

Performance of the Thameslink, Great Northern and Southeastern franchises in the London & South East area

Right Time Arrival (RTA) - Right time arrival is a measure of the percentage of trains that arrive at their final destination either on time or early across the whole day. Right time is defined as less than one minute late and should not be confused with 'on time', as defined for Public performance measure (PPM) purposes. PPM is the percentage of planned trains which are run and which complete their journeys 'on time' across the whole day. Trains which complete their whole route calling at all timetabled stations are measured for punctuality at their final destination. In the case of London and South East services, a train is defined as being 'on time' if it arrives within five minutes of the planned arrival time. It does not include trains removed from the timetable on a planned basis.

The performance of Southern, Thameslink and Southeastern franchises is closely linked to, but not exclusively dependent on the rebuilding programme of London Bridge station and associated track works as a result of the Thameslink programme.

The chart below shows the percentage of RTA in 2014/15, from periods 6 to 10 September to December. These are compared to the national and London & South East (L&SE) averages. It shows a decline in the operators' right time performance overall and when compared to the averages.

