

PC165

# National Rail Performance Report - Quarter 4 2018-19 (Jan- March 2019)

June 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 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
Quarter 4 2018-19 – Jan to March	June 2019

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

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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. It shows how things have been changing over time for passengers on the rail network in London and the South East (L&SE) during the fourth quarter (January to March) of 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' (TOCs') 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

There has been an overall improvement in performance in L&SE during Q4 2018-19, with most TOCs recording a notable increase in their performance. PPM increased by three per cent, with c2c achieving the highest score. Govia Thameslink Railway, overall, achieved its highest Q4 punctuality since 2011-12. This can be attributed to a comprehensive programme undertaken by both the TOC and Network Rail, to actively reduce delays and cancellations. This was despite the overall poor performance of Gatwick Express.

Right time performance improved by five per cent overall, with TfL Rail obtaining the highest score. Gatwick Express, a sub-group within the Govia Thameslink Railways (GTR) franchise, reported the lowest. Gatwick Express also obtained the lowest PPM score of any operator in L&SE. This is a particular concern, given the high average fare paid by passengers on this service. Thameslink, also part of the GTR sub-group, had the largest decline, and Southern Metro, the largest improvement compared to Q4 2018-19.

Despite the increase in its Q4 right time performance, South Western Railway again performed poorly, the second worst, when compared to other L&SE operators. This can be attributed to track circuit failures at London Waterloo, which resulted in trains being unable to use six of the station's platforms, reducing capacity, over-running engineering works and an increase in fatality and trespass incidents.

The decline in performance at London Overground can be attributed to the late delivery of new trains for the Barking – Gospel Oak line. This required the transfer of existing electric trains from other routes to replace the diesel trains previously used. This resulted in no operational spare trains available on other parts of the London Overground network to aid recovery from service disruption or train failures.

TfL Rail had the highest proportion of trains on time in the peak and GTR, the lowest peak score, and the largest reduction. Great Western Railway had the largest increase in the proportion of its peak services arriving on time. The overall peak PPM score for Q4 2018-19 was 3.6% higher than in Q4 2017-18.

## Complaints

Overall, three operators had a higher complaints rate, and seven operators had lower complaints rate than in Q3 2018-19 compared to the same quarter in the previous year. Punctuality and reliability of trains was the most common cause for complaints to TOCs. There has also been an increase in complaints about ticketing and refund policy.

Great Western Railway received the highest number of complaints per 100,000 passenger journeys. The main sources of complaints were about sufficient room for passengers to sit or stand and facilities on board their trains, although this should change following the completion of the investment programme in electrification and new trains.

c2c had the largest percentage increase in complaints (38%). The TOC received 29 complaints compared to the 21 received in Q3 2017-18.

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 Q3 2018-19 with one and three complaints per 100,000 passenger journeys respectively.

## 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 improved during Q4 2018-19, with a RTA of 65.7%, 5.5% better than Q4 2017-18.

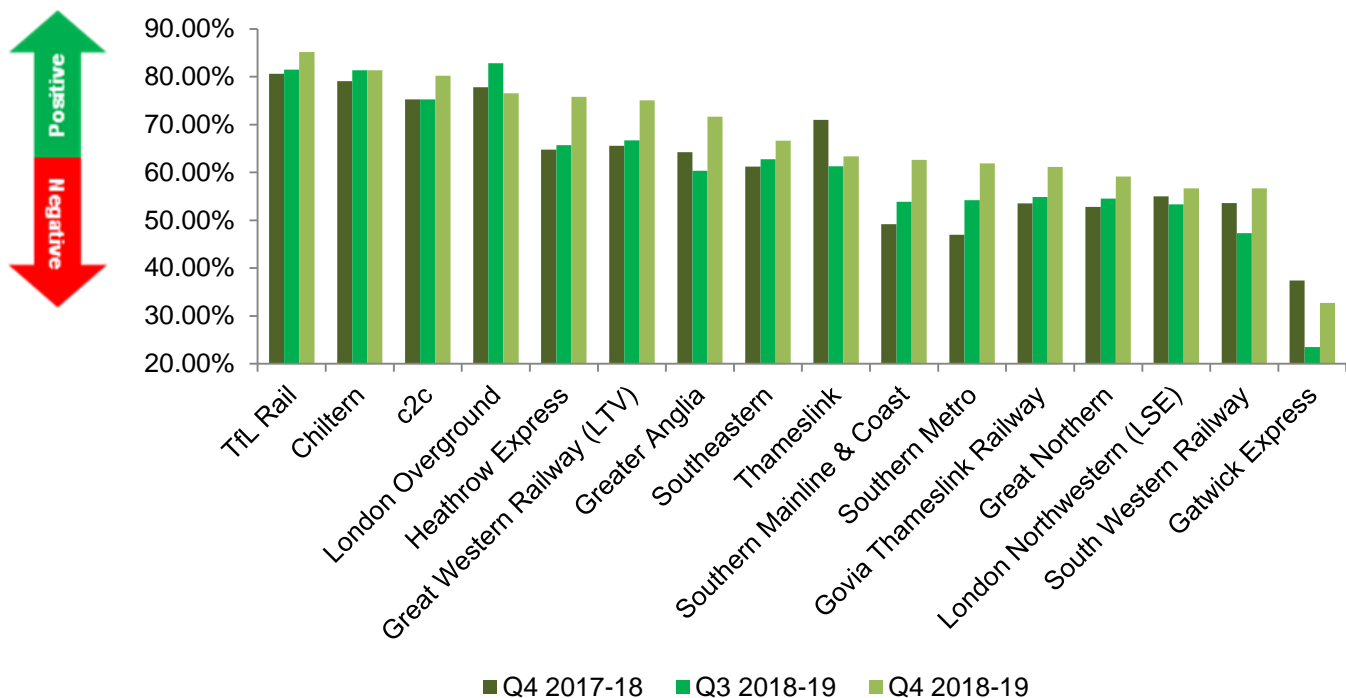
TfL Rail obtained the highest score in its right time performance, with 85.1% of its trains arriving on time, a 4.5% increase compared to the Q4 2017-18.

Gatwick Express had the worst right time score compared to other L&SE operators and the second largest overall decline, with 32.7% in Q4 2018-19, 4.6% lower than Q4 2017-18. Signalling and electricity failures, ill passengers and safety inspections, have pushed its performance down even further, from an already low base. Thameslink had the largest overall decline, 7.5%.

South Western Railway had the second lowest right time score, with 56.6%, an improvement when compared to the previous quarter (Q3 2018-19) and the same period a year ago (Q4 2018-19).

Southern Mainline and Southern Metro, sub-groups within the GTR franchise had the largest increases of any L&SE operator with 62.3% and 61.8% of its services arriving on time, an increase of 13.4% and 14.8% respectively.

**Graph 1 – Right time arrivals Q4 2017-18, Q3 2018-19 & Q4 2018-19**



## 2.2 Public performance measure results

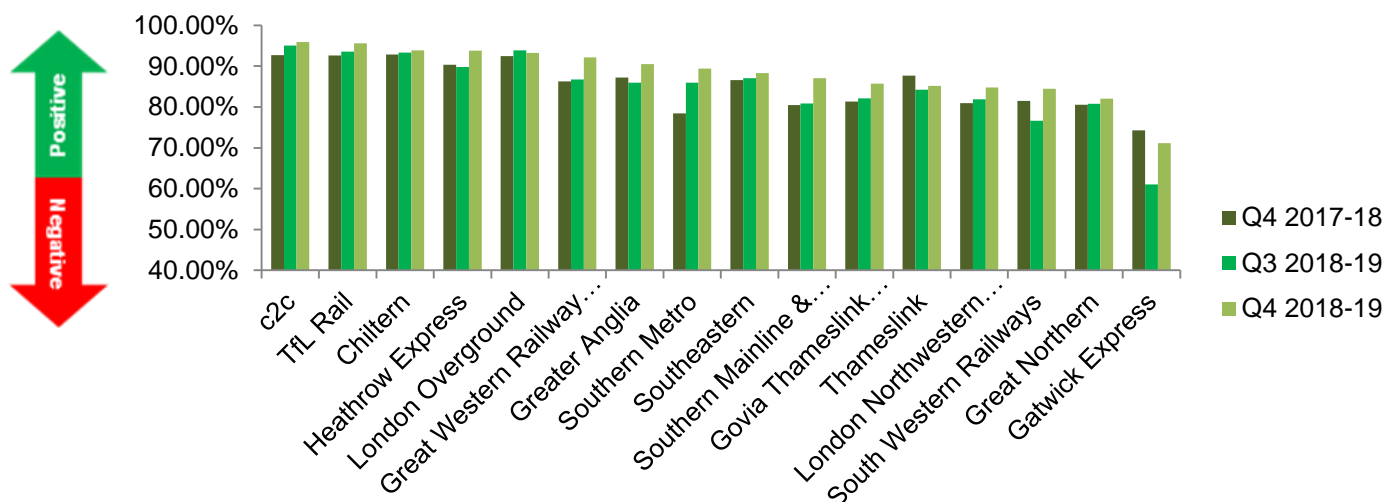
Overall, L&SE performance increased during Q4 2018-19, with a PPM of 87.9%, 3.2% better than Q4 2017-18. Most L&SE operators performance also increased with c2c achieving the highest PPM in Q4 2018-19, 95.9%, a 3.2% increase compared to Q4 2017-18.

Gatwick Express, an operation within the GTR franchise, obtained the lowest score and the largest PPM reduction compared to Q4 2017-18 (71.1%, a 3.1% reduction). Great Northern, also part of the GTR franchise, achieved the second lowest PPM score. The operator's long term performance has continued to decline since the relocation and reorganisation of its train control function from Kings Cross to Three Bridges. The loss of experienced staff from this role has severely impacted its ability to recover the train service from disruptions. However, the introduction of new trains on this route should bring improvements to this route.

South Western Railway performance improved this quarter compared to the previous (Q3 2018-19), and the same period a year ago (Q4 2017-18). The operator obtained 84.4%, a 2.9% increase. This increase is still poor, when compare to most L&SE operators.

Govia Thameslink Railway's PPM increased from 81.3% in Q4 2018-19 to 85.7.1% in Q4 2018-19. During the quarter, the operator introduced more weekday services to increase capacity and add additional journey options. Most operations within 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 89.3%, a 10.9% increase compared to Q4 2017-18.

**Graph 2 – Public Performance Measure Q4 2017-18, Q3 2018-19 & Q4 2018-19**



<sup>1</sup> \*Govia Thameslink Railway from 14 September 2014 (previously First Capital Connect). 26th July 2015 Southern



## Peak services

Looking at weekday morning (0700 to 0959) and evening (1600 to 1859) peak services, TfL Rail had the highest proportion of trains on time in the peak for Q4 2018-19, with a score of 96.2%; a 9% increase when compared to Q4 2017-18.

Great Western Railway had the largest increase in the proportion of its peak services arriving on time, to 79.0%, 11.3% increase.

Govia Thameslink Railway recorded a score of 72.1%, the lowest peak PPM, and the largest reduction, 9.1% compared to the same period in 2017-18.

The overall peak PPM score for Q4 2018-19 was 82.1%, 3.6% higher than in Q4 2017-18.

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<sup>†</sup> became part of Govia Thameslink Railway  
<sup>\*\*</sup> 1st June 2015, TfL Rail services previously managed by Abellio Greater Anglia  
<sup>\*\*\*</sup> 20 August 2017, South West Trains became South Western Railway  
<sup>+</sup> 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.

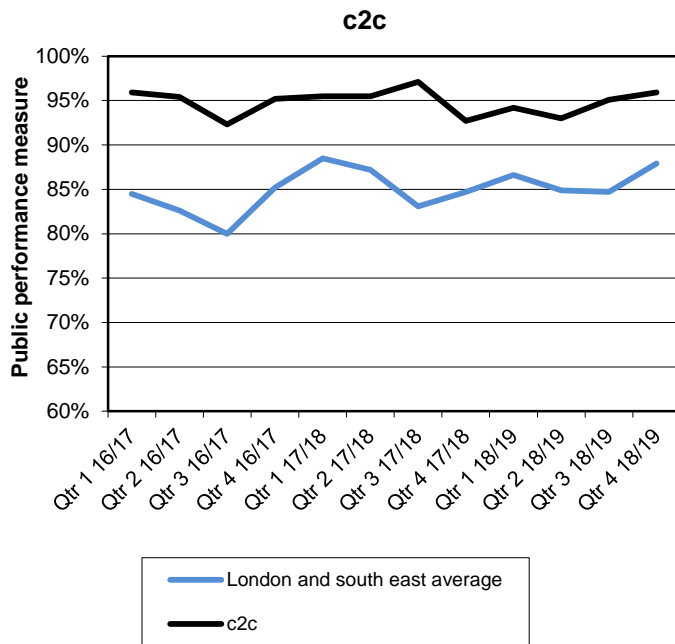
The performance figures for Govia Thameslink Railway, (including all of the sub-groups in its franchise) Great Western Railway, London Northwestern and South Western Railway were at or below the average of the L & SE group as a whole.

The poor performance of South Western Railway coincided 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 also severely impacted South Western's ability to recover the train service from disruptions.

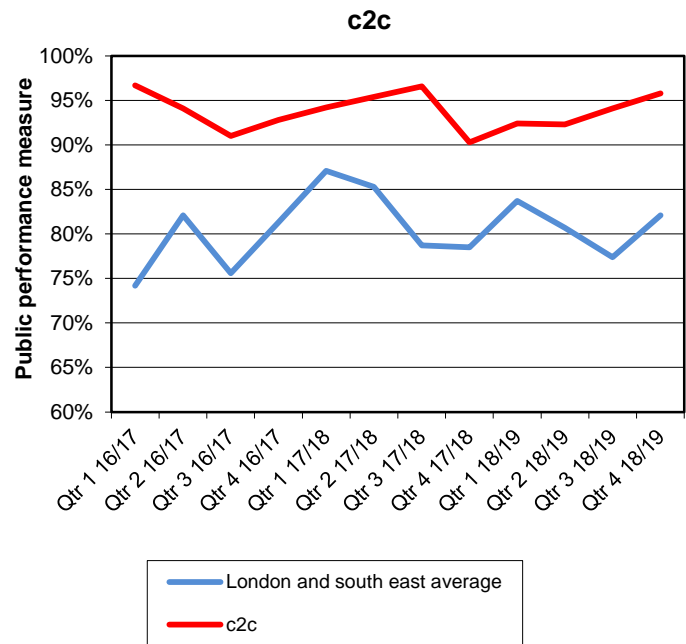
The poor performance of Great Western Railway has been impacted by the delay of the electrification programme, and the consequent introduction of new trains, which has had a significant impact on the Great Western fleet in terms of needing to maintain existing trains longer than anticipated and being able to train staff on the new trains being delivered.

## Quarterly PPM figures for the past three years

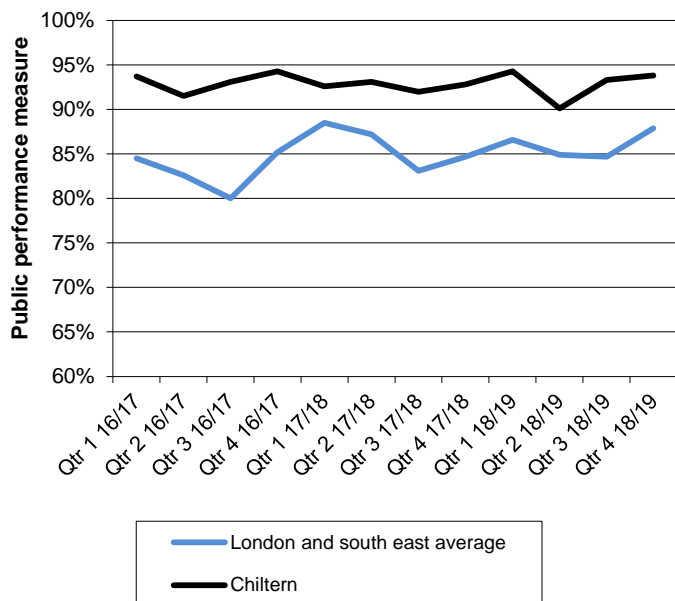
## All trains performance



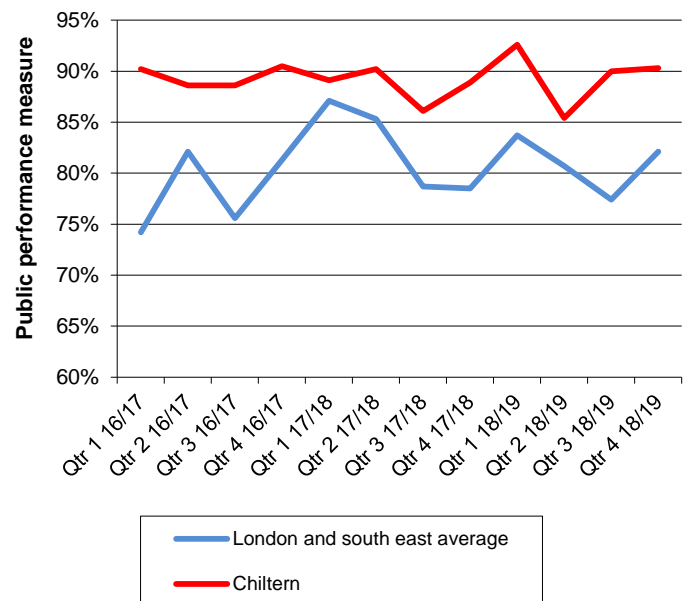
## Peak trains performance



## Chiltern Railways

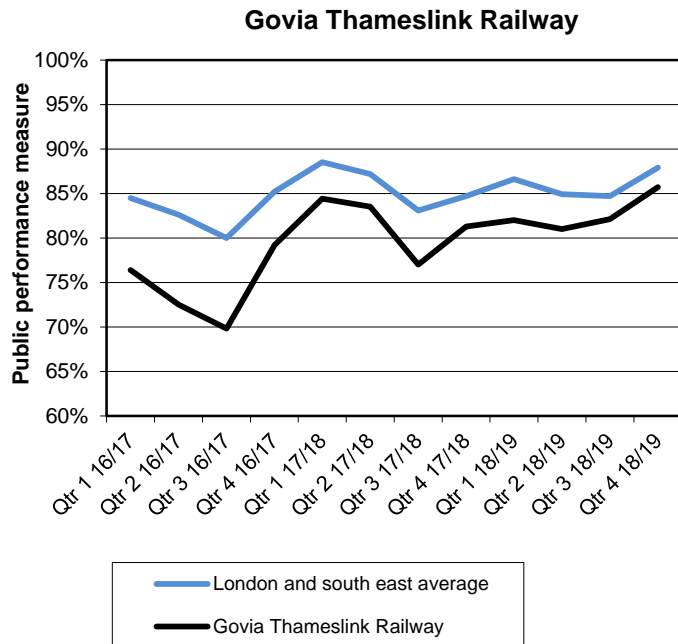


## Chiltern Railways

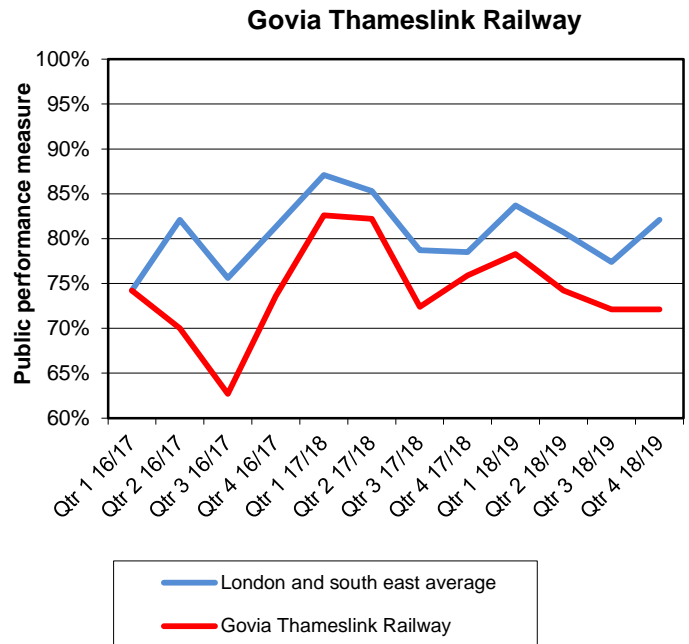


## Quarterly PPM figures for the past three years

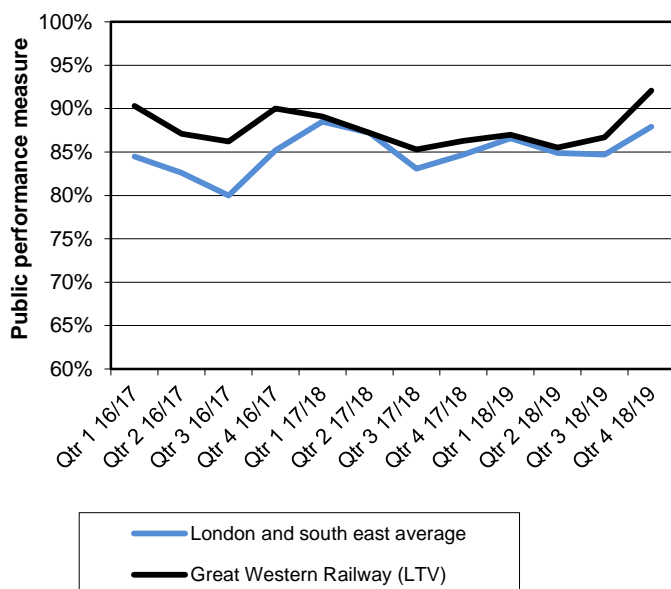
## All trains performance



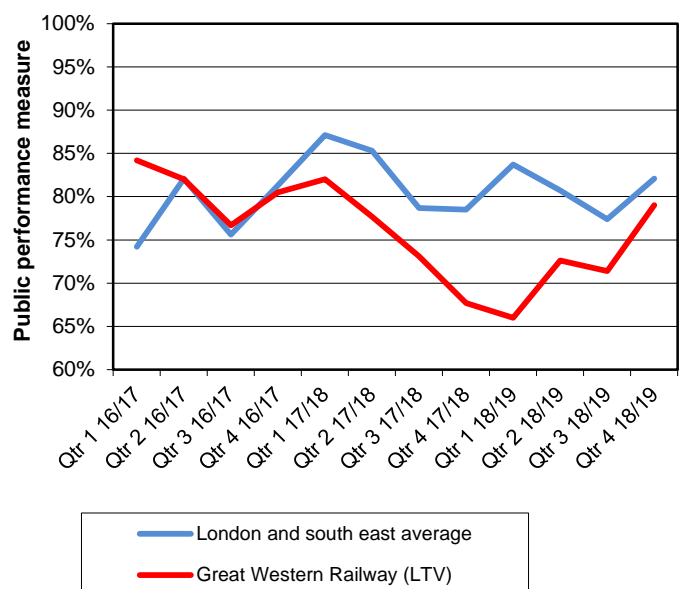
## Peak trains performance



## Great Western Railway (LTV)

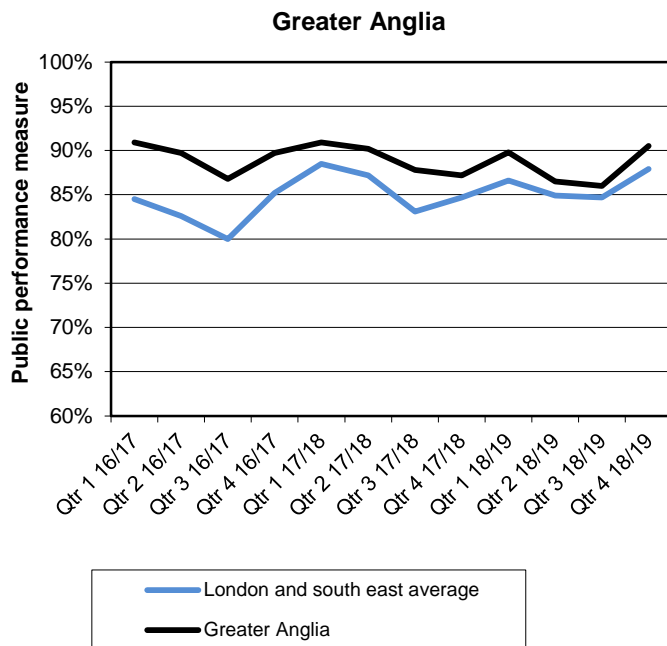


## Great Western Railway (LTV)

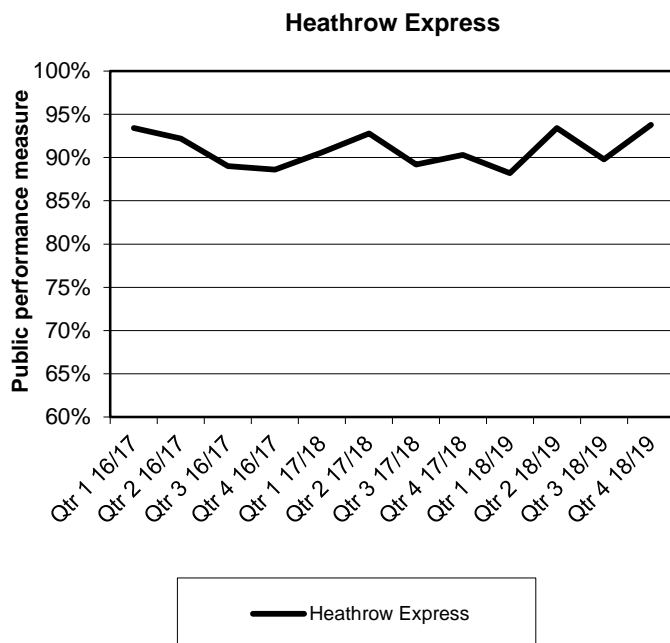
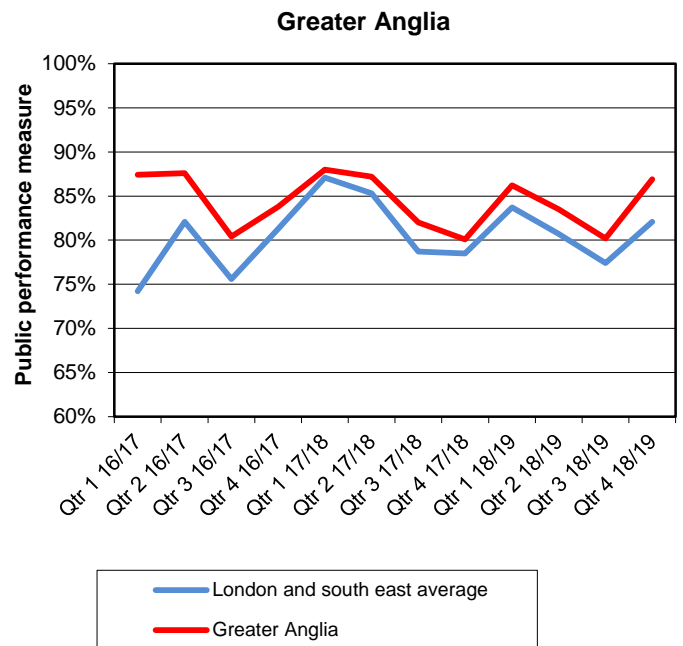


## Quarterly PPM figures for the past three years

### All trains performance



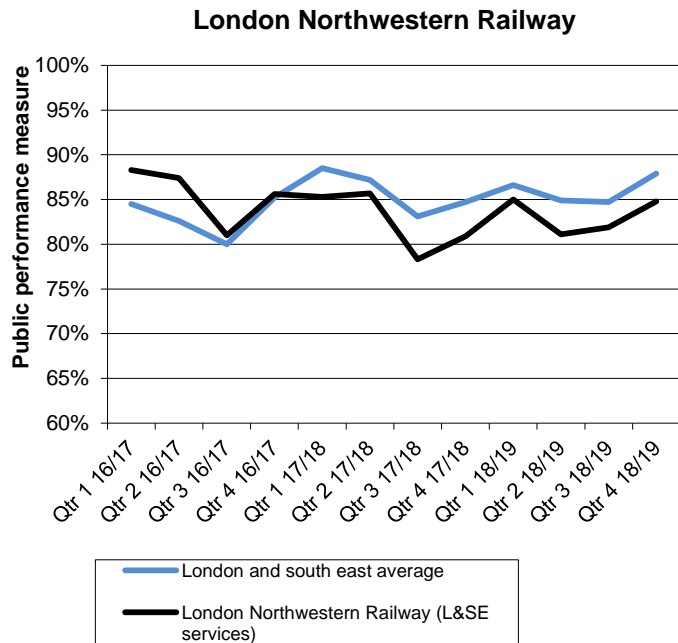
### Peak trains performance



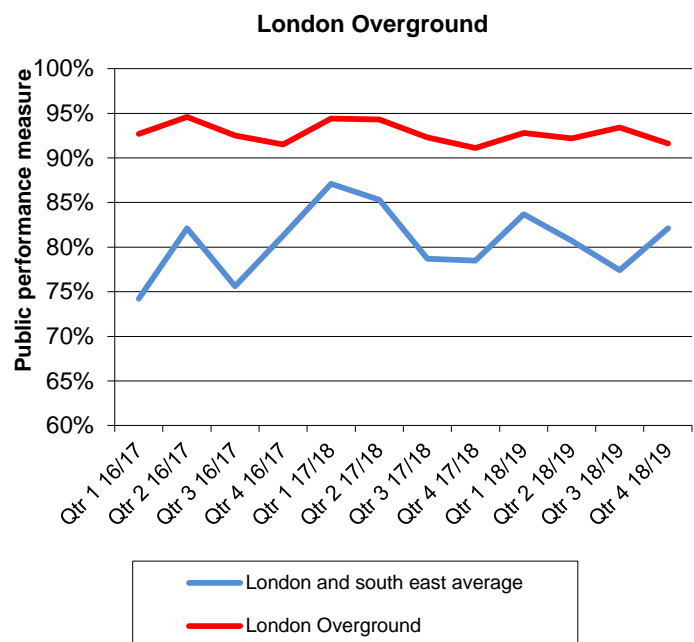
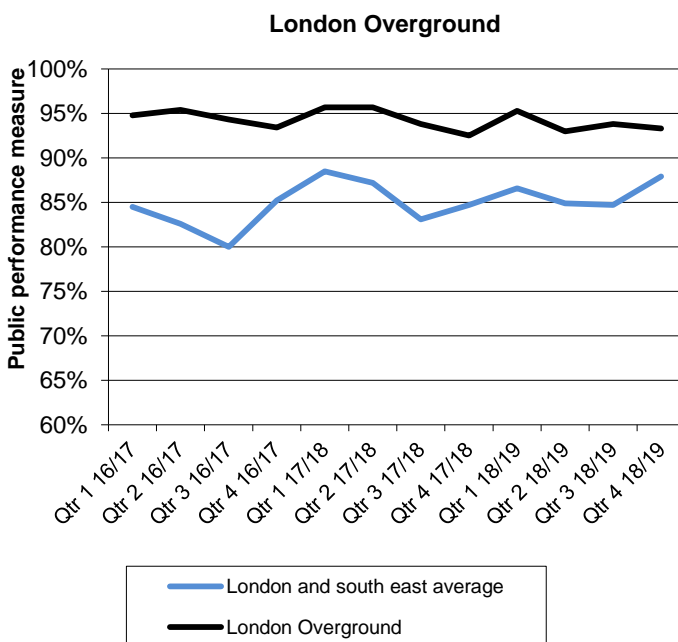
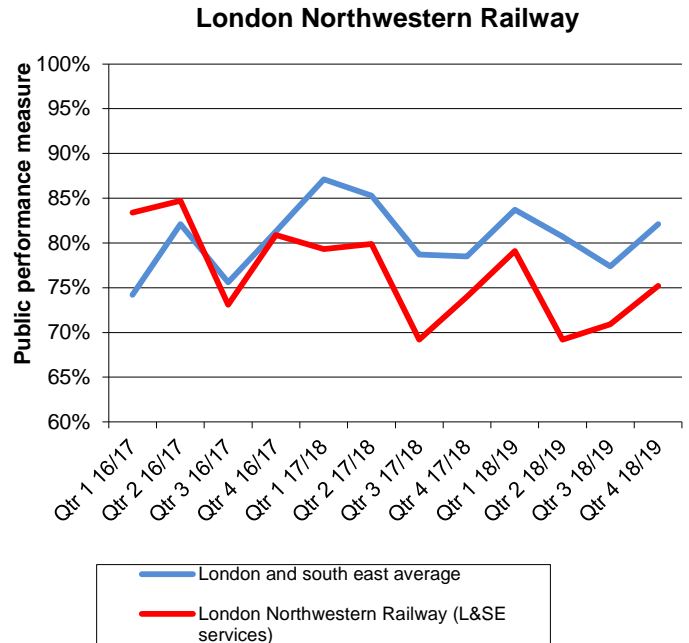
Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately.

## Quarterly PPM figures for the past three years

### All trains performance



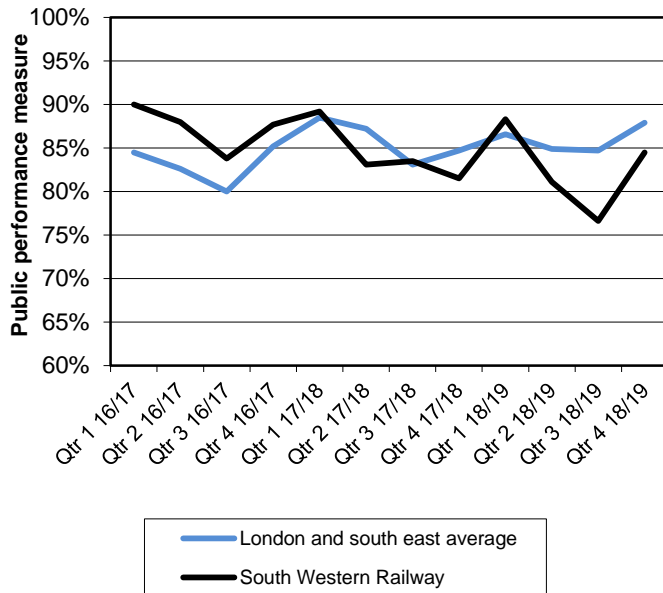
### Peak trains performance



## Quarterly PPM figures for the past three years

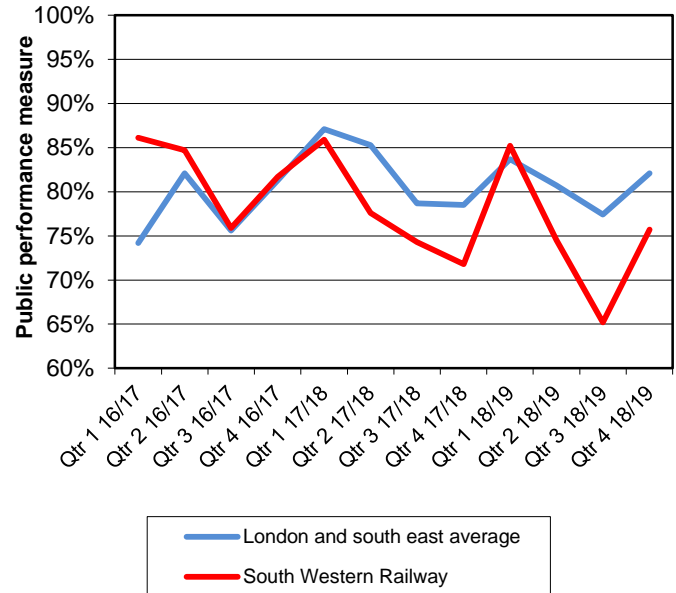
### All trains performance

#### South Western Railway

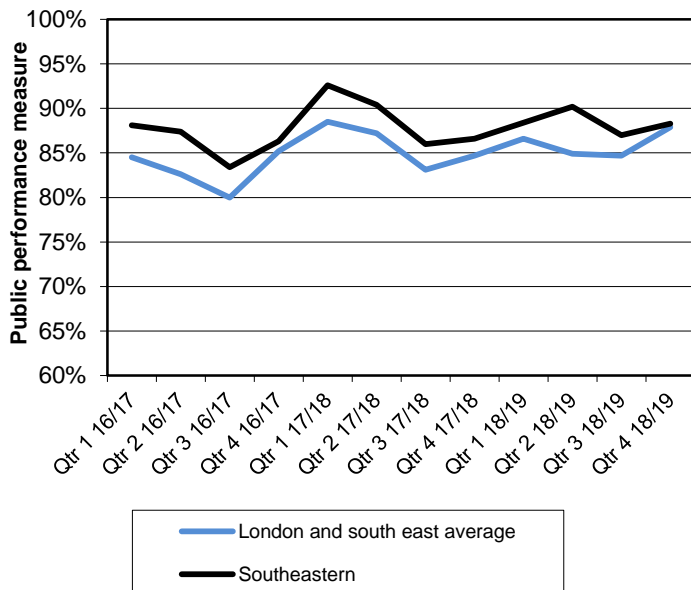


### Peak trains performance

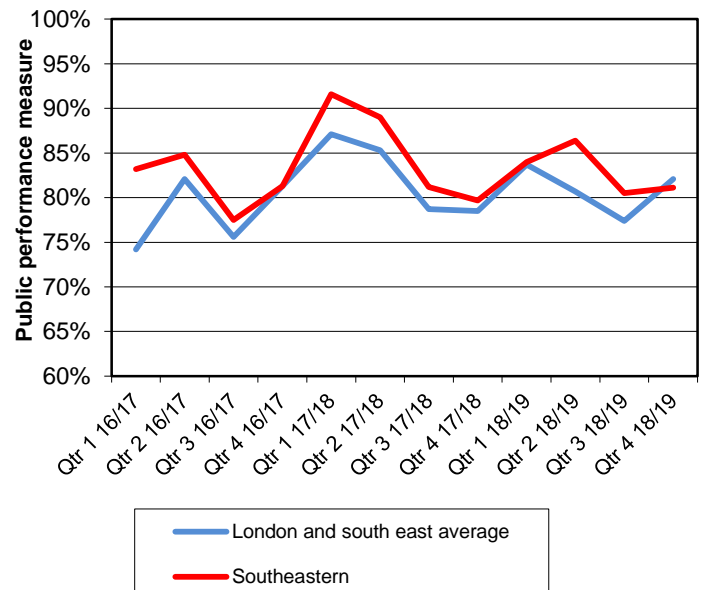
#### South Western Railway



#### Southeastern Railway

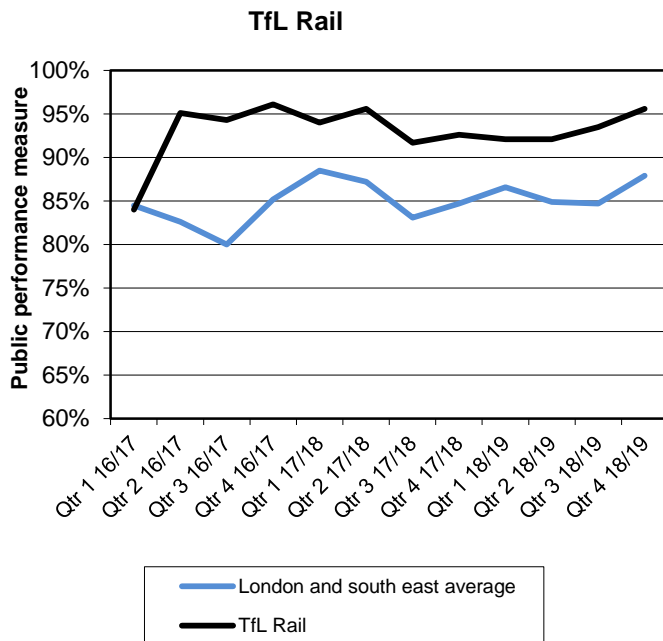


#### Southeastern Railway

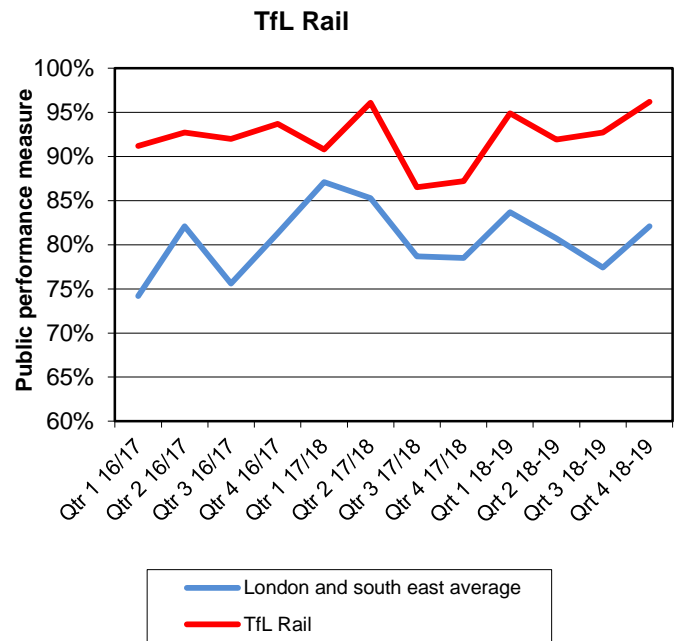


## Quarterly PPM figures for the past three years

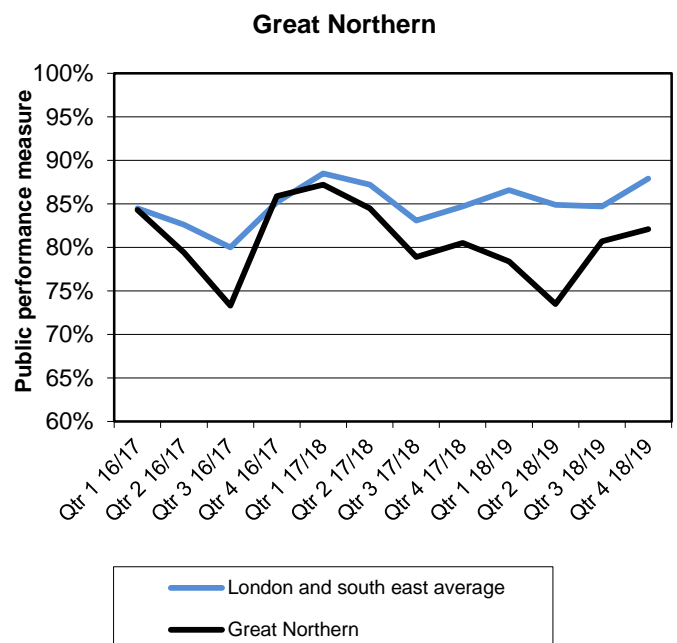
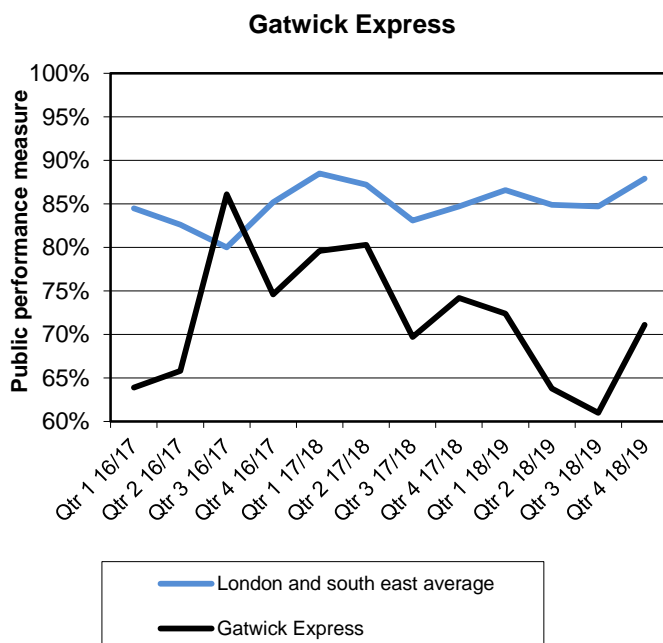
### All trains performance



### Peak trains performance

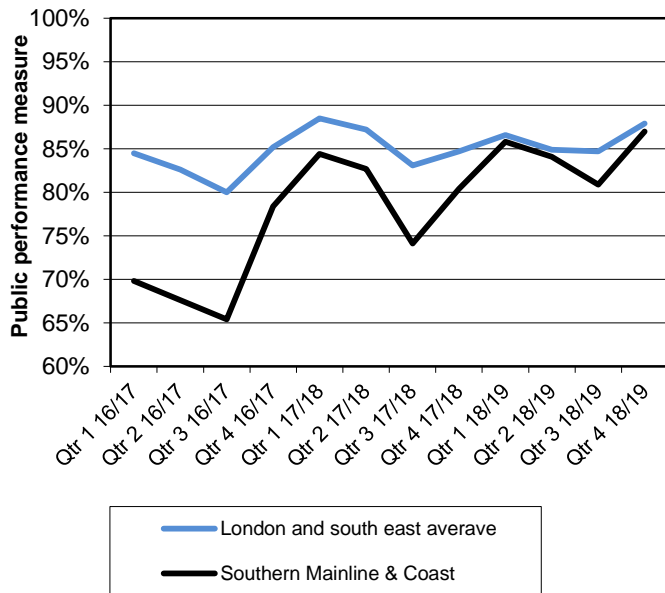


The charts below show the long term trains performance for the sub-groups operating under the GTR franchise. Unfortunately, data on peak services performance of the different parts of the GTR franchise is not currently available.

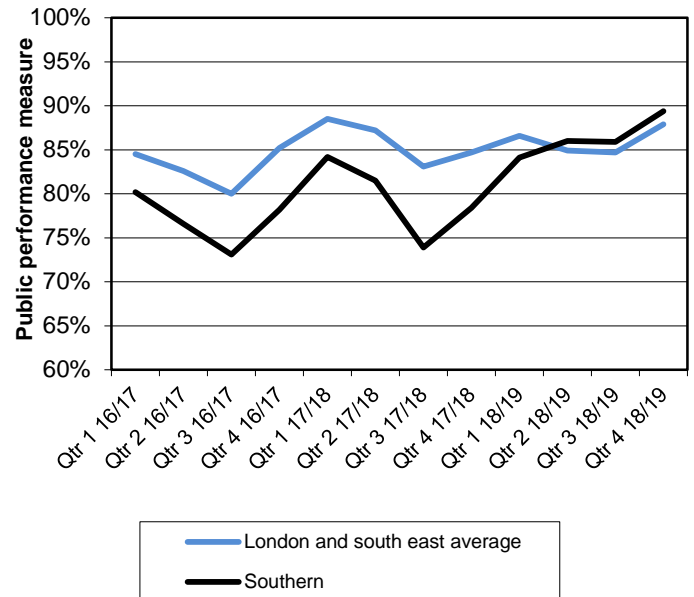




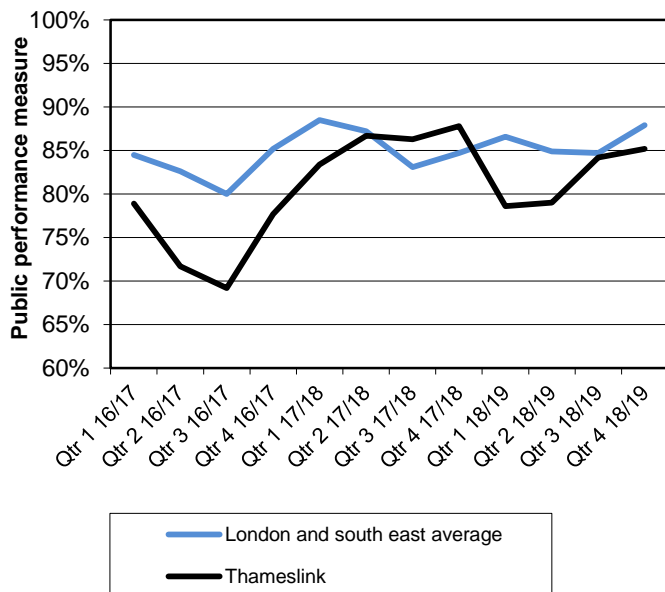
### Southern Mainline & Coast



### Southern Metro



### Thameslink

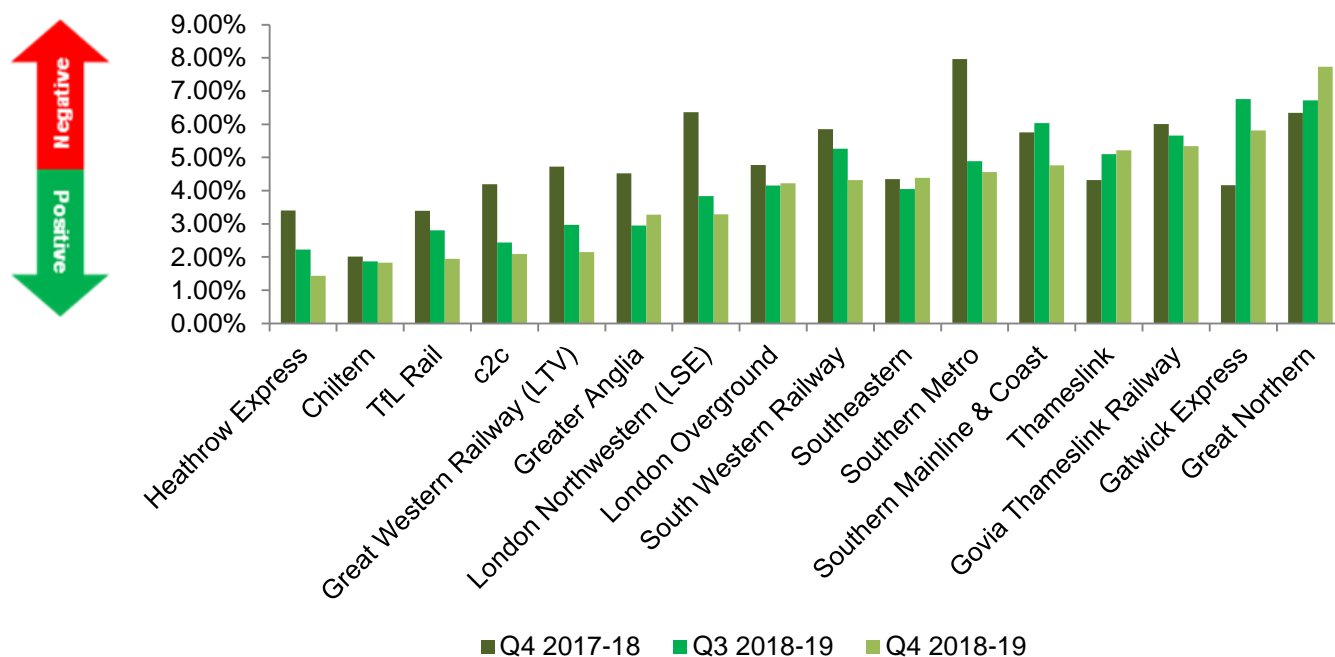


## 2.4 Cancellations and significant lateness

The overall rate of CaSL was 4.4% in Q4 2018-19, 0.8% lower (better) than in Q4 2017-18. Heathrow Express achieved the lowest (best) score, with a reduction of 1.9% compared to Q4 2017-18.

Great Northern had the worst levels of cancellation & lateness, 7.7%, 1.3% increase compared to Q4 2017-18. Gatwick Express had the largest increase, with 5.8%, a 1.6% increase compared to Q4 2017-18.

**Graph 3 – Cancellations and significant lateness Q4 2017-18, Q3 2018-19 & Q4 2018-19**



### 3 Passenger complaints

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q3 2018-19 (October to December 2018). **For a more detailed definition, please see the appendix.**

Overall, three operators had a higher complaints rate, and seven operators had lower complaints rate in Q3 2018-19 compared to Q3 2017-18. Punctuality and reliability of service remains the most common cause for complaints to TOCs. There has also been an increase in complaints about ticketing and refund policy.

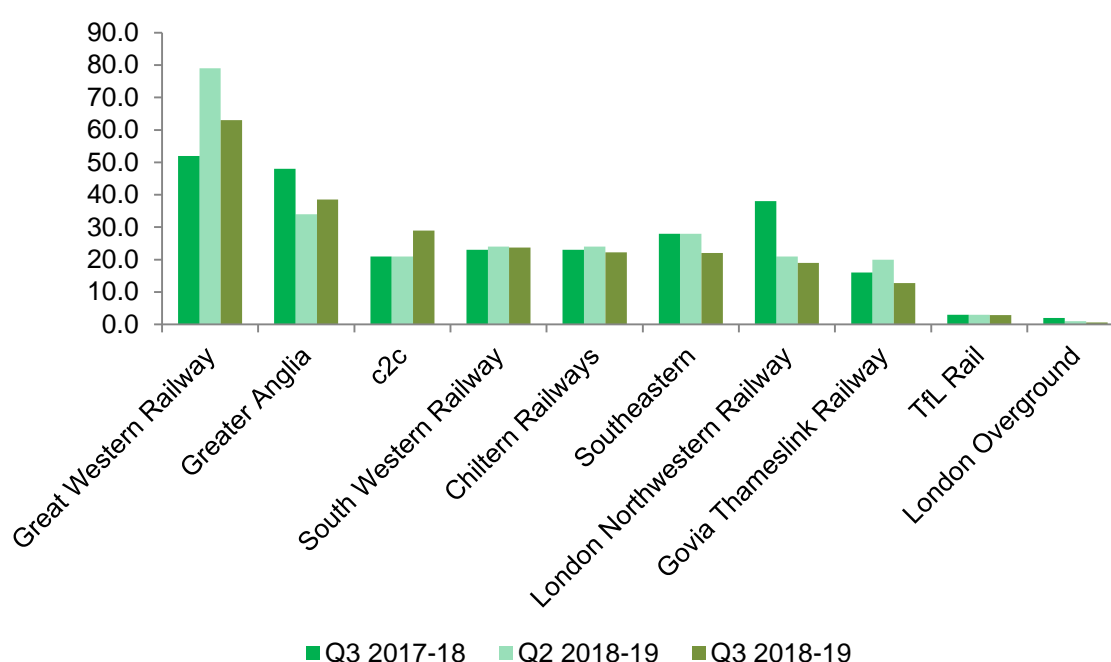
Great Western Railway received the highest number of complaints per 100,000 passenger journeys, 63 complaints, 21% increase when compared to Q3 2017-18. The main sources of complaints were about sufficient room for passengers to sit or stand and facilities on board their trains.

c2c had the largest percentage increase in complaints (38%). The TOC received 29 complaints compared to the 21 received in Q3 2017-18.

London Northwestern Railway received 19 complaints per 100,000 journeys, a 50%% reduction in complaints.

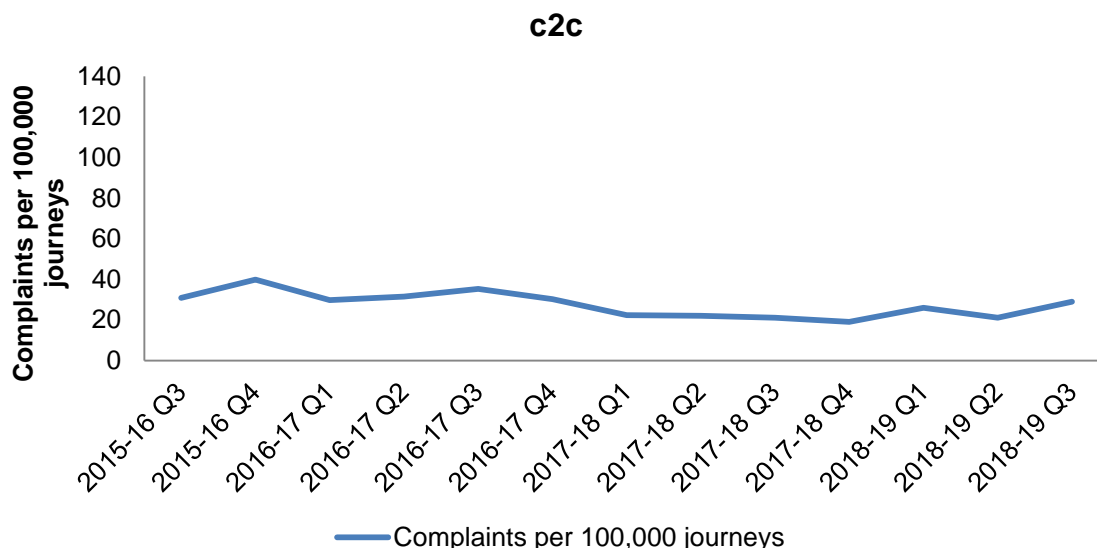
London Overground and TfL Rail had the lowest complaints rates in Q3 2018-19 with one and three complaints per 100,000 passenger journeys respectively. Both operate a metro style service and are managed by Transport for London.

**Graph 4 - Complaints per 100,000 passenger journeys by train operating company, Q3 2017-18, Q2 2018-19 and Q3 2018-19**

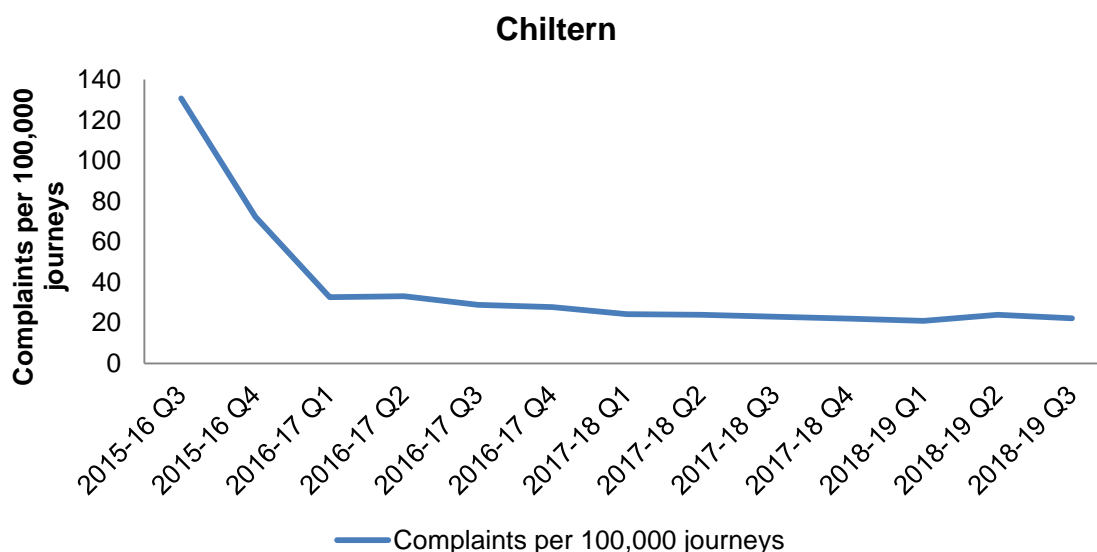


**c2c**

c2c received 29 complaints per 100,000 journeys, higher than in Q3 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.

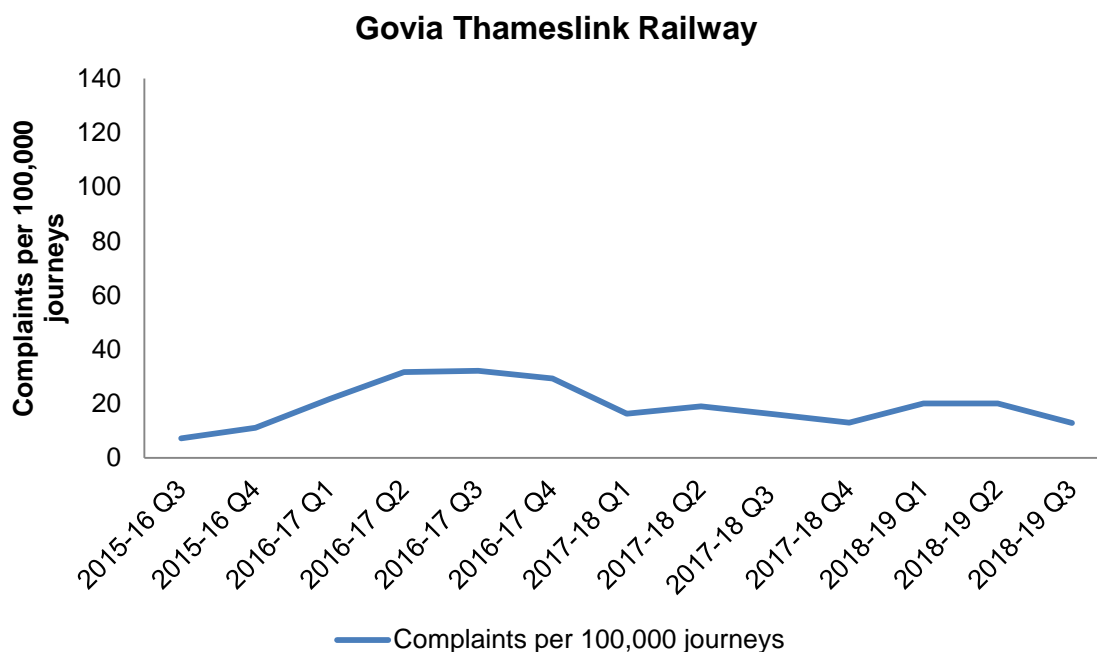
**Chiltern Railways**

Chiltern Railways received 22 complaints per 100,000 journeys, lower than in Q3 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.



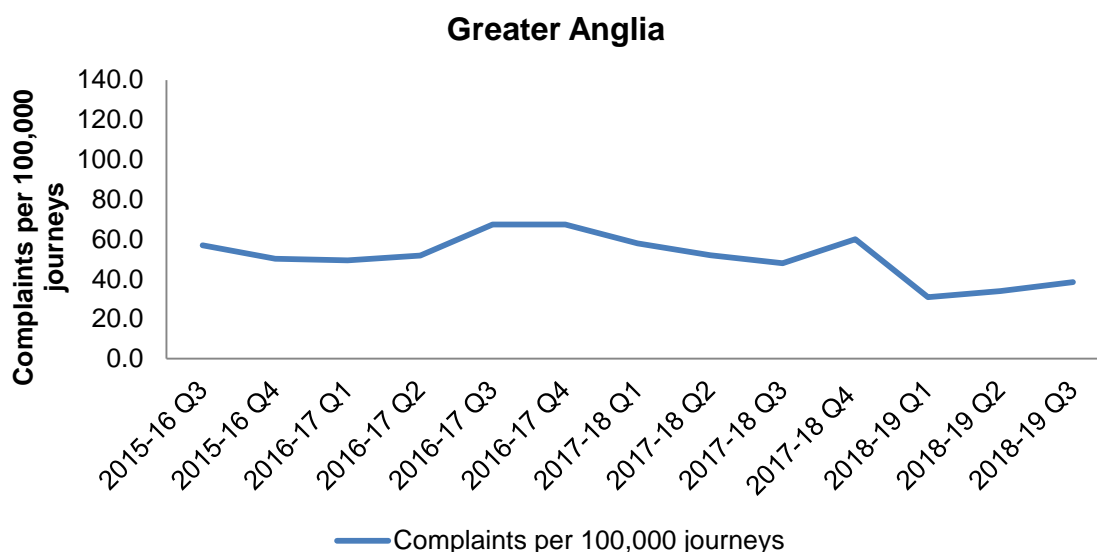
## Govia Thameslink Railway

Govia Thameslink Railway received 13 complaints per 100,000 journeys, lower than in Q3 2017-18. Issues of smartcards and punctuality and reliability were the most frequent cause of complaint.



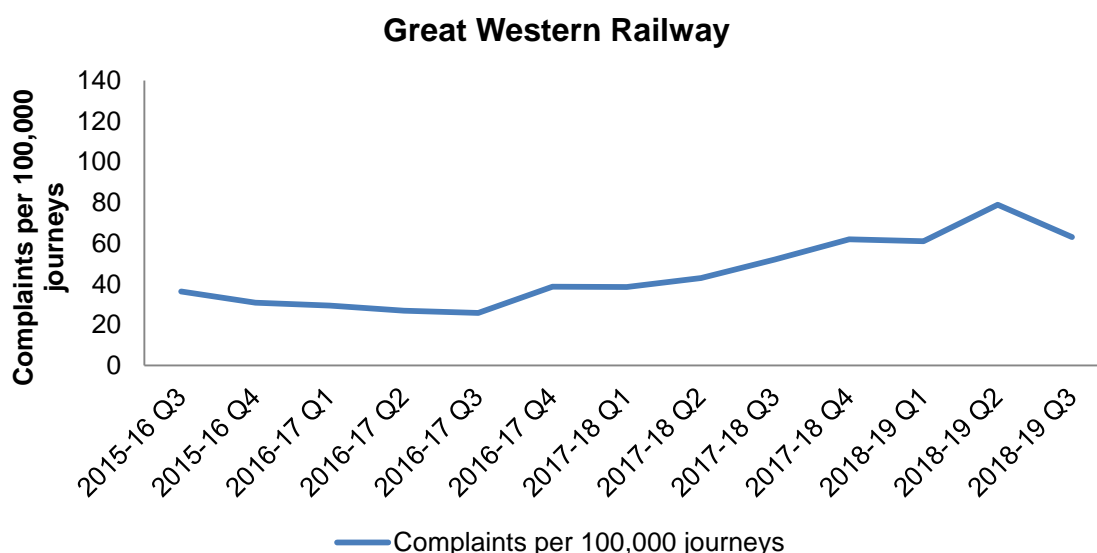
## Greater Anglia

Greater Anglia received 39 complaints per 100,000 journeys, lower than in Q3 2017-18. Ticketing and refund policy, and punctuality and reliability of the service were the most frequent cause of complaint.



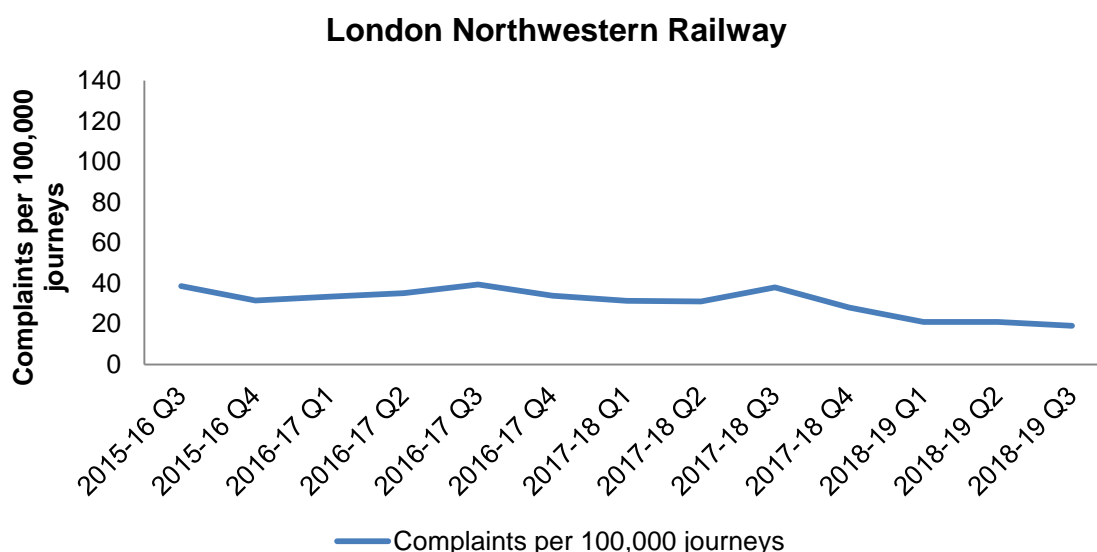
## Great Western Railway

Great Western Railway received 63 complaints per 100,000 journeys, higher than in Q3 2017-18. Sufficient room for all passengers to sit/stand and on train facilities were the main category of complaints.



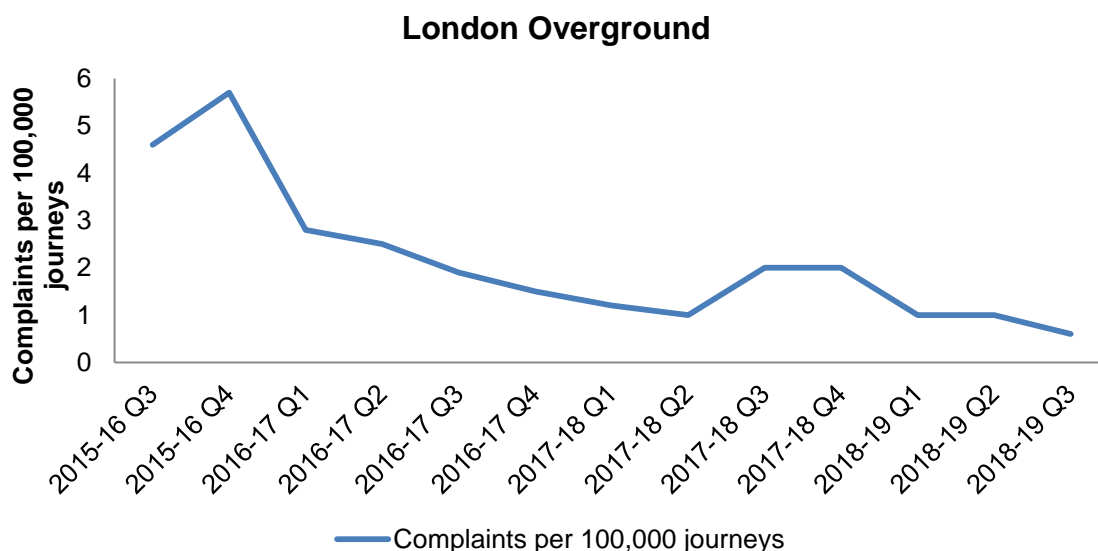
## London Northwestern Railway

The complaints figures are for West Midlands Trains and London Northwestern Railway and are not separated. 19 complaints were received per 100,000 journeys, lower than in Q3 2017-18. Punctuality and reliability and sufficient room for passengers to sit or stand were the main source of complaints.



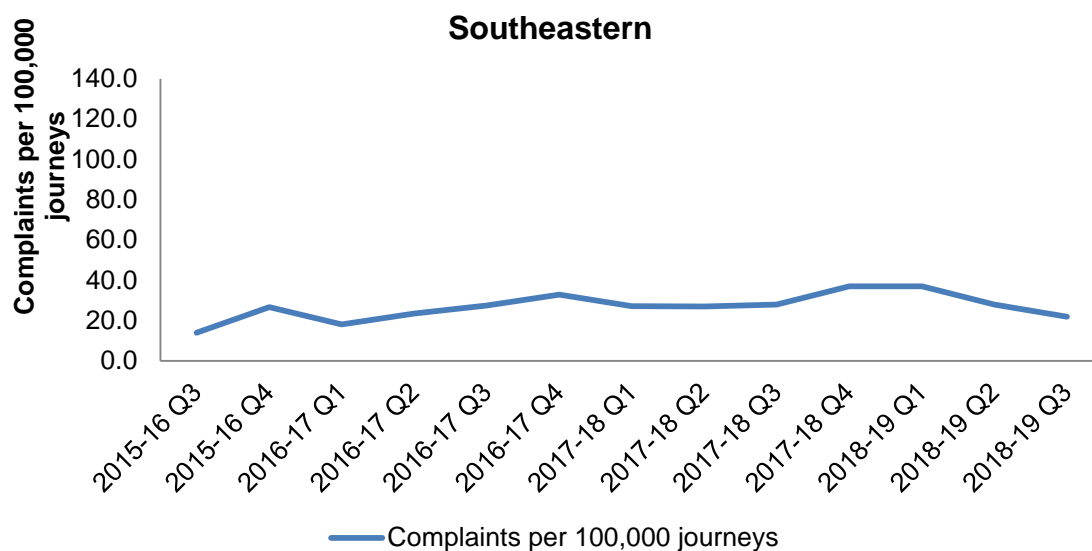
## London Overground

London Overground received one complaint per 100,000 journeys, lower than in Q3 2017-18. Punctuality, reliability and the attitudes and helpfulness of the station staff were the main source of complaints.



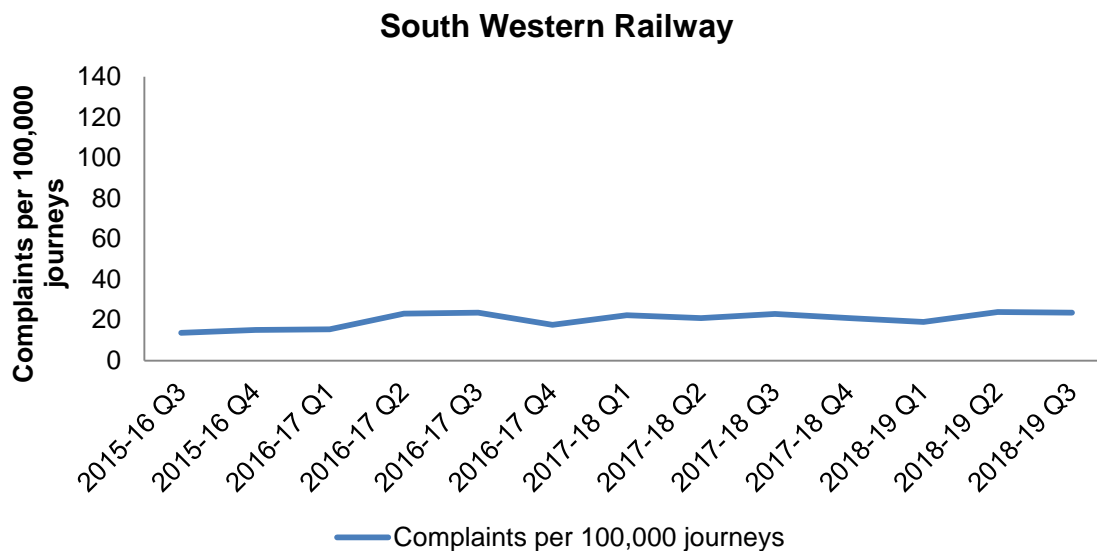
## Southeastern

Southeastern received 22 complaints per 100,000 journeys lower than in Q3 2017-18. Punctuality, reliability and on board train facilities were the main source of complaints.



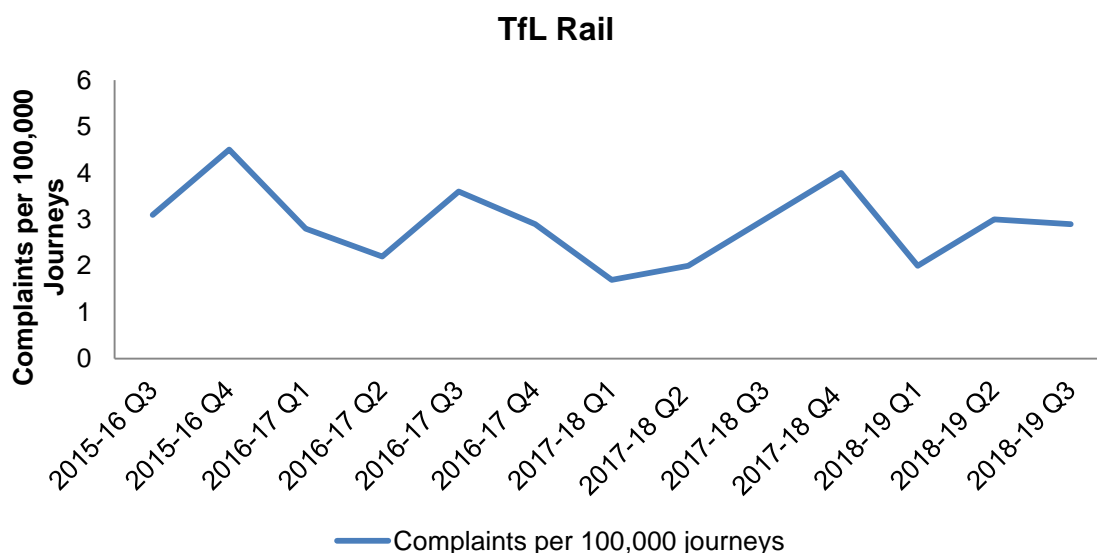
## South Western Railway

South Western Railway received 24 complaints per 100,000 journeys, higher than in Q3 2017-18. Complaints about punctuality, reliability and level of compensation were the most common.



## TfL Rail

TfL Rail received three complaints per 100,000 journeys, the same received in Q3 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