National Rail, TfL Rail and Tube Executive summaries and Dashboards

NATIONAL RAIL DASHBOARD Executive summary

- Time to 3: Q1 26/27 ORR data showed that Greater Anglia has edged ahead of c2c as having the highest performance (91.7% and 91.6% respectively), with the worst performance by WMT (82.3%) and SWR (83.8%). Performance in Q1 for every TOC was lower than in the same quarter in 25/26, with WMT and c2c having the biggest falls. Performance was also lower for each TOC than in Q4 25/26, with WMT and Chiltern having the biggest falls.

- Cancellations: The Q1 26/27 ORR data showed that Chiltern continue to have the lowest cancellation rate (1.6%), considerably better than the next best (Greater Anglia's 2.3%) and more than three times better than the worst TOCs (GTR's 5.3% and SWR's 5.2%). As with Time to 3 performance, the cancellation rate for each TOC was worse in Q1 26/27 than in the same quarter in 25/26 and Q4 25/26. Comparing Q1 25/26 and 26/27, the largest increases were on SWR and WMT services. Comparing Q4 25/26 and Q1 26/27, the largest increases were on SWR and c2c services.

- GTR: The trend across the GTR brands is for worse Time to 3 performance and increasing cancellations. Details of our follow-up with GTR can be found in the cover note below.

- RCXS customer satisfaction: In Period 6, the London & South East (LSE) average score remained steady (at 87.4%). Greater Anglia remains the TOC with the highest satisfaction score (89.2%). The other TOCs are then in the range from 86.7% (SWR) down to 83.5% (Chiltern).

- RCXS bottom six departure stations: Euston and Stratford continue to appear most frequently. Over the ten reporting periods, Euston has appeared eight times and Stratford six, with 17 different stations in the LTW area chosen over that time. Barking, Kingston and Raynes Park are the latest additions to the list.

TfL RAIL DASHBOARD Executive summary

- Time to 3: The Q1 26/27 ORR data showed that Elizabeth line (EL) and London Overground (LO) performance was 1% lower than in Q4 25/26. Compared to Q1 25/26, performance for both was also down, though more significantly on the EL (2.1%) than LO (0.7%). It's important to note, though, that of the 25 TOCs in the Q1 26/27 ORR data, LO and EL were the 5th and 6th best performers respectively.

- Cancellations: As with Time to 3, the cancellation rate for EL and LO was significantly worse in Q1 26/27 than Q1 25/26 and Q4 25/26. For the LO, in particular, the trend in the last 12 months is for a steady increase in the cancellation rate. Over this time, there is a mirroring in the rise and fall of the cancellation rate for the LO and EL but the LO's rate continues to remain significantly higher. The comparison with the other TOCs in the Q1 26/27 data is much less favourable for this metric, with the cancellation rate for EL ranking 12th and the LO only joint 20th.

- LO average reliability - In the absence of TfL data, Tube Alerter data continues to be used to capture this performance snapshot. Data covering the last 30 days shows continued high performance on the Liberty and Lioness lines, significant improvement on the Windrush line, unchanged performance on the Weaver line, and significant drops in performance on the Suffragette and Mildmay lines. Further details about our ongoing work on the Mildmay line can be found in the cover note below**.**

- Transport Focus scorecard: Along with data on overall journey satisfaction on the EL, LO and London & South East (LSE) average, the dashboard now also includes data on satisfaction with the station environment and train journey. For the journey overall and train overall metrics across the last year, satisfaction with the LO and, especially, the EL has been above the LSE average.

TUBE DASHBOARD Executive summary

The **network average** continues to trend downward after performance declined in periods 5 and 6, with some recovery in period 7. This average reflects significant performance reductions on some lines:

- **Central line** period and trend performance has mirrored that of the network average. In particular, the 84.0% in period 6, which was 7% lower than in the same period last year and the worst performance since the start of FY 25/26. TfL told us in August that the line's ageing fleet presented reliability challenges line and there were issues with train operator availability. We have asked TfL for an update.

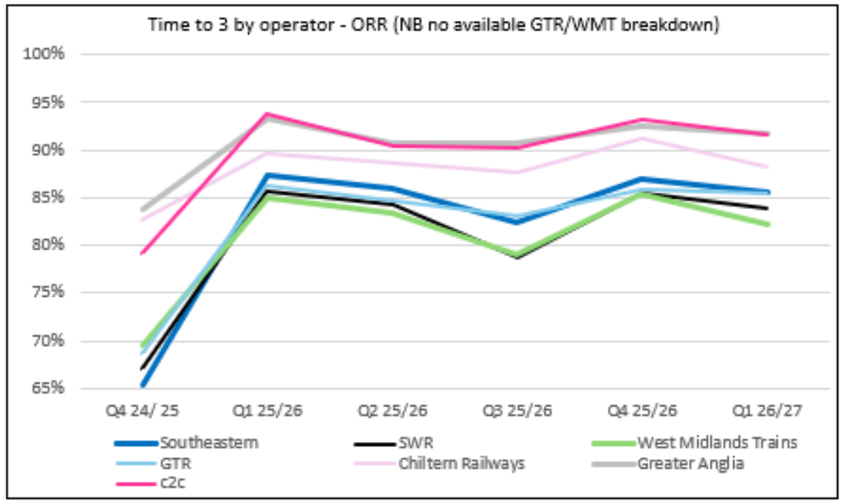
- **Circle** and **Hammersmith & City (H&C) lines** performance fell in periods 5 and 6, with the 80.2% performance in period 6 the worst since the start of FY 25/26. Performance improved by 12.6% in period 7. **Metropolitan line** performance is still erratic, rising steeply in period 5 (albeit from only 76.7%), falling sharply in period 6 (17% lower than in period 6 last year) and then increasing by 13.0% in period 7. The overall trend continues downward. **District line** performance fell in periods 5 and 6, with its period 6 performance its second worst since the start of FY 25/26, before a slight recovery in period 7.

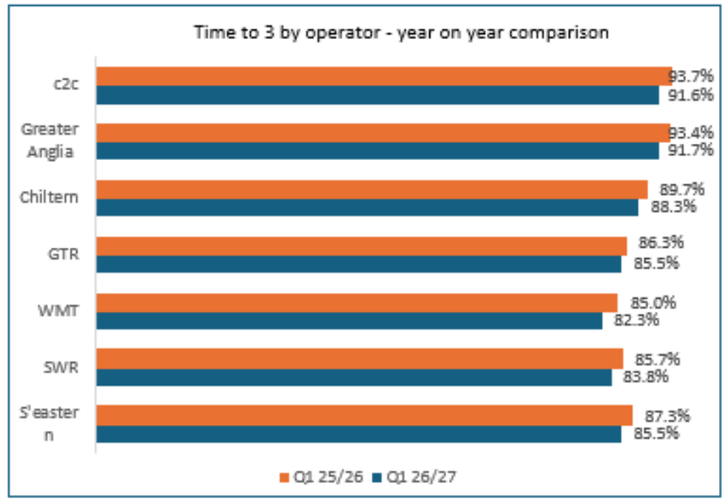
The significant amount of shared infrastructure between the Circle, District, H&C and Metropolitan lines may suggest a connection between that and poor performance. TfL told us in August that the Metropolitan line had been impacted by infrastructure and staff issues. We've asked TfL about the causes of the issues on the four lines and what is being done to improve performance; we await a reply.

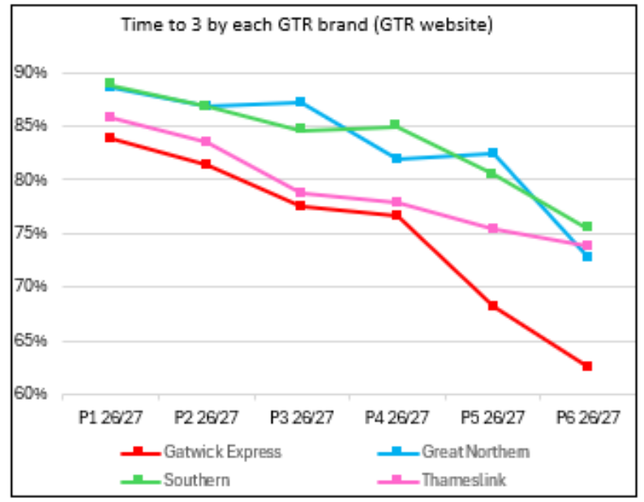
- Of note elsewhere, **Victoria line** performance continues to fall in one period then rise in the next. The 78.9% performance in period 6 was the second worst since the start of FY 25/26. We have asked TfL for feedback about the performance. **Piccadilly line** performance in period 7 was its second best since the start of FY 25/26, though the trend is still downward. **Bakerloo line** performance in period 7 was also its second best since the start of FY 25/26, and the trend is upward.

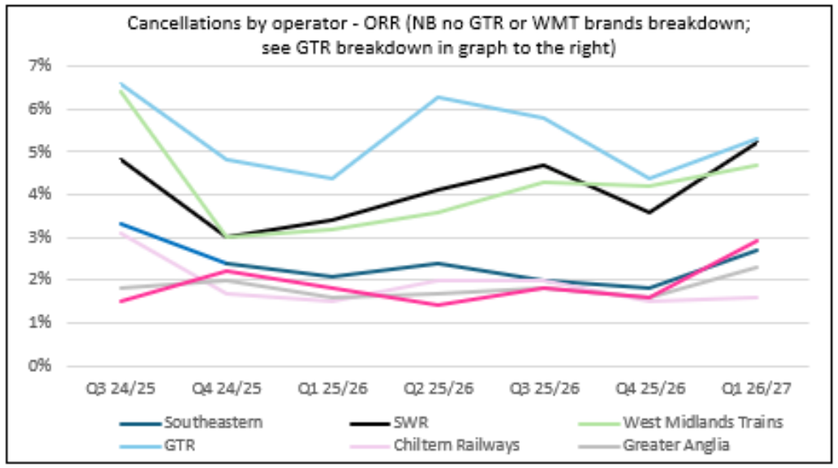
We are also continuing to try and obtain performance targets from TfL for each Tube line and the whole network to enable us to better assess performance against targets.

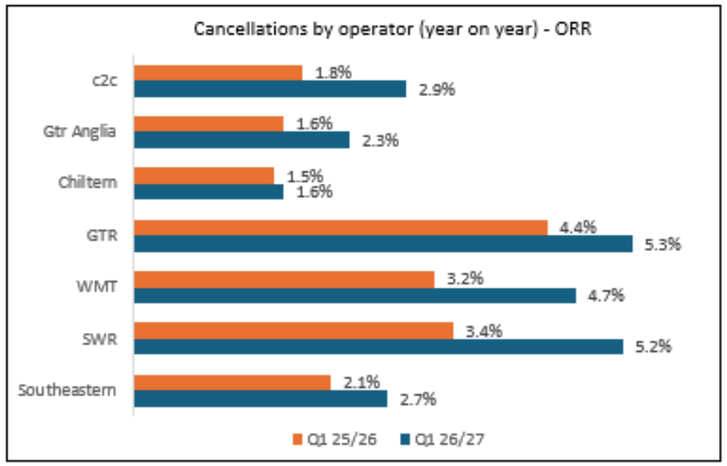
NATIONAL RAIL DASHBOARD

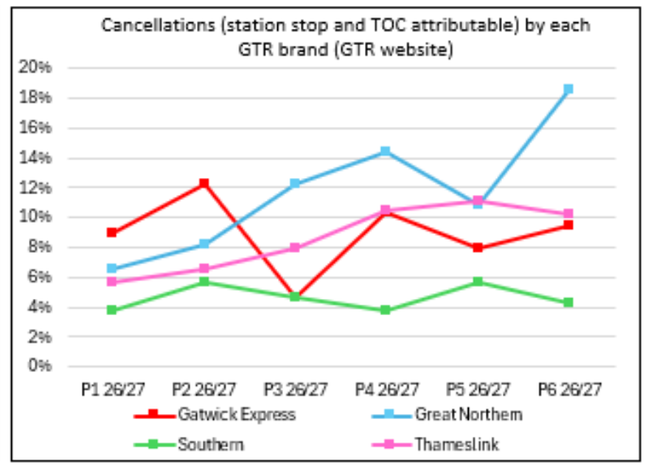


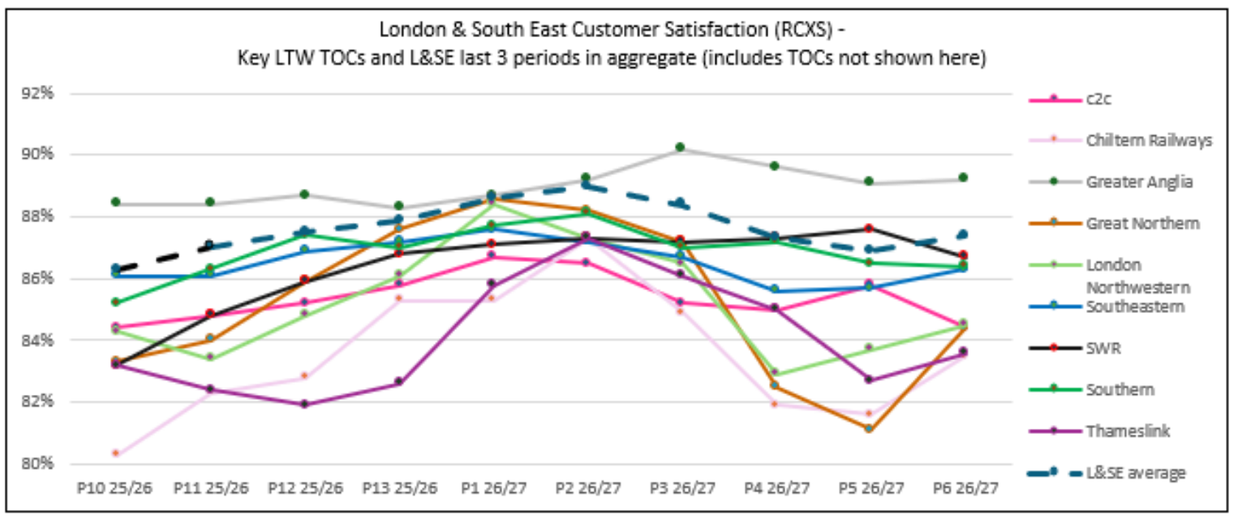


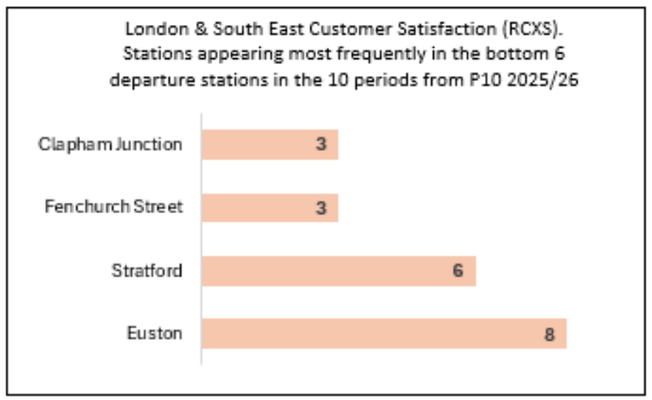




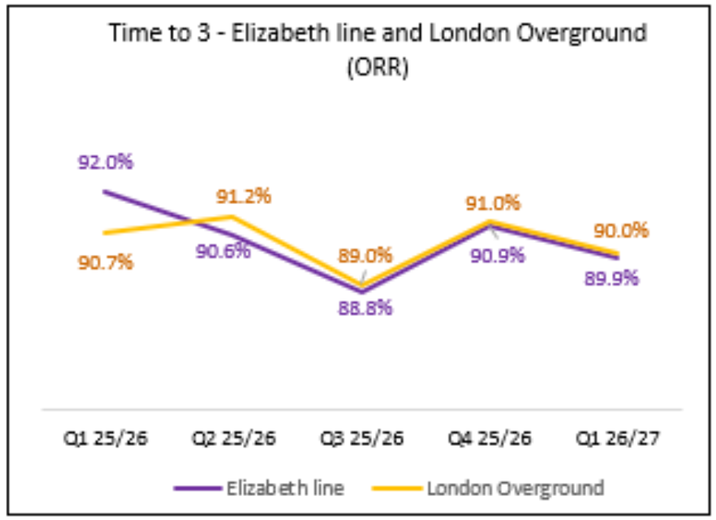


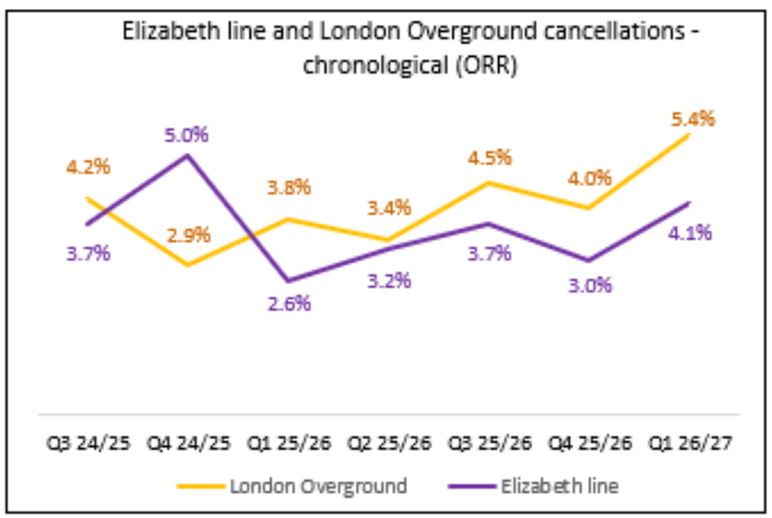


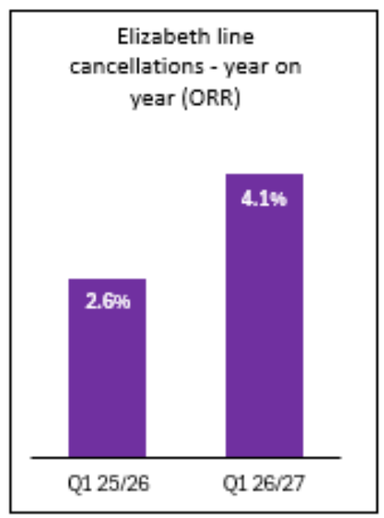


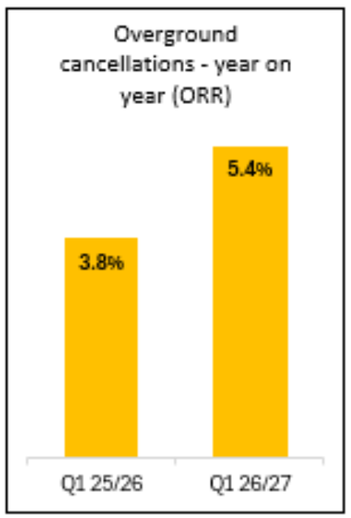


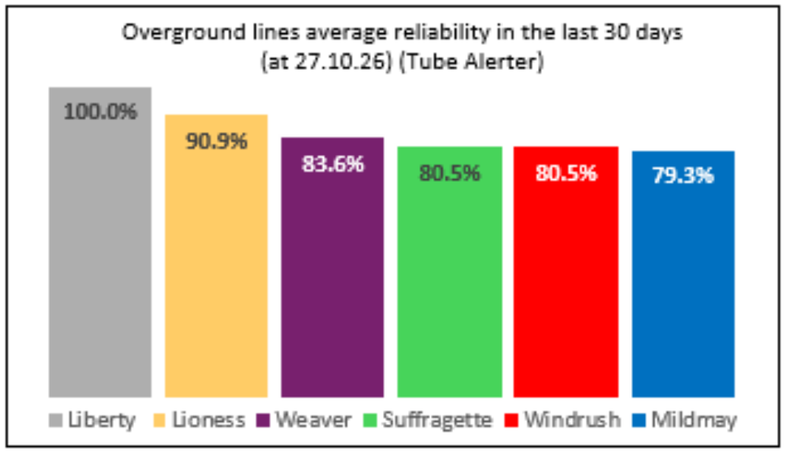
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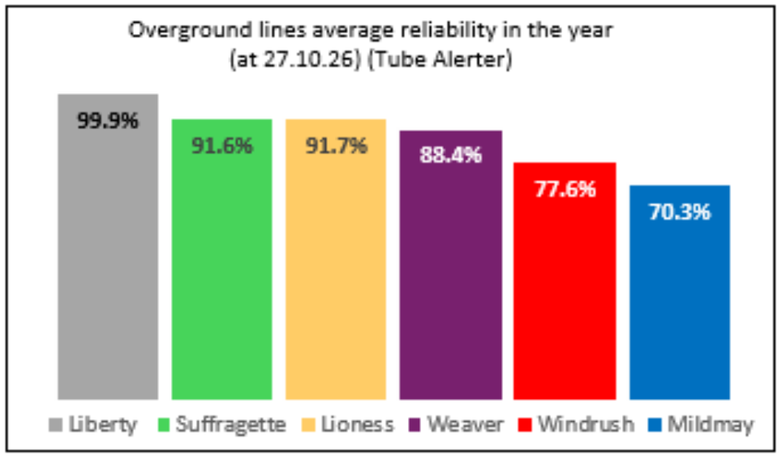


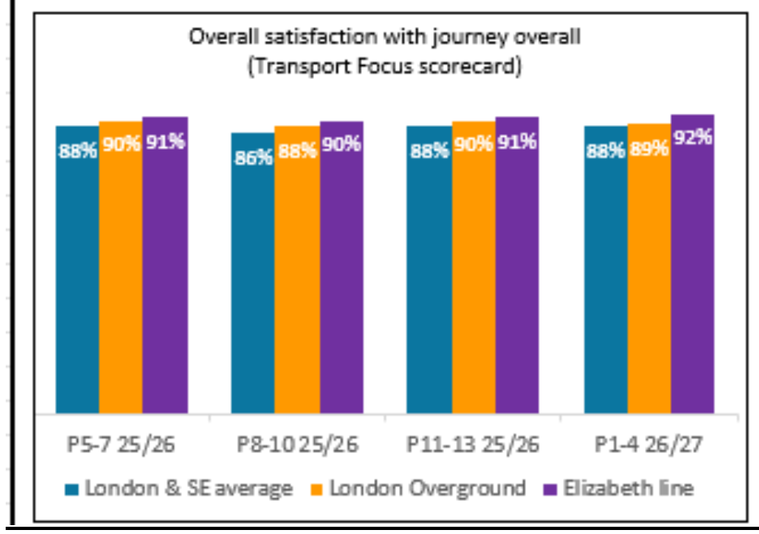


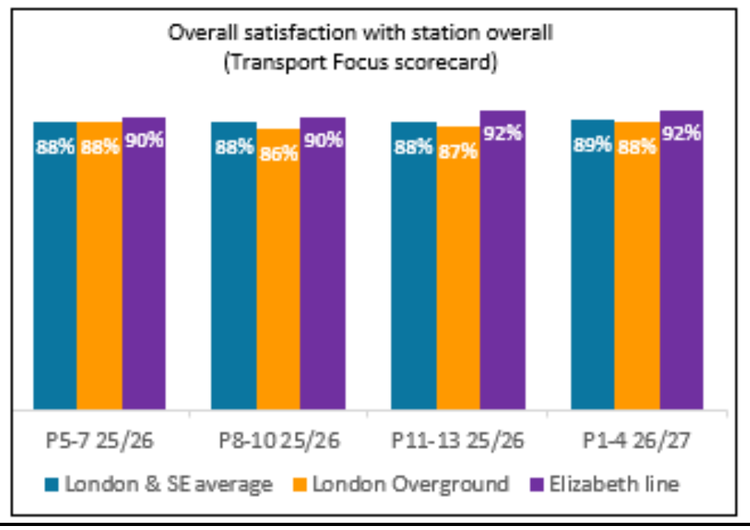


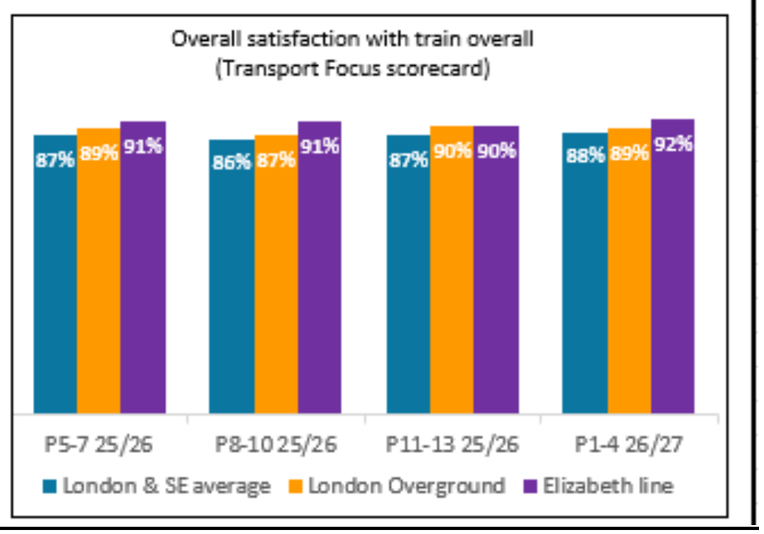




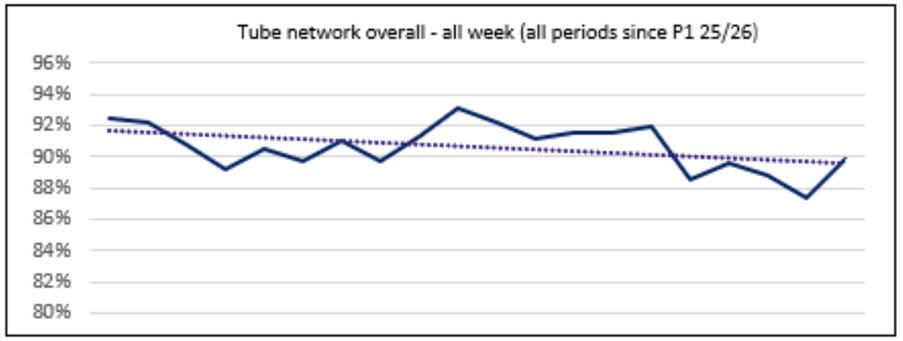


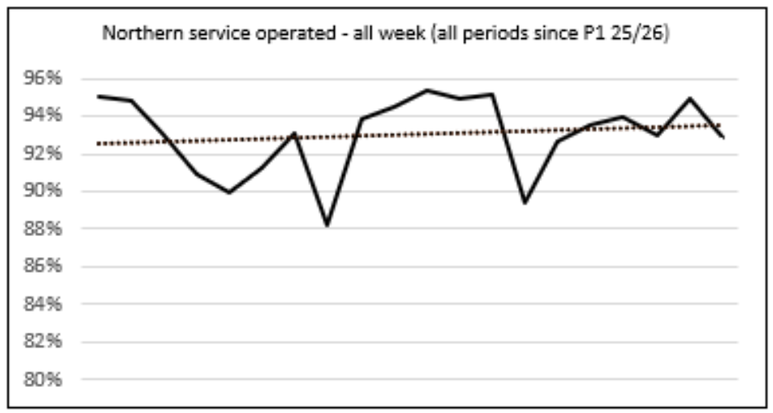


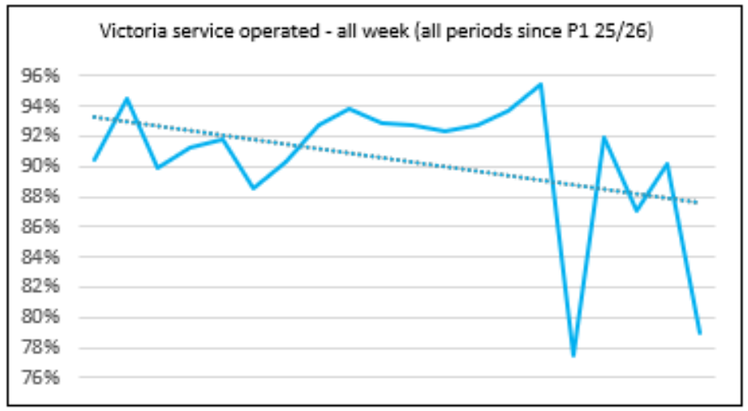


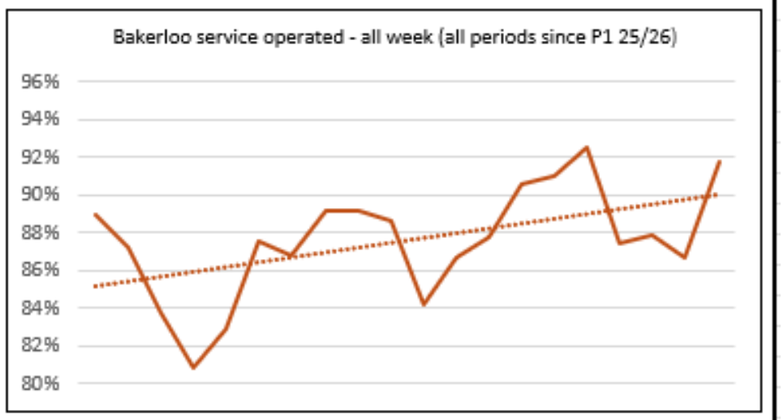


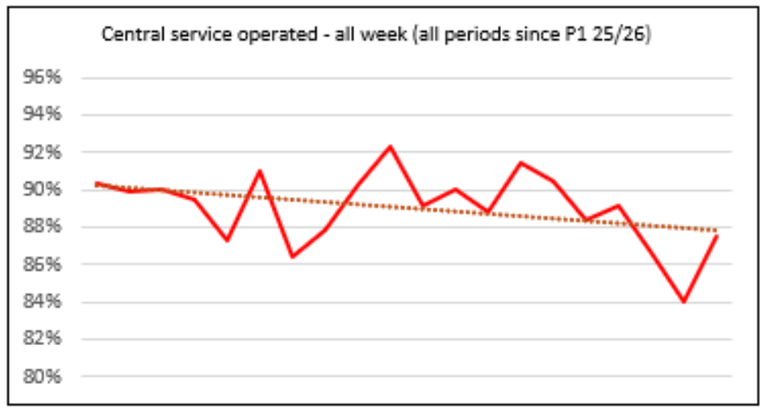
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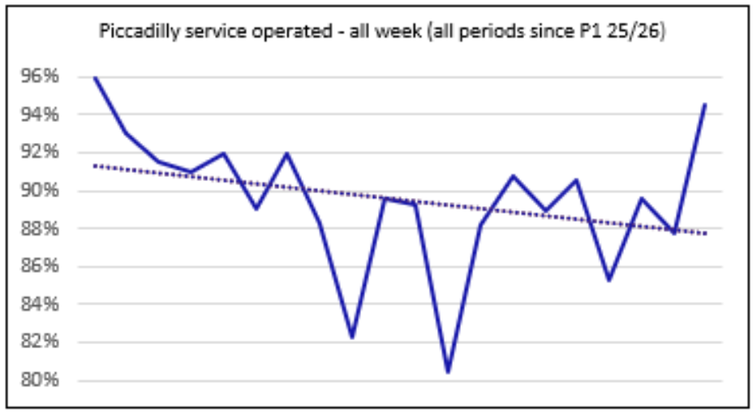


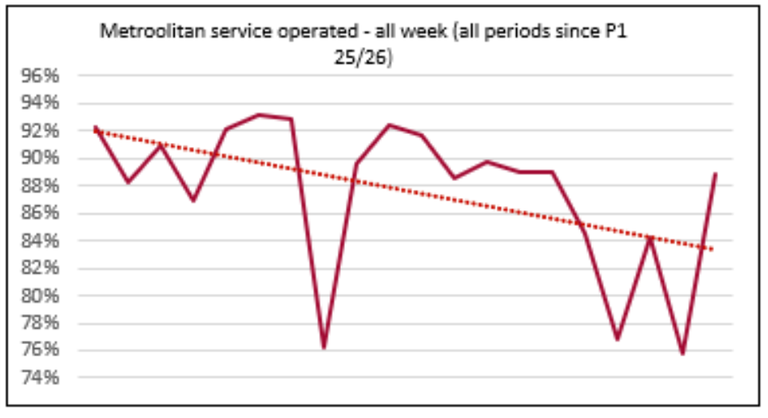


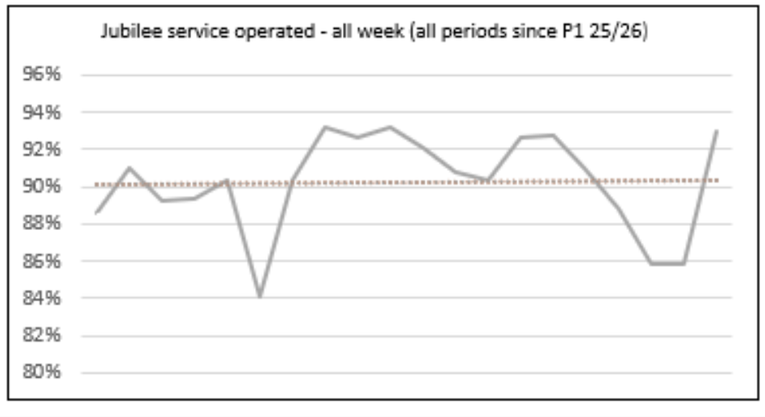


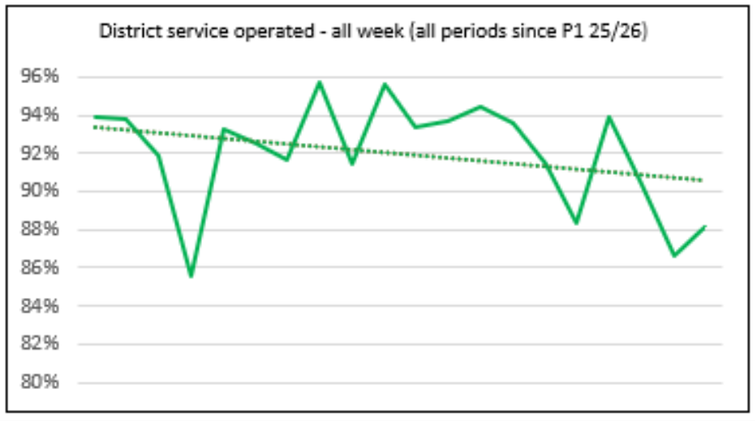


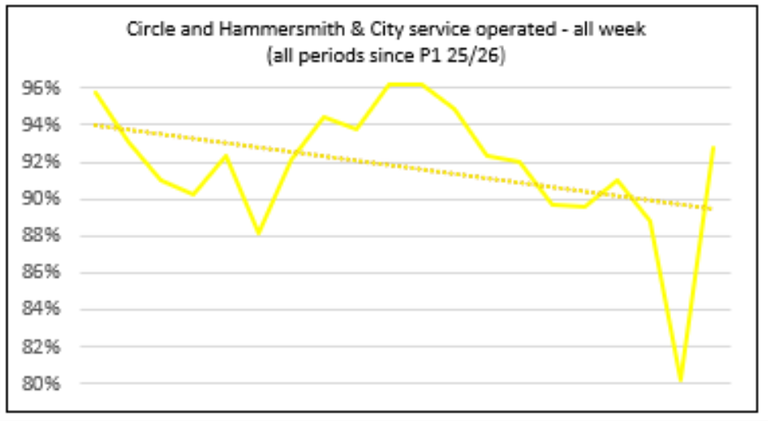












Cover note – Latest use of dashboard information

GTR

As noted above, performance across the GTR brands has been worsening recently.

GTR have acknowledged that on certain parts of their network punctuality and reliability of the service has not been where they want it to be. We will be attending stakeholder performance seminars hosted by GTR and Network Rail on 5th and 11th November, at which GTR and Network Rail will share their plans to bolster GTR's performance on both sides of the Thames. We will provide feedback from these seminars.

Mildmay line

Following significant performance issues on the Mildmay line during the summer, in October we met the team responsible for its operation to discuss the causes of disruption and their plans to improve it. We were told that driver shortages have been a key problem and, while recruitment has increased, this will take some time to resolve. Problems with Network Rail infrastructure is another issue driving poor performance on the Mildmay line and we will look to raise this with Network Rail shortly.

The latest Tube Alerter data shows that the Mildmay line is currently the poorest performing London Overground line although performance is better than it has been during much of this financial year. We will continue to monitor performance and will raise any further issues with TfL.

In relation to both the Mildmay line specifically and the London Overground as a whole, later this month we will be meeting with First Rail London, the operator of London Overground, to discuss the service delivery challenges they have experienced and how they hope to address them.