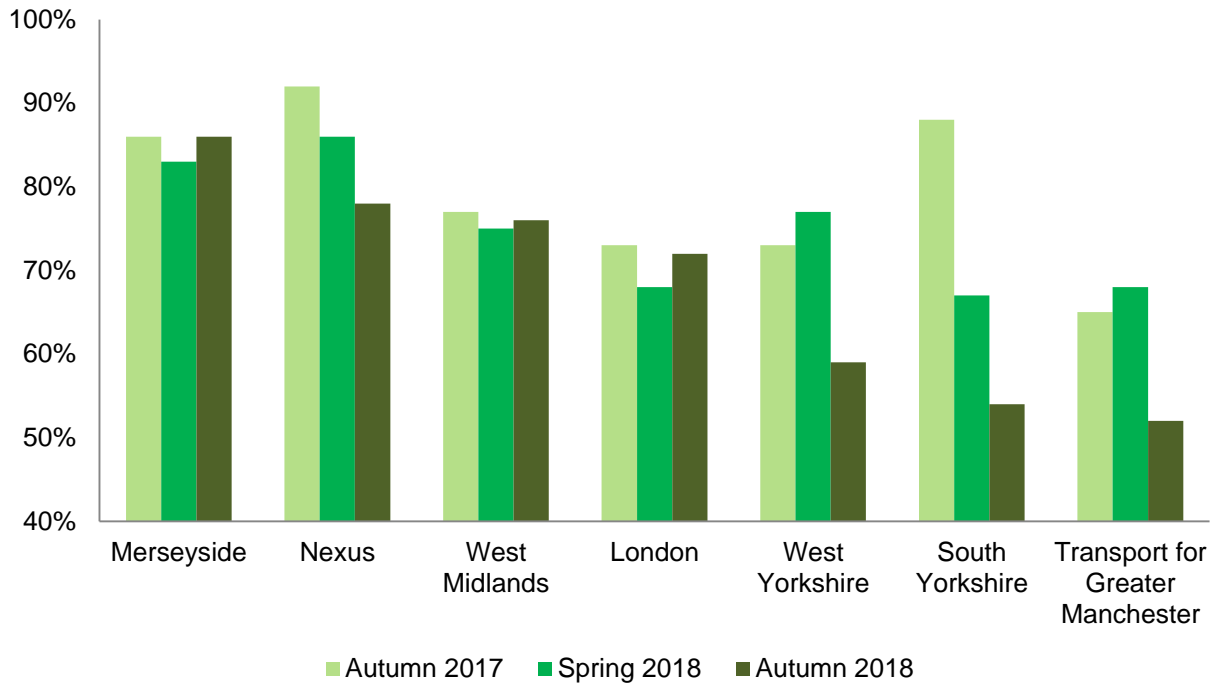
London and West Yorkshire passengers are the least satisfied with the value for money of their ticket price, compared to those in other metropolitan areas. London's poor satisfaction can be attributed to poor train service performance, the higher level of fares paid by Londoners than those in other cities, 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* report[2]. West Yorkshire had a notable reduction compared to autumn 2017, with fare increases having an impact.

**Graph 8 - Satisfaction with value for money (of ticket price) autumn 2018**

London
South Yorkshire
Merseyside
West Midlands
Nexus
Transport for Greater Manchester
West Yorkshire

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[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.
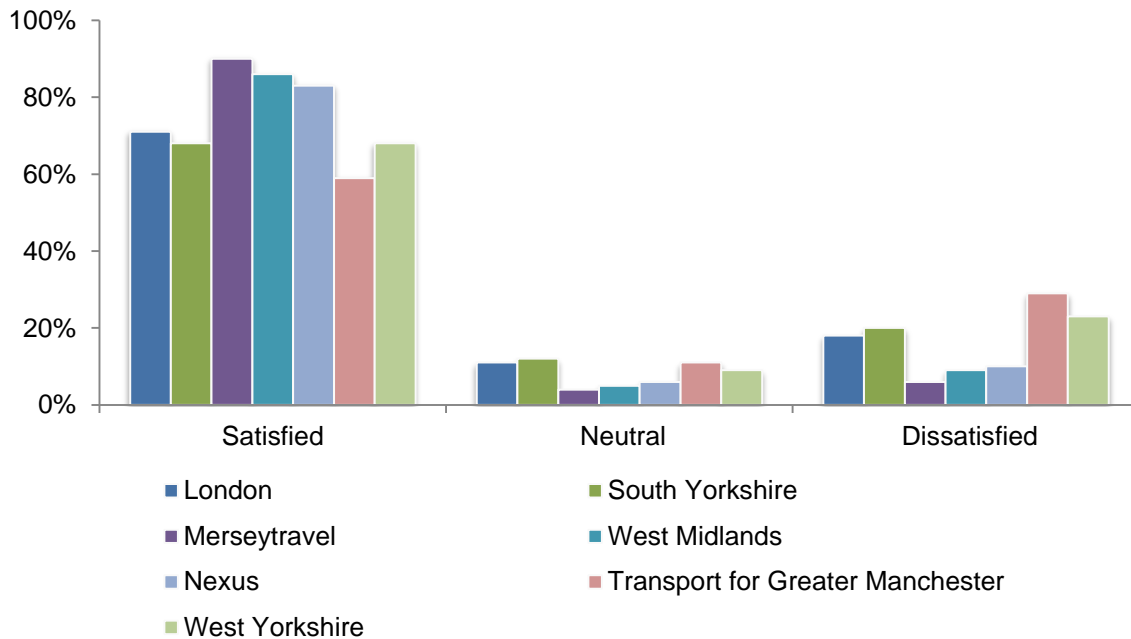
Graph 9 - Satisfaction with availability of staff at station autumn 2018
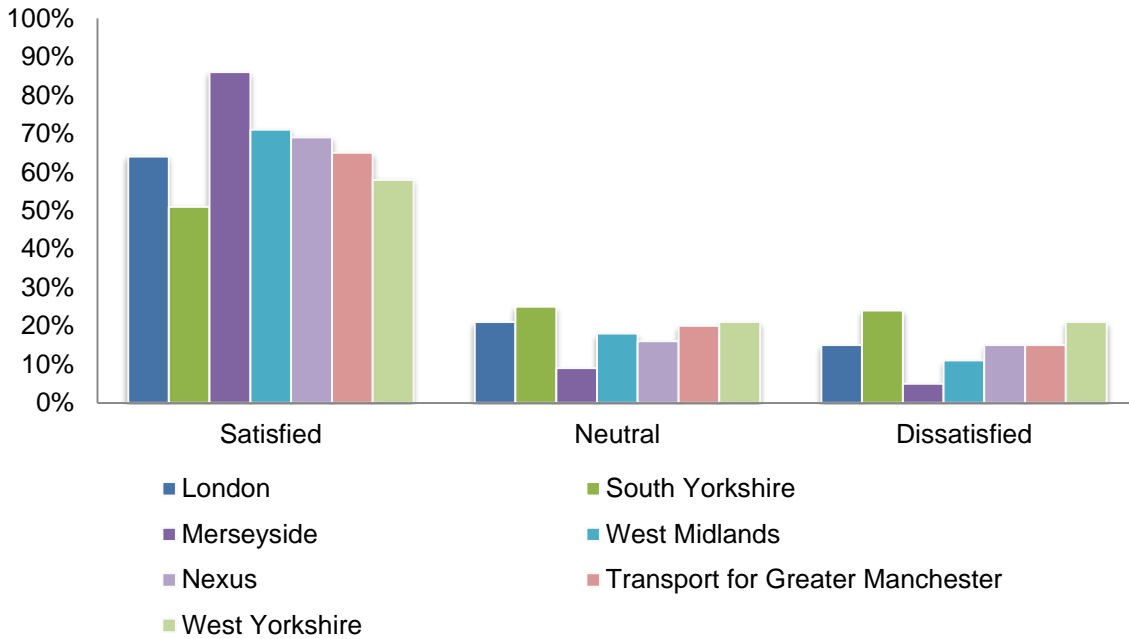
London passengers' satisfaction with frequency of trains on route is comparable with South and West Yorkshire, with Greater Manchester passengers being the least satisfied and Mersey the most satisfied. In Merseyside and some other metropolitan areas most services run at least once every 15 minutes or 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).

Graph 10 - Satisfaction with the frequency of trains on route autumn 2018

Legend:
- London
- South Yorkshire
- Merseytravel
- West Midlands
- Nexus
- Transport for Greater Manchester
- West Yorkshire

4 Passenger complaints

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q2 2018-19 (July to September 2018). **For a more detailed definition, please see the appendix.**

Overall, five operators had a higher complaints rate, and three operators had lower complaints rate in Q2 2018-19 compared to Q2 2017-18. Punctuality and reliability of service remains the most common cause for complaints to TOCs. There has also been an increase in complaints regarding the upkeep and repair of rolling stock. During the quarter, there was a notable reduction in the proportion of complaints about the poor implementation of the May 2018 timetable.

Great Western Railway received the highest number of complaints per 100,000 passenger journeys, 79 complaints and the largest percentage increase, 81%, compared to Q2 2017-18. The main sources of complaints were about the quality on the train, including the upkeep and repair.

South Western Railway received 24 complaints per 100,000 journeys, a 14% increase on the previous year. The main source of were about punctuality and reliability of the service. Greater Anglia received 34 complaints per 100,000 journeys, a 35% reduction, the largest of any LSE operator.

London Overground and TfL Rail had the lowest complaints rates in Q2 2018-19 with one and three complaints per 100,000 passenger journeys respectively. Both operate a metro style service and are managed by Transport for London.

Graph 11 - Complaints per 100,000 passenger journeys by train operating company, Q2 2017-18, Q1 2018-19 and Q2 2018-19
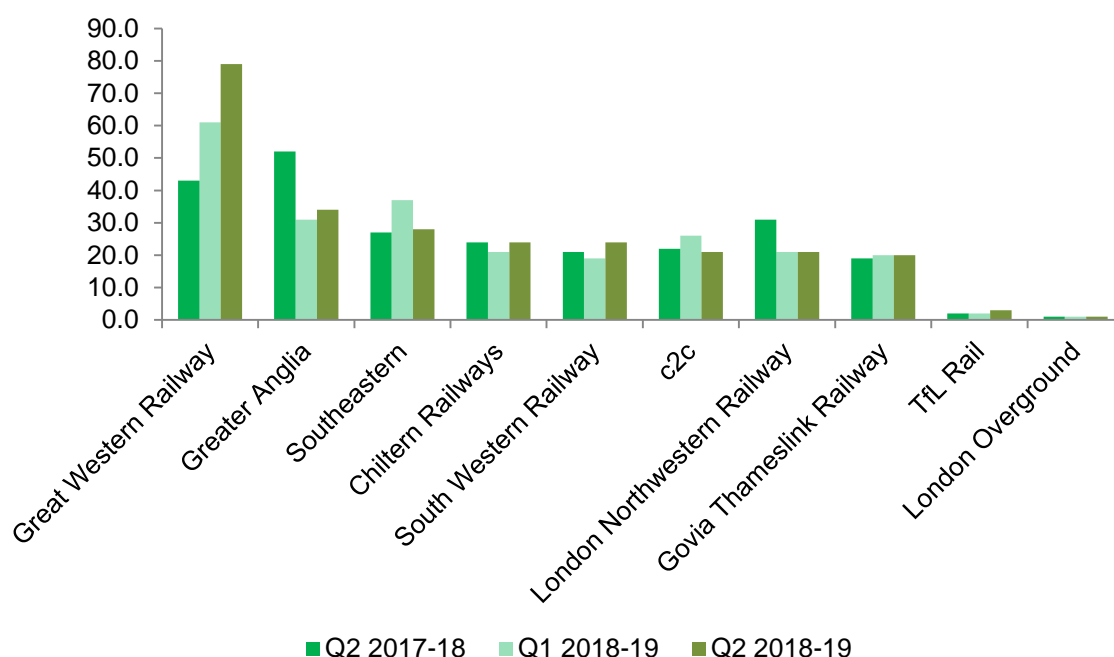
c2c

c2c received 21 complaints per 100,000 journeys, lower than in Q2 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.
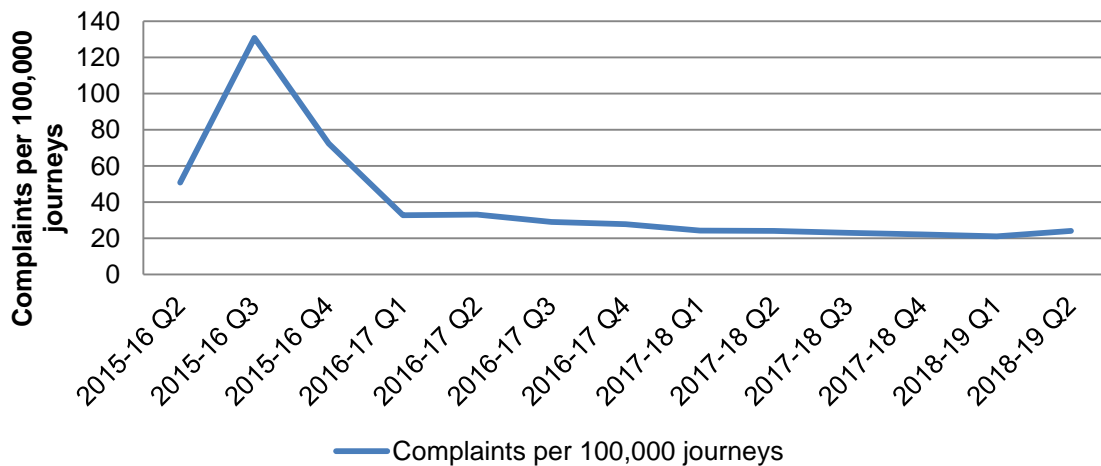
Graph 12 - Customer complaints received by c2c for every 100,000 journeys
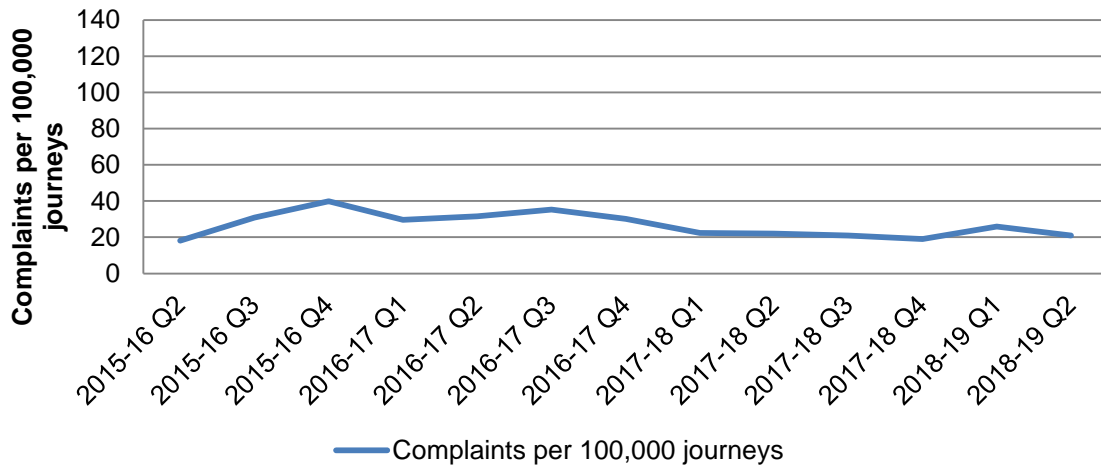
Chiltern Railways

Chiltern Railways received 24 complaints per 100,000 journeys, the same as in Q2 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.
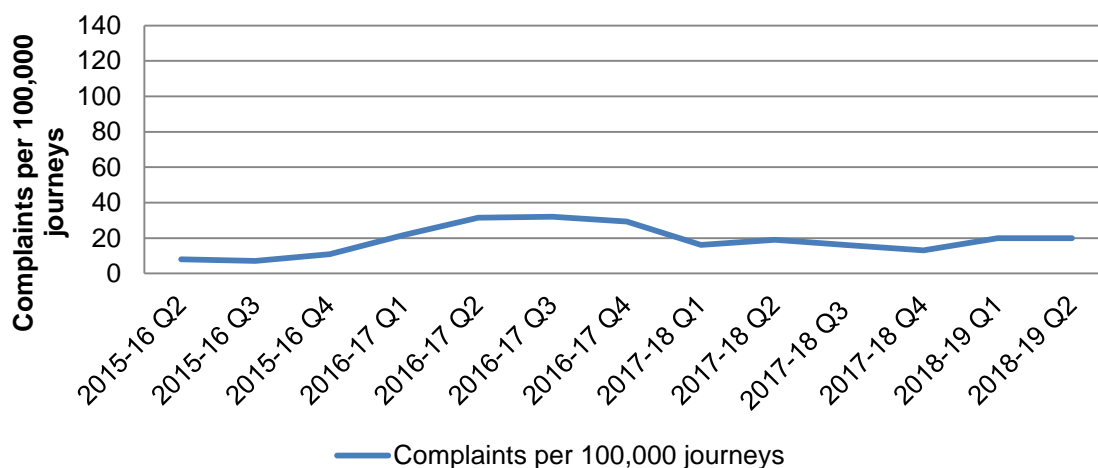
Graph 13 - Customer complaints received by Chiltern Railways for every 100,000 journeys

Govia Thameslink Railway

Govia Thameslink Railway received 20 complaints per 100,000 journeys, higher than in Q2 2017-18. Issues of timetabling and punctuality and reliability were the most frequent cause of complaint.
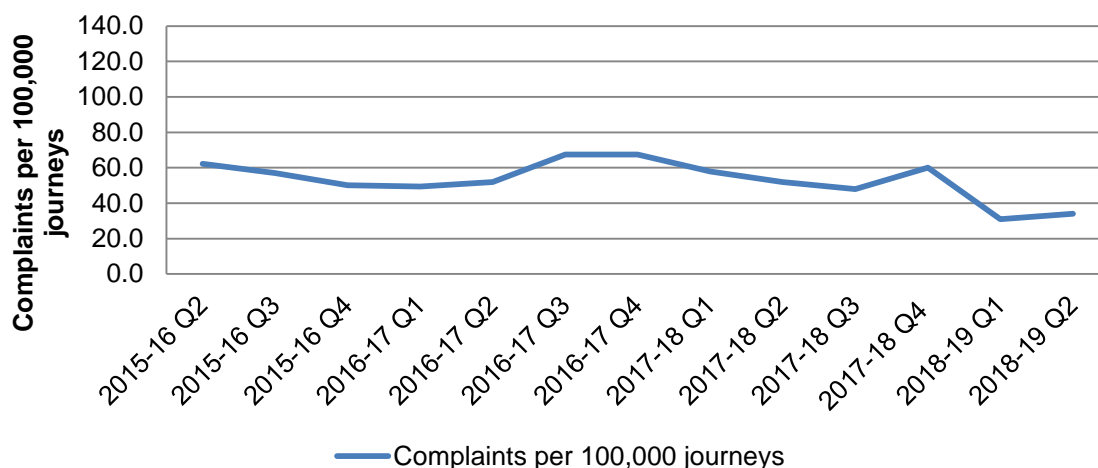
Graph 14 - Customer complaints received by Govia Thameslink Railway for every 100,000 journeys

Greater Anglia

Greater Anglia received 34 complaints per 100,000 journeys, lower than in Q2 2017-18. There was an increase in complaints about upkeep and repairs and punctuality and reliability of the service.

Graph 15 - Customer complaints received by Greater Anglia for every 100,000 journeys

Great Western Railway

Great Western Railway received 79 complaints per 100,000 journeys, higher than in Q2 2017-18. Sufficient room for all passengers to sit/stand and on train facilities were the main category of complaints.

Graph 16 - Customer complaints received by Great Western Railway for every 100,000 journeys
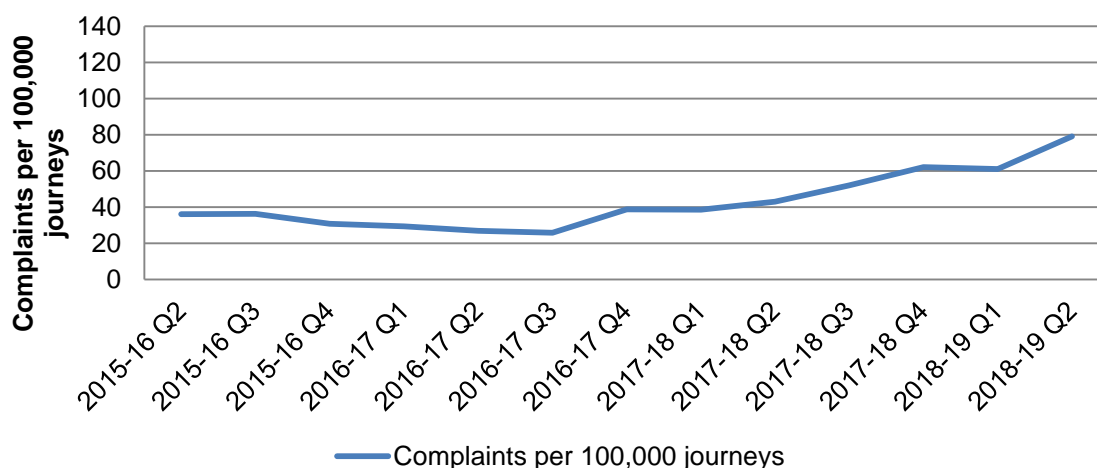
London Northwestern Railway

The complaints figures are for West Midlands Trains and London Northwestern Railway and are not separated. 21 complaints were received per 100,000 journeys, lower than in Q2 2017-18. Punctuality and reliability were the main source of complaints.

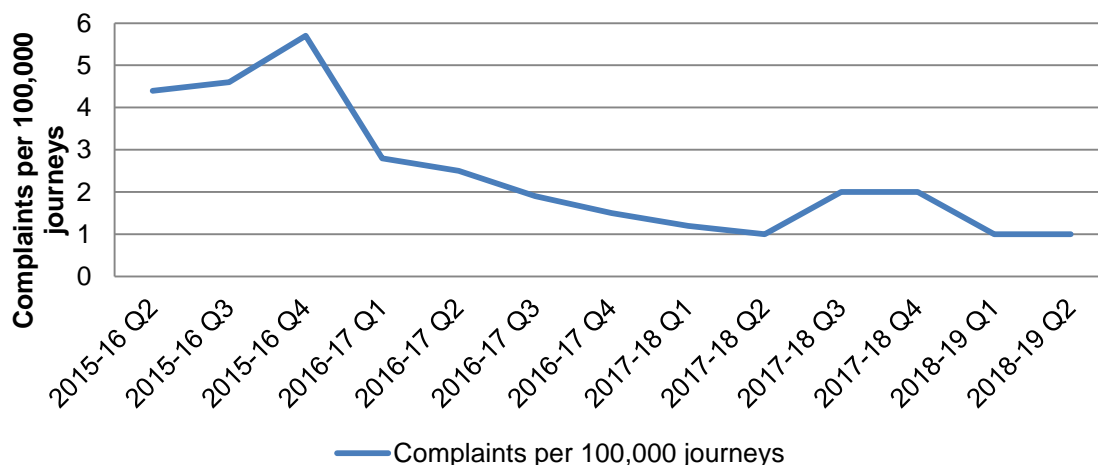**Graph 17 - Customer complaints received by London Northwestern Railway for every 100,000 journeys**
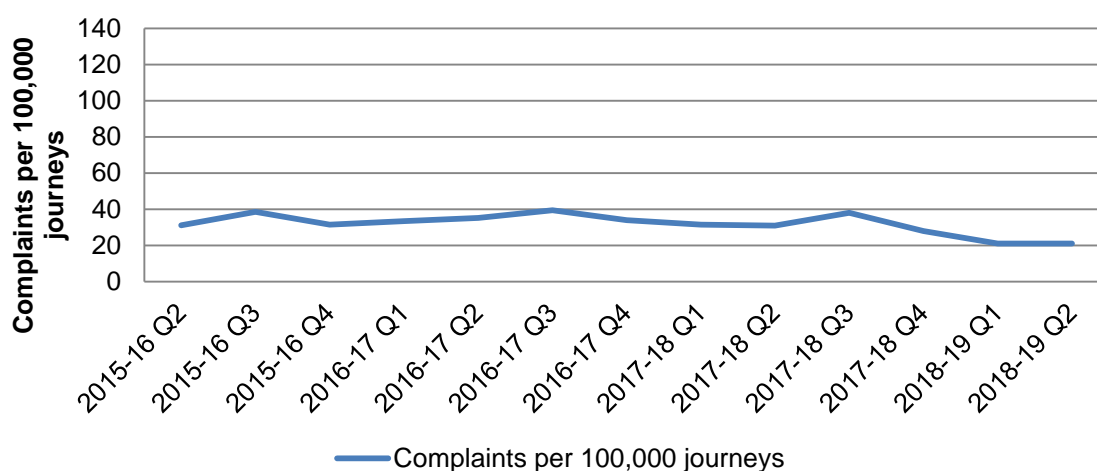
London Overground

London Overground received one complaint per 100,000 journeys, lower than in Q2 2017-18. Punctuality, reliability and station facilities were the main source of complaints.
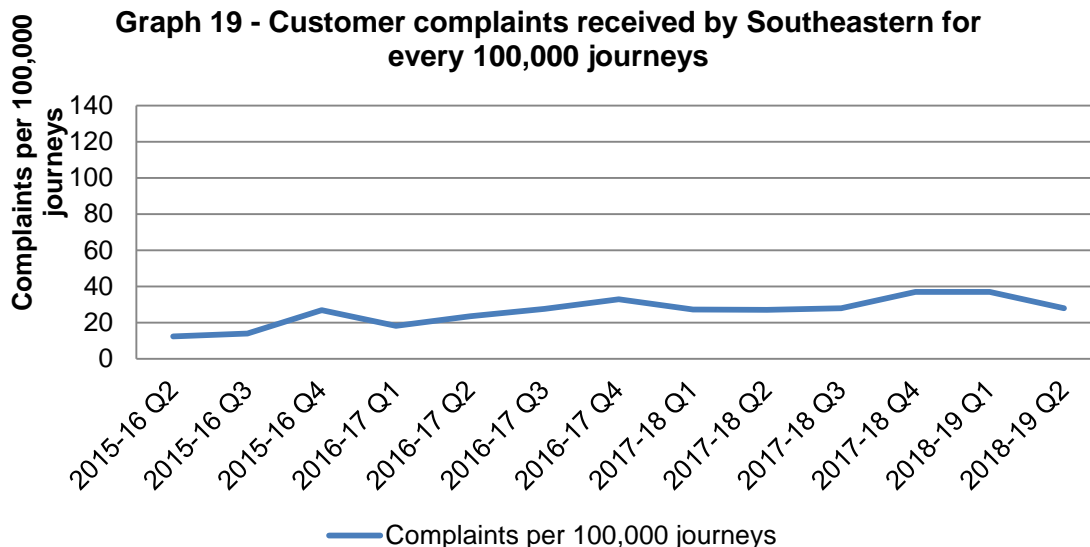
Graph 18 - Customer complaints received by London Overground for every 100,000 journeys

Southeastern

Southeastern received 28 complaints per 100,000 journeys, higher than in Q2 2017-18. Punctuality, reliability and on board train facilities were the main source of complaints.

Graph 19 - Customer complaints received by Southeastern for every 100,000 journeys

South Western Railway

South Western Railway received 24 complaints per 100,000 journeys, higher than in Q2 2017-18. Complaints about punctuality, reliability and level of compensation were the most common.

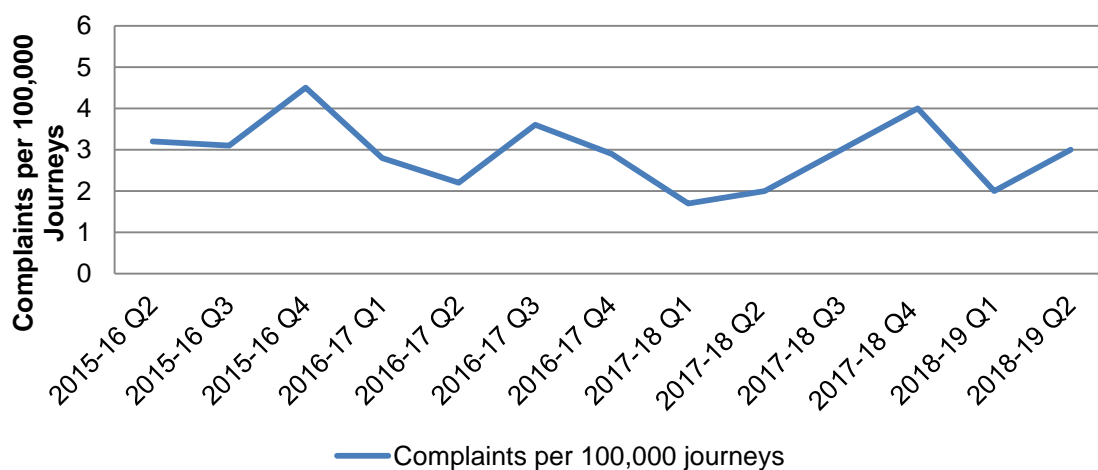**Graph 20 - Customer complaints received by South Western Railway for every 100,000 journeys**
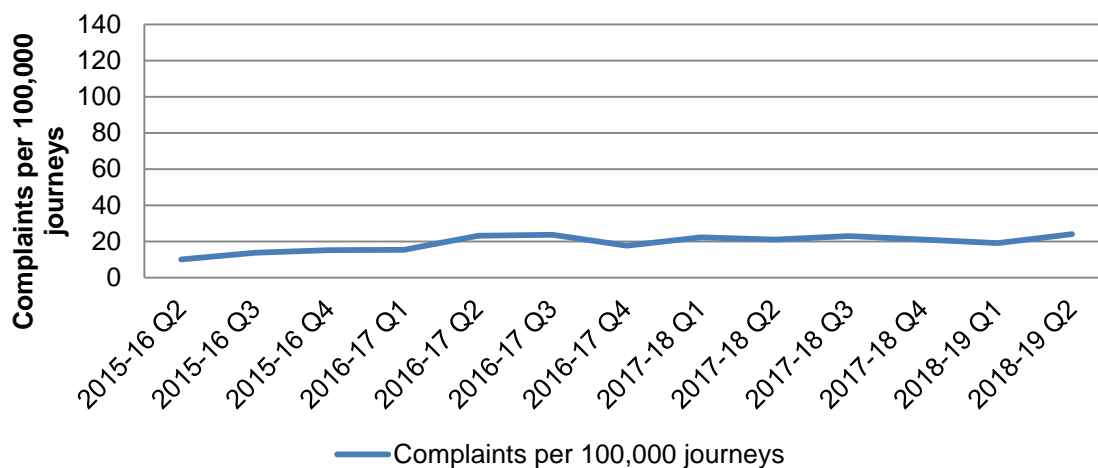
TfL Rail

TfL Rail received three complaints per 100,000 journeys, higher than in Q2 2017-18. Complaints about punctuality, reliability were the most common.

Graph 21 - Customer complaints received byTfL Rail for every 100,000 journeys

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

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