

National Rail Performance Report

Quarter 3 2019-20 (October to December 2019)

March 2020



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 2015-16 – January to March	May 2016
Quarter 1 2016-17 – April to June	October 2016
Quarter 2 2016-17 – July to September	December 2016
Quarter 3 2016-17 – October to December	March 2017
Quarter 4 2016-17 – January to March	June 2017
Quarter 1 2017-18 – April to June	September 2017
Quarter 2 2017-18 - July to September	December 2017
Quarter 3 2017-18 – October to December	March 2018
Quarter 4 2017-18 – January to March	June 2018
Quarter 1 2018-19 – April to June	September 2018
Quarter 2 2018-19 – July to September	December 2018
Quarter 3 2018-19 – October to December	March 2019
Quarter 4 2018-19 – January to March	June 2019
Quarter 1 2019-20 – April to June	September 2019
Quarter 2 2019-20 – July to September	January 2020
Quarter 3 2019-20 – October to December	March 2020

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1 London and the South East train service performance

This report presents measures of the performance of train operating companies in London and the South East (L&SE) which are particularly relevant to passengers. It shows performance during the third quarter (October to December) of 2019-20 and how performance has changed over over time.

The analysis uses information from 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.

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 GWR, 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.

TOCs' performances are assessed using various measures:

- **Right Time Arrivals (RTA)** – this measures the percentage of trains that arrive at their final destination either early or on time (defined as less than one minute late).
- **Public Performance Measures (PPM)** – this 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. 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”.
- **Peak PPM** – this tracks the performance of individual trains against their planned timetable for services on weekday mornings (0700 to 0959) and evenings (1600 to 1859). Peak services data is not currently available for the individual operators in the Govia Thameslink Railway (GTR) franchise (Gatwick Express, Great Northern, Southern Metro, Southern Mainline & Coast and Thameslink).
- **Cancellations and Significant Lateness (CaSL)** - this measures the percentage of trains which arrive ‘significantly’ late or do not run, expressed as a percentage of the total number of trains planned.

Please see the Appendix for further details about these measures.

Table 1: L&SE train service operators – summary of performance for Q3 2019-20 (and comparison with Q3 2018-19)

Measure	Overall operators score (comparison with Q3 2018-19)	Best performing operators	Worst performing operators	Biggest changes in performance compared to Q3 2018-19
Right Time Arrivals (RTA)	60.3% (0.2% lower)	1 London Overground 2 TfL Rail 3= Heathrow Express 3= Chiltern Railways	14 South Western Railway (SWR) 15 London Northwestern Railway 16 Gatwick Express	Heathrow Express (+13.2%) London Northwestern Railway (-16.7%)
Public Performance Measure (PPM)	84.1% (0.5% lower)	1 TfL Rail 2 Heathrow Express 3= c2c 3= London Overground	14 South Western Railway 15 Gatwick Express 16 London Northwestern Railway	Gatwick Express (+10.5%) London Northwestern Railway (-18.9%)
Peak Public Performance Measure	76.8% (0.6% lower)	1 TfL Rail 2 London Overground 3 c2c	14 GTR 15 SWR 16 London Northwestern Railway	Greater Anglia (+6.0%) London Northwestern Railway (-20.5%)
Cancellations and significant lateness (CaSL)	5.6% (1.0% higher)	1 TfL Rail 2 Chiltern Railways 3 Heathrow Express	14 Great Northern 15 Thameslink 16 London Northwestern Railway	Gatwick Express (-1.2%) London Northwestern Railway (+11.0%)

Table 2: L&SE train service operators – summary of complaints for Q2 2019-20 (and comparison with Q2 2018-19)

Measure	Most common cause of complaints	Best performing operators	Worst performing operators	Biggest changes in performance compared to Q2 2018-19
Complaints	Train punctuality and reliability	1 TfL Rail 2 London Overground 3 Southeastern	14 London Northwestern Railway 15 Greater Anglia 16 Great Western Railway	Southeastern (-39.3%) London Northwestern Railway (+63.7%)

Spotlight on operators' performance

Heathrow Express saw a significant improvement in RTA (+13.2%), with decreases in delay minutes attributed to weather and non-track assets. However, when comparing the much improved performance this quarter with that of Q3 2018-19, it should be noted that performance in Q3 2018-19 was significantly worse than usual.

Greater Anglia saw improved RTA with decreases in delay minutes attributed to track issues.

London Northwestern Railway recorded the lowest CaSL for the second consecutive quarter, the second lowest RTA for the second consecutive quarter, and the lowest PPM score (8% below the next worst performer).

Performance was affected by the ineffective implementation of the May 2019 timetable, which included the difficulty in practice of linking together separate services as through trains via Birmingham New Street. The operator also suffered issues with overhead line equipment and track faults, the delay in the expected arrival of 10 additional trains and the loss of 2 platforms at London Euston.

Changes made in the December 2019 timetable plan to take complexity out of the timetable and restore resilience in the service ahead of further changes in May 2020.

Gatwick Express recorded a significantly improved RTA performance but this only raised performance to 31.3%, which remains the worst of any L&SE operator. Indeed, in every quarter since Q4 2016-17, Gatwick Express has recorded the worst right time performance score of any L&SE operator.

Gatwick Express had the largest increase in PPM although it should be noted that this only improved performance to 71.5%, Gatwick Express remains the worst of any L&SE operator, as was the case in Q3 2018-19.

Gatwick Express suffers from using the congested infrastructure of the Brighton Mainline and also the effects of major engineering work (such as at Balcombe). It highlights the need to resolve the bottleneck at Croydon in the proposed remodelling scheme.

GTR suffered significant increases in delays due to third rail and overhead light equipment faults, and track faults including broken rails.

On 2/3 October, damage to overhead wires between London St Pancras and Blackfriars severely disrupted Thameslink services and resulted in significant disruption on these days. In December, the major incidents of a power failure at Three Bridges and severe flooding near the Balcombe Tunnel affected the performance of Gatwick Express, Southern Mainline & Coast and Thameslink.

SWR suffered increases in delays caused by track circuit failures and signalling system and power supply failures.

c2c suffered significant increases in delays due largely to its own train operations.

1.1 Right time arrivals (RTA)

The overall L&SE operators' RTA score in Q3 2019-20 was 60.3%.

London Overground obtained the highest score, with 84.6% of its trains arriving on time. TfL Rail achieved the next highest performance (81.5%), followed by Heathrow Express and Chiltern Railways (both 78.8%).

The three worst performing operators were SWR (44.5%), London Northwestern Railway (36.6%) and Gatwick Express (31.3%).

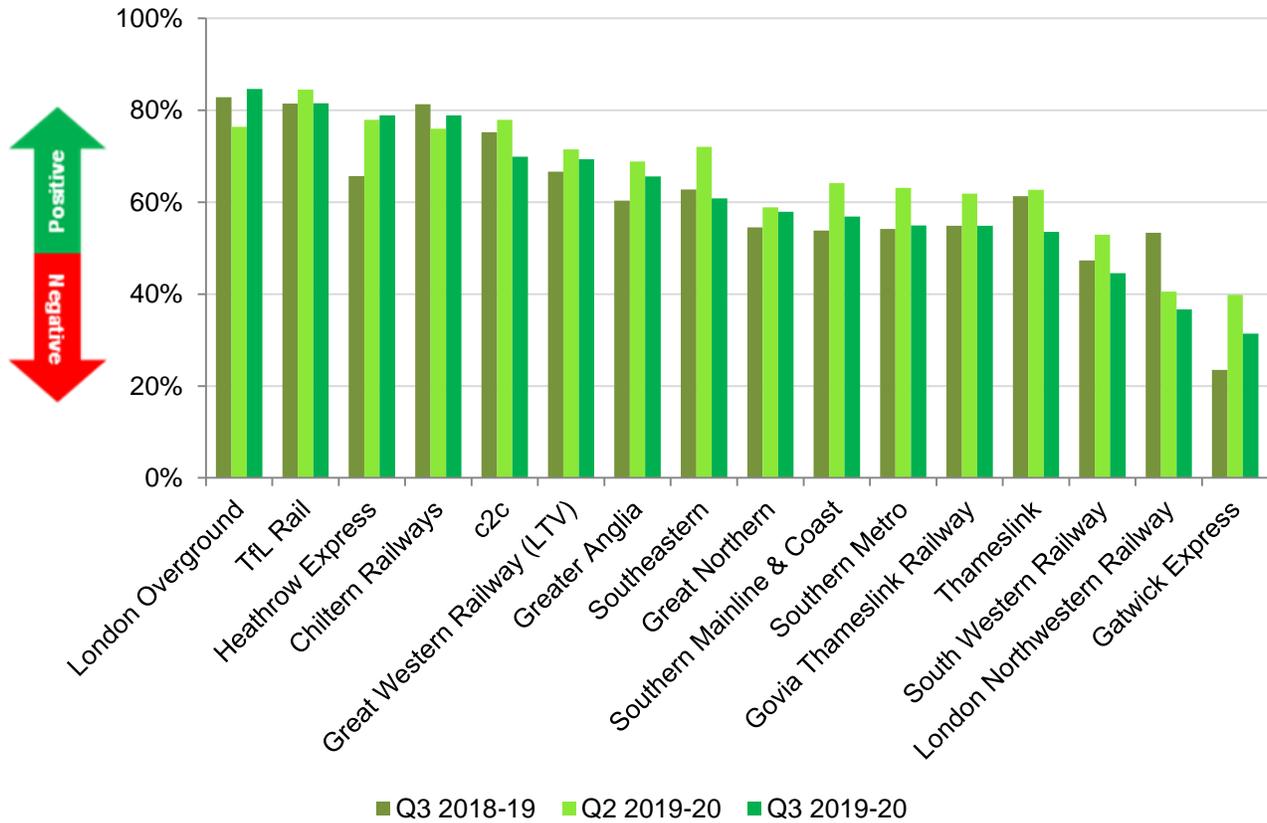
In this quarter, compared to Q3 2018-19:

Overall RTA performance	These operators recorded the largest improvements in performance 	These operators recorded the largest falls in performance 
0.2% lower	Heathrow Express (+13.2%) Gatwick Express (+7.9%) In total, 9 operators recorded improved performance	London Northwestern Railway (-16.7%) Thameslink (-7.7%) c2c (-5.3%) In total, 7 operators recorded a fall in performance

In this quarter, compared to Q2 2019-20:

Overall RTA performance	These operators recorded the largest improvements in performance 	These operators recorded the largest falls in performance 
4.9% lower	London Overground (+8.2%) Chiltern Railways (+2.8%) Heathrow Express (+0.9%) In total, 3 operators recorded improved performance	Southeastern (-11.2%) Thameslink (-9.1%) SWR and Gatwick Express (-8.4%) In total, 13 operators recorded a fall in performance, of which 8 saw a reduction of at least 7%

Graph 1 – Right time arrivals Q3 2018-19, Q2 2019-20 & Q3 2019-20



1.2 Public performance measure results

The overall L&SE operators PPM score in Q3 2019-20 was 84.1%.

TfL Rail obtained the highest score, with performance of 94.8%, followed by Heathrow Express (93.8%), and c2c and London Overground (both with 93.1%).

The three worst performing operators were SWR (74.6%), Gatwick Express (71.5%) and London Northwestern Railway (62.8%).

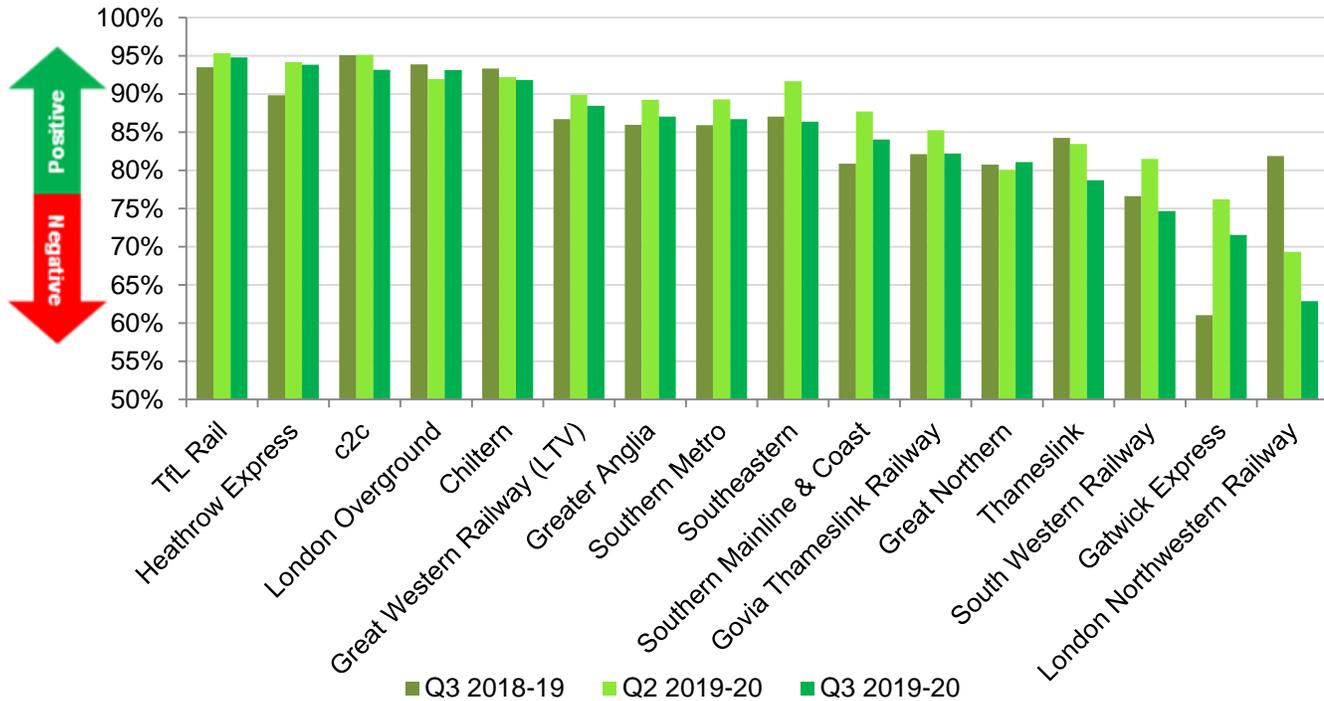
In this quarter, compared to Q3 2018-19:

Overall PPM performance	These operators recorded the largest improvements in performance 	These operators recorded the largest falls in performance 
0.5% lower	Gatwick Express (+10.5%) Heathrow Express (+3.9%) Southern Mainline & Coast (+3.1%) In total, 9 operators recorded improved performance including all of the operations in the GTR franchise except Thameslink	London Northwestern Railway (-18.9%) Thameslink (-5.5%) In total, 7 operators recorded a fall in performance

In this quarter, compared to Q2 2019-20:

Overall PPM performance	These operators recorded the largest improvements in performance 	These operators recorded the largest falls in performance 
2.8% lower	London Overground (+1.1%) Great Northern (+1.0%) In total, 2 operators recorded improved performance	SWR (-6.8%) London Northwestern Railway (-6.4%) Southeastern (-5.2%) In total, 14 operators recorded a fall in performance including all of the operations in the GTR franchise except Great Northern

Graph 2 – Public Performance Measure Q3 2018-19, Q2 2019-20 & Q3 2019-20



1.2.1 Peak services (weekday morning (0700 to 0959) and evening (1600 to 1859) services)

The overall L&SE operators peak PPM score in Q3 2019-20 was 76.8%.

This is the lowest score since the 75.6% recorded in Q3 2016-17.

TfL Rail had the highest percentage (95.2%). Only two other operators recorded at least 90% performance - London Overground (93.5%) and c2c (91.1%).

The three worst performing operators were GTR (73.0%), SWR (62.2%) and London Northwestern Railway (50.4%).

In this quarter, compared to Q3 2018-19:

Overall peak PPM performance	These operators recorded the largest improvements in performance	These operators recorded the largest falls in performance
0.6% lower	Greater Anglia (+6.0%) TfL Rail (+2.5%) GWR (+2.4%) In total, 5 operators recorded improved performance	London Northwestern Railway (-20.5%) c2c (-3.1%) SWR (-3.0%) In total, 5 operators recorded a fall in performance

1.3 PPM and Peak PPM trends

In this section, each train company’s quarterly PPM and peak trains PPM results for the past three years are shown graphically.

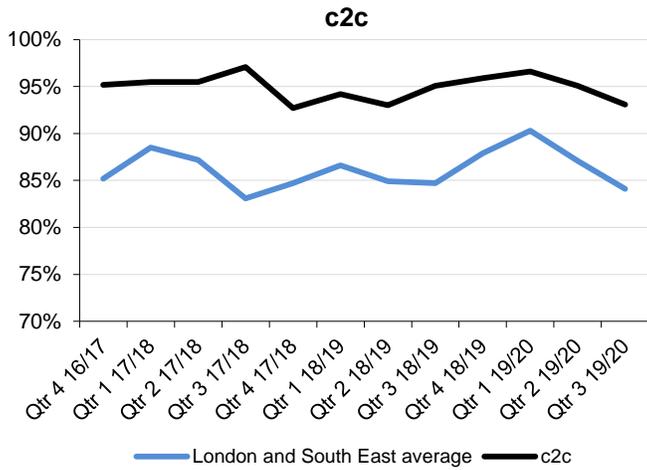
In the graphs on the left of each page, performance for the individual company’s train services are shown as the **black coloured line**. In the graphs on the right of each page, peak train performance is shown as the **red coloured line**.

In all graphs, the individual company’s performance is placed alongside the combined result for the entire L&SE network, which is shown as the **blue coloured line**.

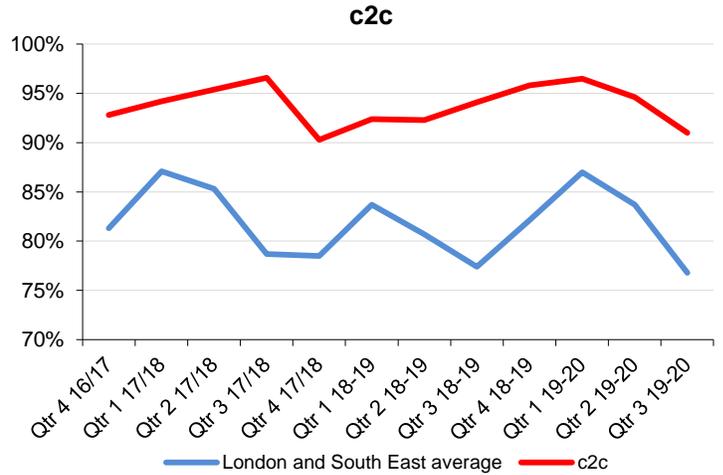
The performance of individual train companies is partially dependent on the ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably, and operators managing the service elements (such as rolling stock and train crews) for which they are wholly responsible. The balance between the responsibilities of different parties has been a major ongoing issue.

<p>Over the three-year period, the performance of these operators have been on a stable or upward trend, above the average of the L&SE group as a whole:</p>	<p>Over the three-year period, the performance of these operators have been at or below the average of the L&SE group as a whole:</p>
<p>c2c Chiltern Railways Greater Anglia London Overground Southeastern TfL Rail</p>	<p>GTR (including all of the sub-groups in its franchise) GWR London Northwestern Railway SWR</p>

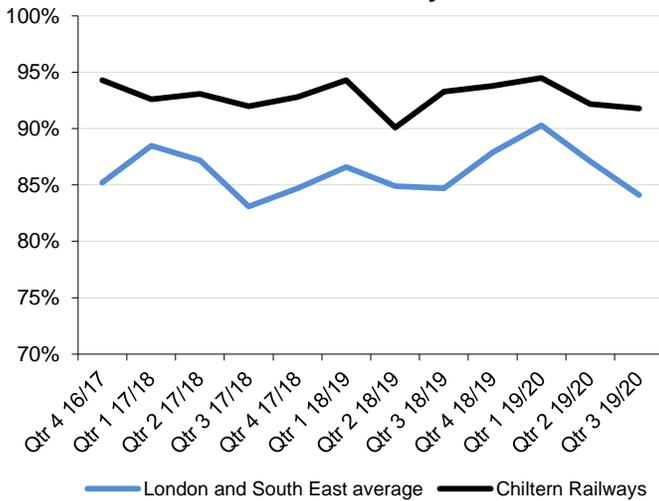
Quarterly PPM figures for the past three years
All trains performance



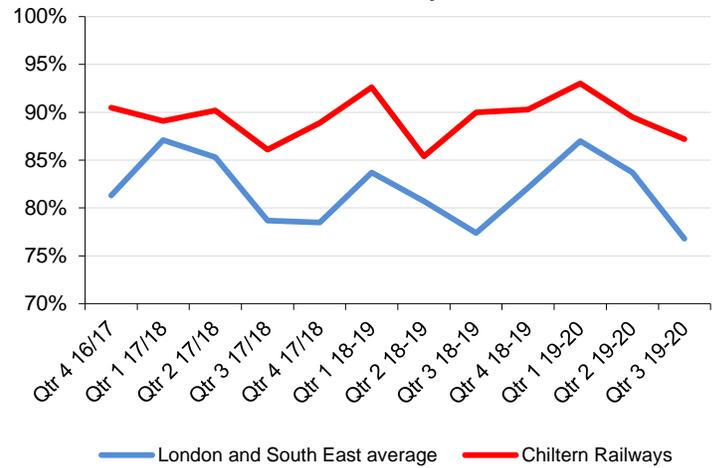
Peak trains performance



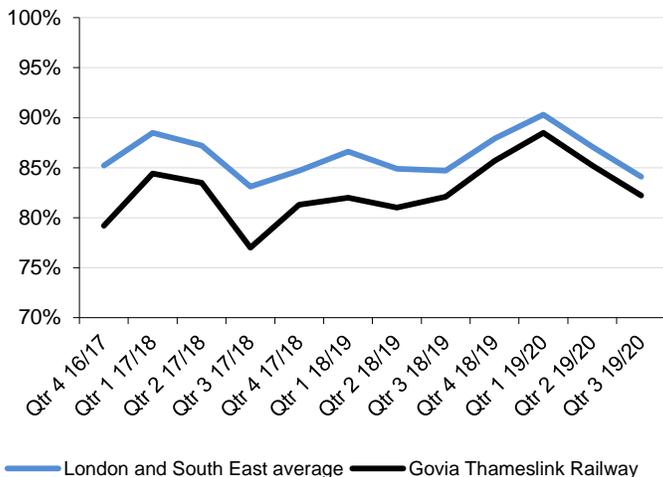
Chiltern Railways



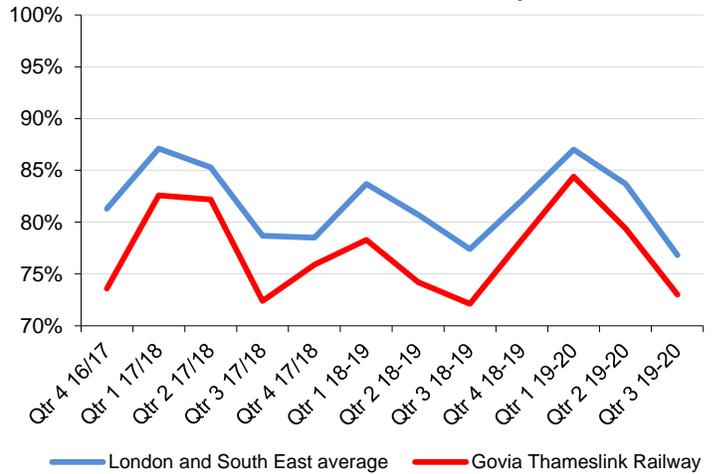
Chiltern Railways



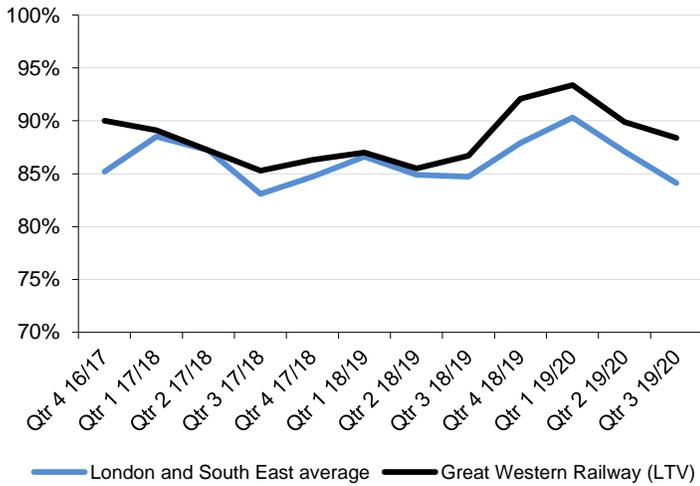
Govia Thameslink Railway



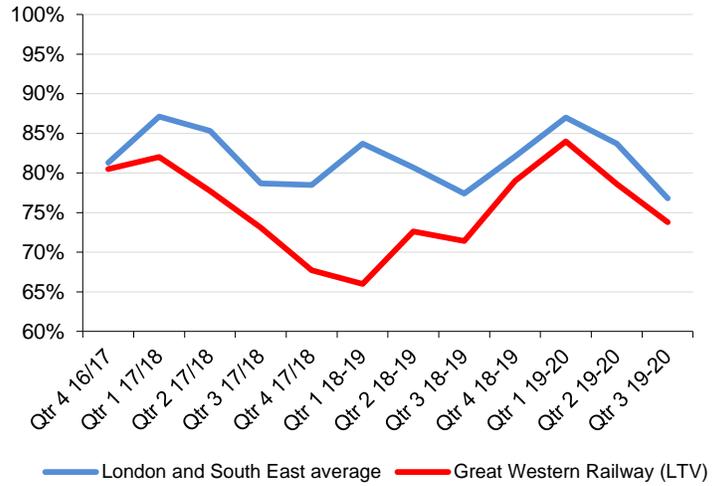
Govia Thameslink Railway



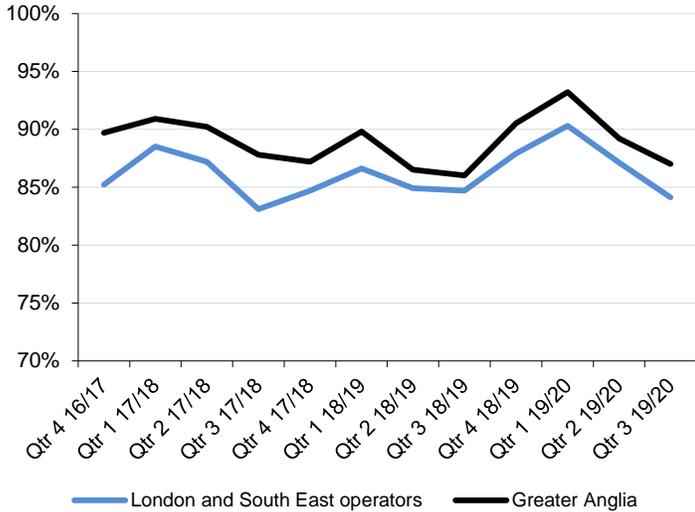
Great Western Railway (LTV)



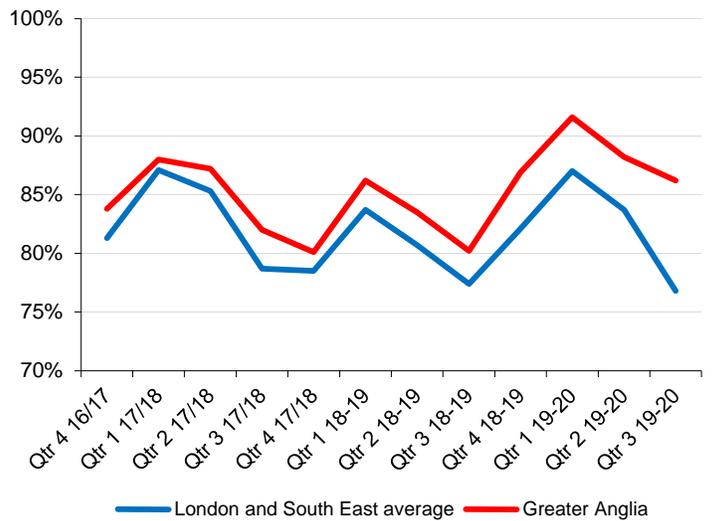
Great Western Railway (LTV)



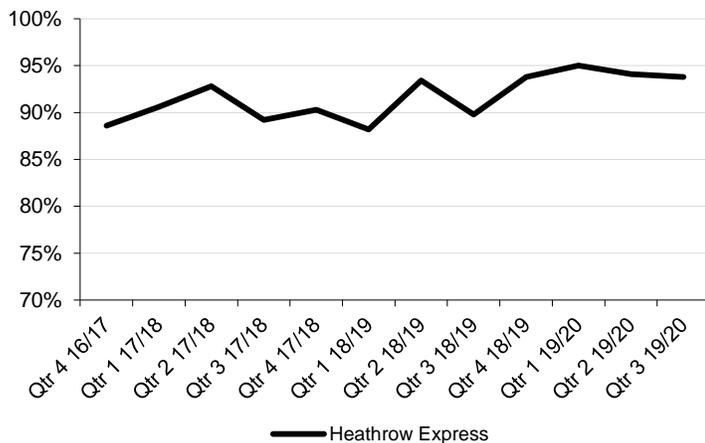
Greater Anglia



Greater Anglia

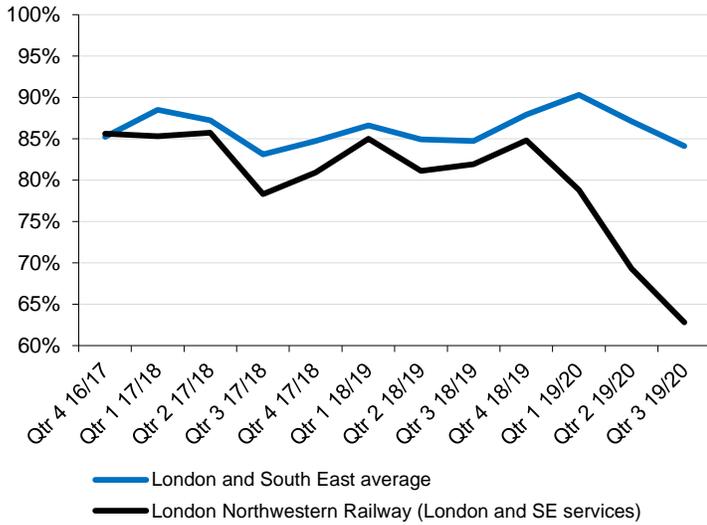


Heathrow Express

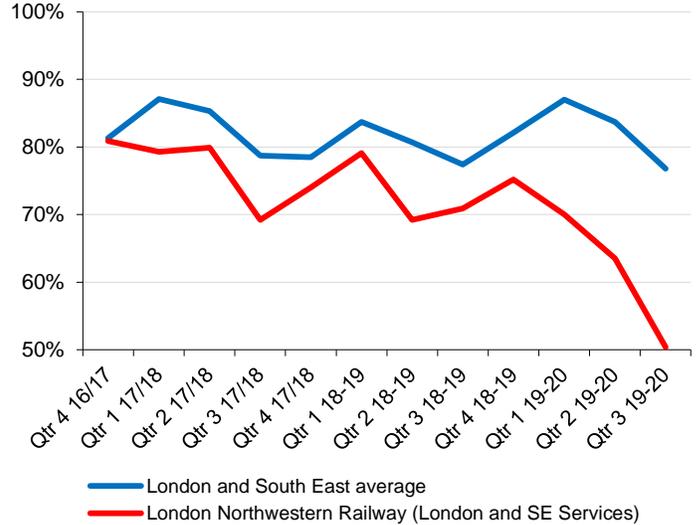


Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately.

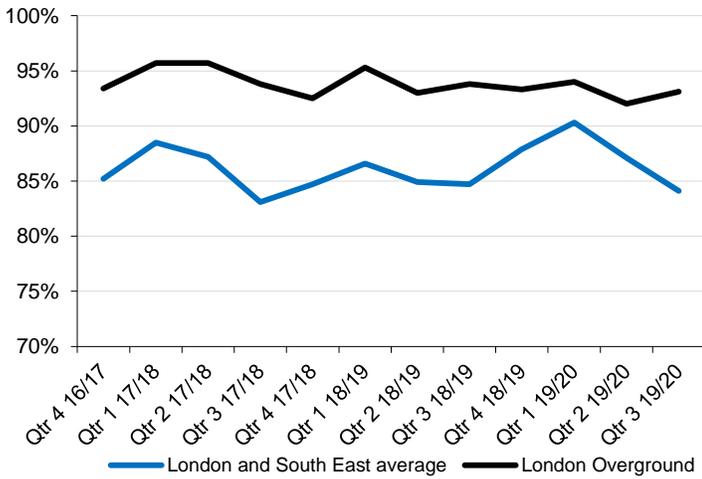
London Northwestern Railway



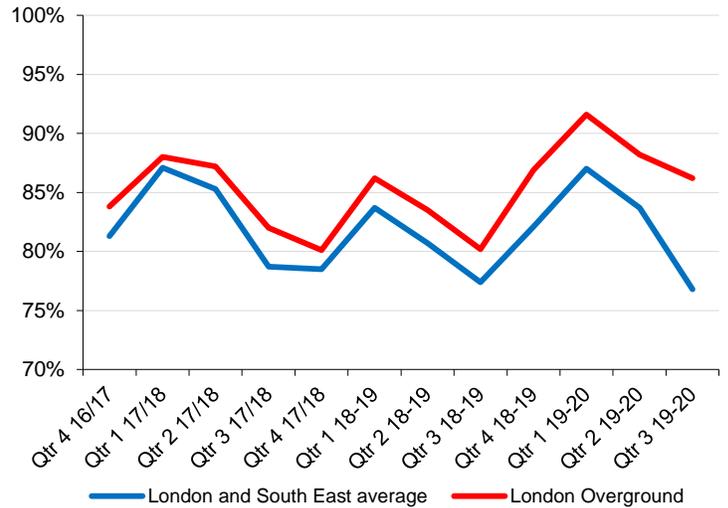
London Northwestern Railway



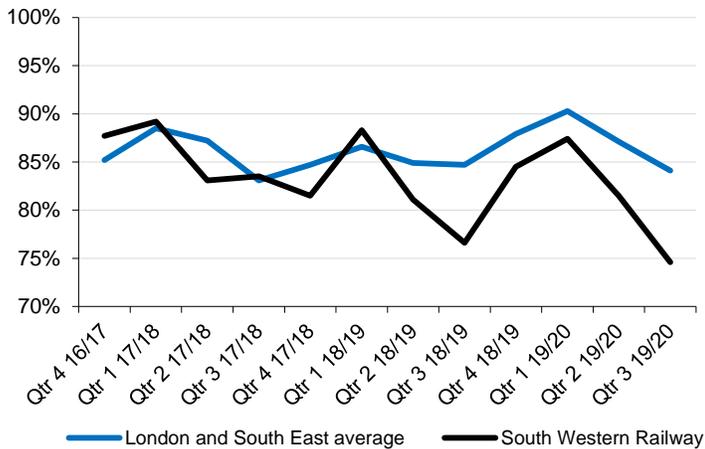
London Overground



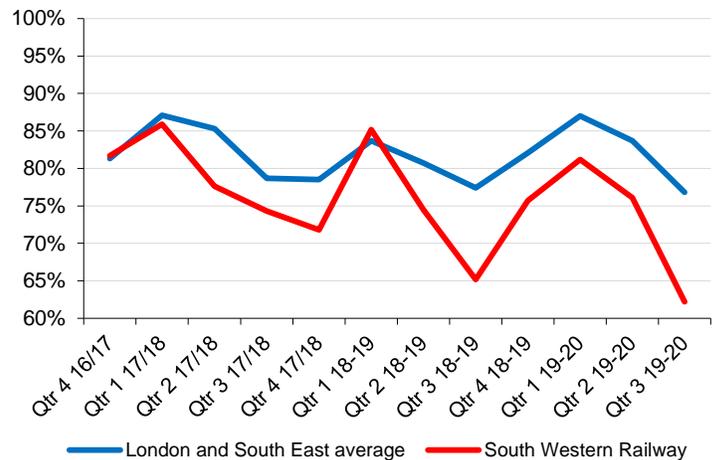
London Overground



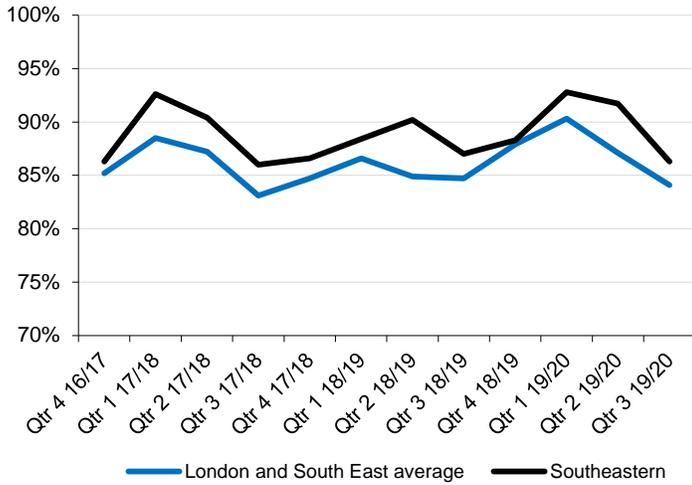
South Western Railway



South Western Railway



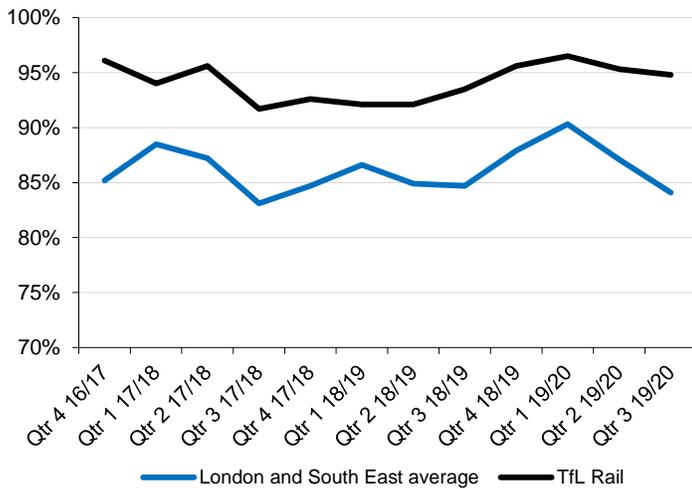
Southeastern



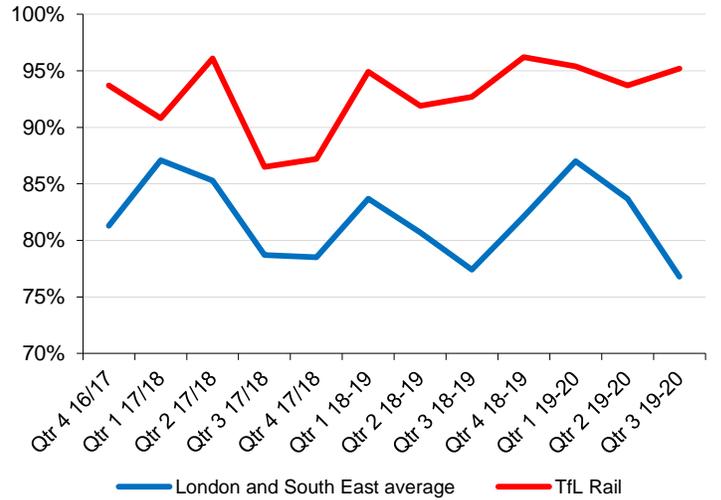
Southeastern



TfL Rail

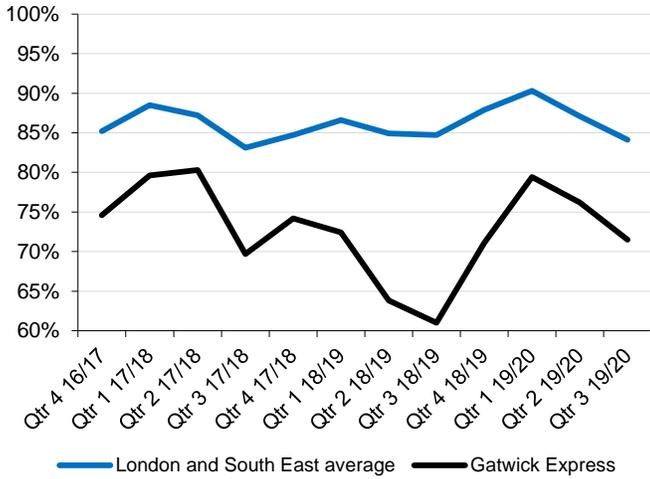


TfL Rail

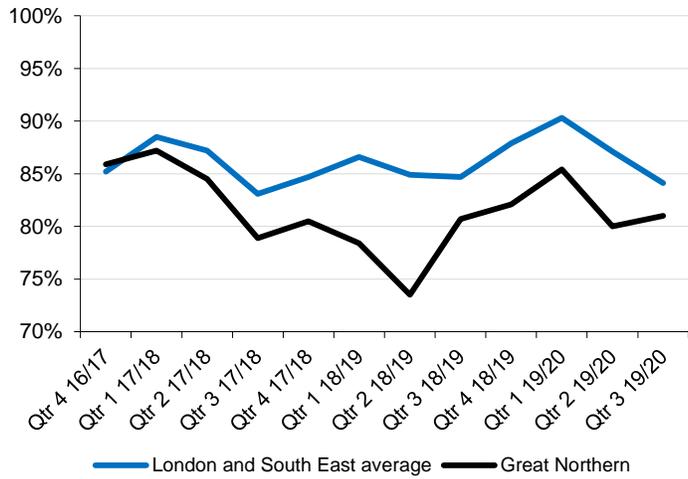


The charts below show the long term trains performance for the sub-groups operating under the GTR franchise although data on their peak services performance is not currently available.

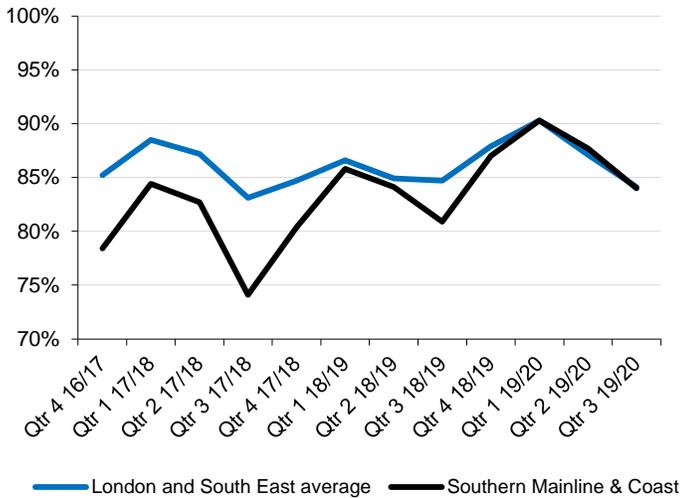
Gatwick Express



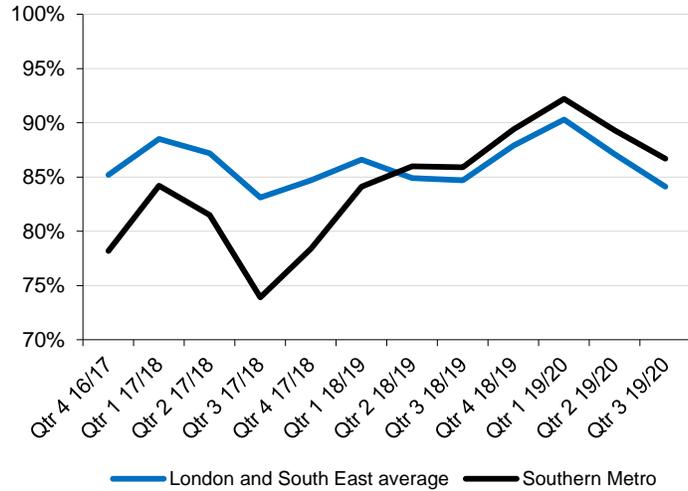
Great Northern



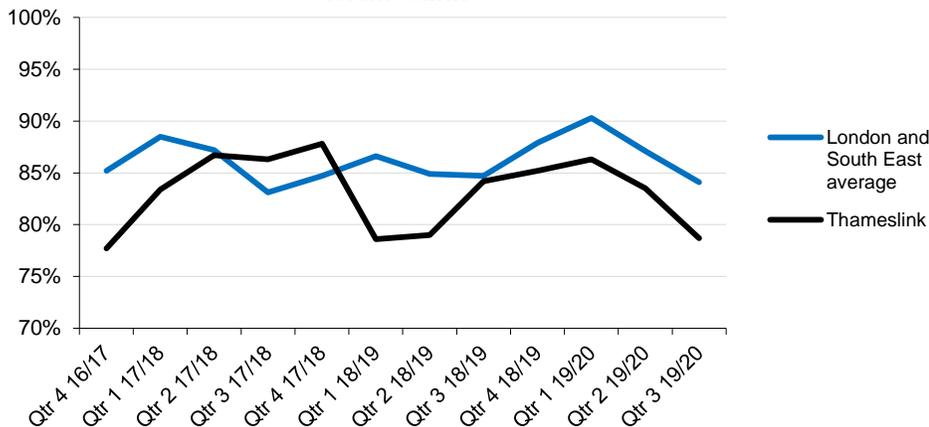
Southern Mainline & Coast



Southern Metro



Thameslink



1.4 Cancellations and significant lateness (CaSL)

The overall L&SE operators CaSL score in Q3 2019-20 was 5.6%.

TfL Rail obtained the best operator score, with a score of only 1.9% CaSL. The next best scores were achieved by Chiltern Railways (2.1%) and Heathrow Express (2.5%).

The three worst performing L&SE operators were Great Northern (7.9%), Thameslink (8.5%) and London Northwestern Railway (14.9%)

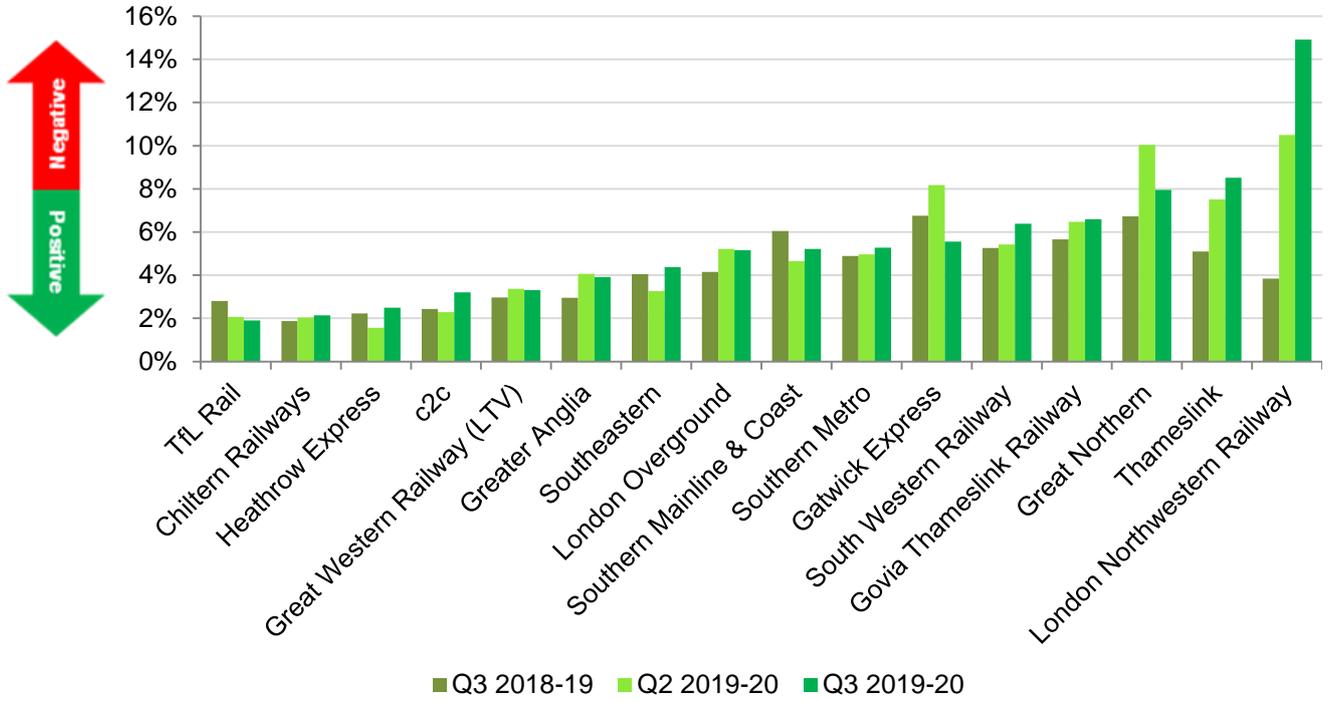
In this quarter, compared to Q3 2018-19:

Overall CaSL performance	These operators recorded the largest improvements in performance 	These operators recorded the largest deterioration in performance 
1.0% higher	Gatwick Express (-1.2%) TfL Rail (-0.9%) Southern Mainline & Coast (-0.8%) In total, 3 operators recorded improved performance	London Northwestern Railway (+11.0%)* Thameslink (+3.4%) * This increase is the same as the combined increase for all other operators In total, 13 operators recorded worse performance

In this quarter, compared to Q2 2019-20:

Overall CaSL performance	These operators recorded the largest improvements in performance 	These operators recorded the largest deterioration in performance 
0.3% higher	Gatwick Express (-2.6%) Great Northern (-2.0%) In total, 6 operators recorded improved performance	London Northwestern Railway (+4.4%) Southeastern (+1.1%) In total, 10 operators recorded worse performance

**Graph 3 – Cancellations and significant lateness:
Q3 2018-19, Q2 2019-20 & Q3 2019-20**



2 London and the 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. Transport Focus have recently published their [NRPS autumn 2019 survey report](#).

2.1 NRPS - London and the South East

This section of the report focuses on a snapshot of overall levels of satisfaction for L&SE passengers.

Overall satisfaction

82% of passengers rated their journey as very or fairly satisfactory in the autumn 2019 survey.

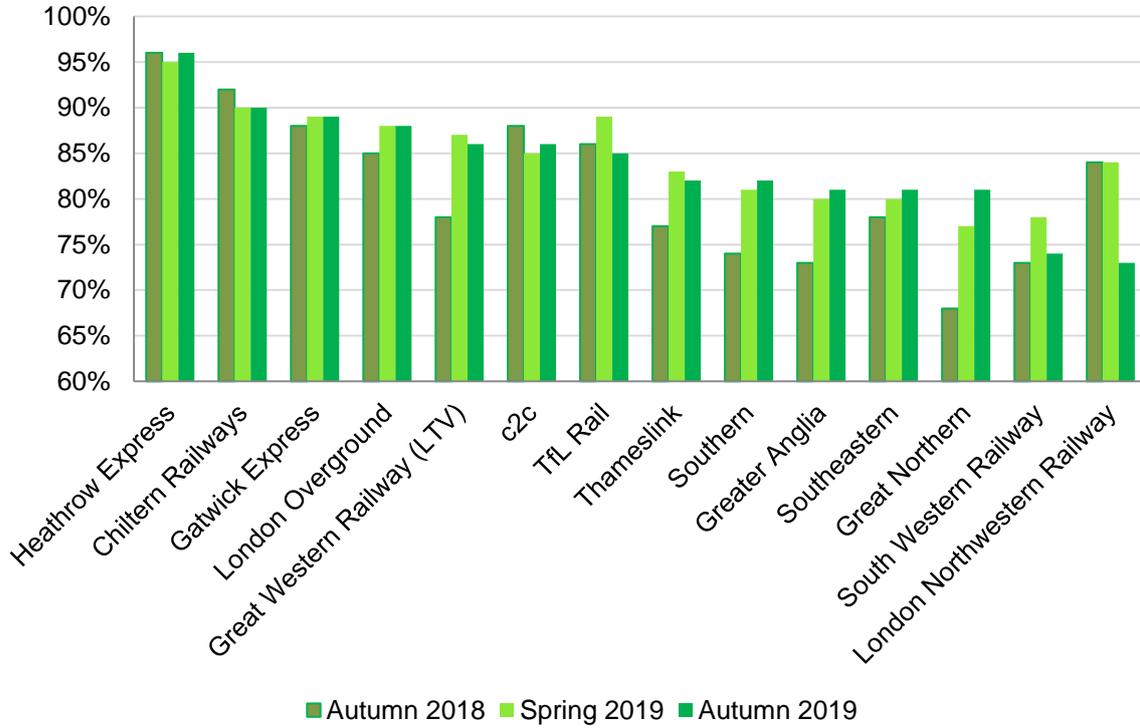
Heathrow Express recorded the highest satisfaction rate (96%), with Chiltern Railways having the second highest rate, at 90%. In each of the last three NRPS, Heathrow Express and Chiltern Railways have been the highest and second highest performers respectively.

West Midlands Trains had the lowest level of passenger satisfaction (73%), with 71% on their London commuter services. SWR had the second lowest satisfaction rate (74%).

Overall satisfaction compared to the autumn 2018 survey	These operators recorded the largest increases in satisfaction 	These operators recorded the largest falls in satisfaction 
4% higher	Great Northern (+13%) GWR, Greater Anglia and Southern (+8%) The biggest improvements in satisfaction were with the on-train factors of availability of power sockets and the usefulness of information about the delay (+7%) In total, 9 operators recorded improved satisfaction	West Midlands Trains (-11%) (note that this is their overall figure; the figure for the London commuter services is not available) In total, 4 operators recorded a fall in satisfaction although only that of West Midlands Trains was of a significant amount.

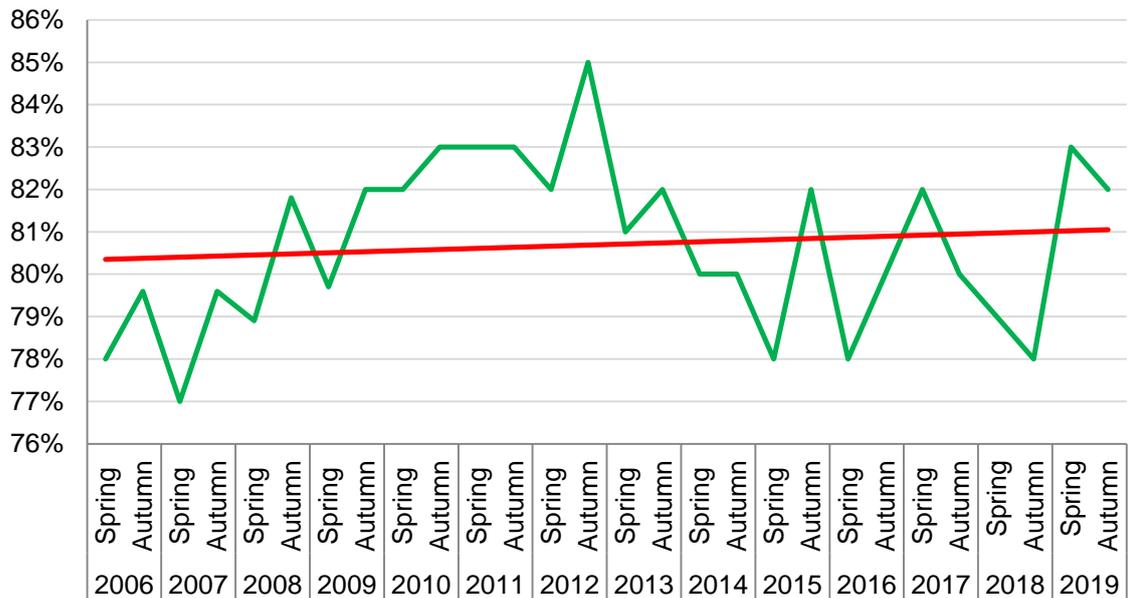
Customer satisfaction figures for the last three surveys are shown below

Graph 4 - L&SE National Rail Passenger Survey



The below graph shows overall passenger satisfaction over a longer period and the overall trend since 2006, which shows that passenger satisfaction has been slowly rising although there have been significant fluctuations since 2015.

Graph 5 - L & SE Overall Passenger Satisfaction and overall trend



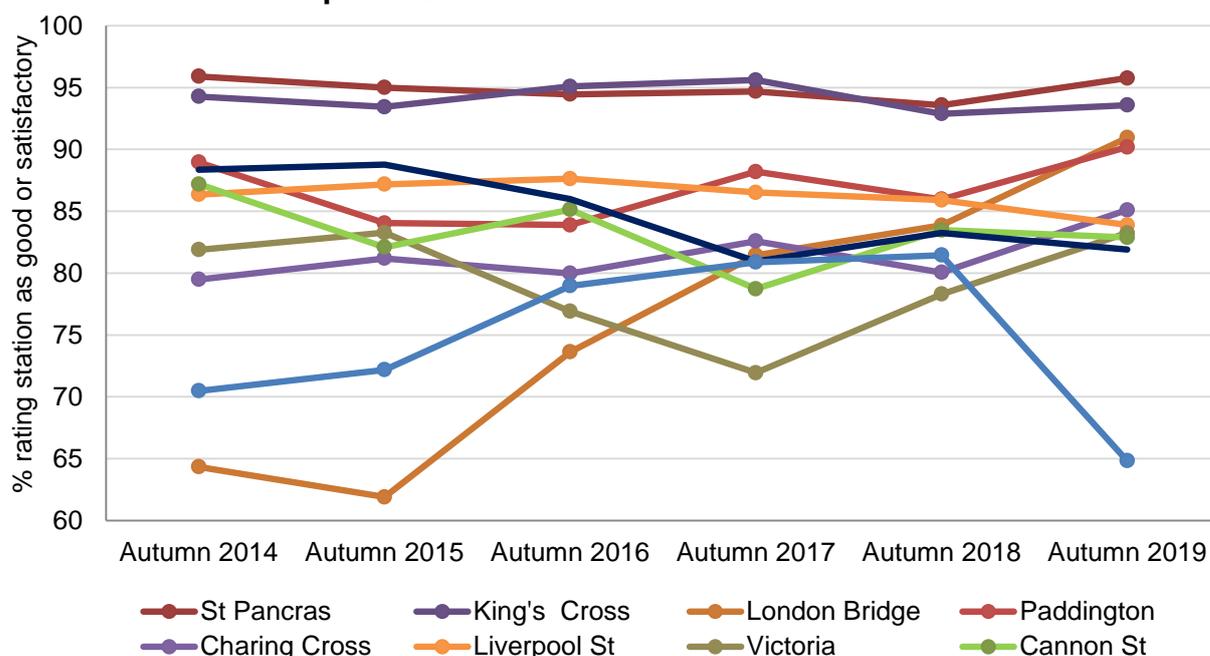
Overall satisfaction with the station in the autumn 2019 NRPS

Of London’s Network Rail stations surveyed, St Pancras recorded the highest satisfaction (95%), with King’s Cross the next highest (94%). Either St Pancras or King’s Cross have recorded the highest satisfaction in each NRPS since 2014.

Euston recorded the lowest figure (65%), which was 16% below the station with the next lowest score (Waterloo). Euston has been one of the three lowest scoring stations in each NRPS since 2014.

These stations recorded increases in satisfaction	These stations recorded decreases in satisfaction
<p>London Bridge (+7.1%) Charing Cross (+5.0%) Victoria (+4.9%) Paddington (+4.2%) St Pancras (+2.2%) King’s Cross (+0.7%)</p> <p>Investment in passenger facilities such as new toilets and seating at Victoria and new seating at London Bridge has been reflected in fast improving satisfaction levels. Satisfaction with London Bridge has risen in each NRPS since spring 2016 whilst satisfaction with Victoria has risen in each NRPS since spring 2017.</p>	<p>Euston (-16.6%) Liverpool Street (-2.0%) Waterloo (-1.4%) Cannon Street (-0.6%)</p> <p>Euston has again performed badly. This is partly due to the redevelopment works at the station including construction of the new high speed railway hub.</p>

Graph 6 - Overall satisfaction with the station



2.2 NRPS - London and national comparison

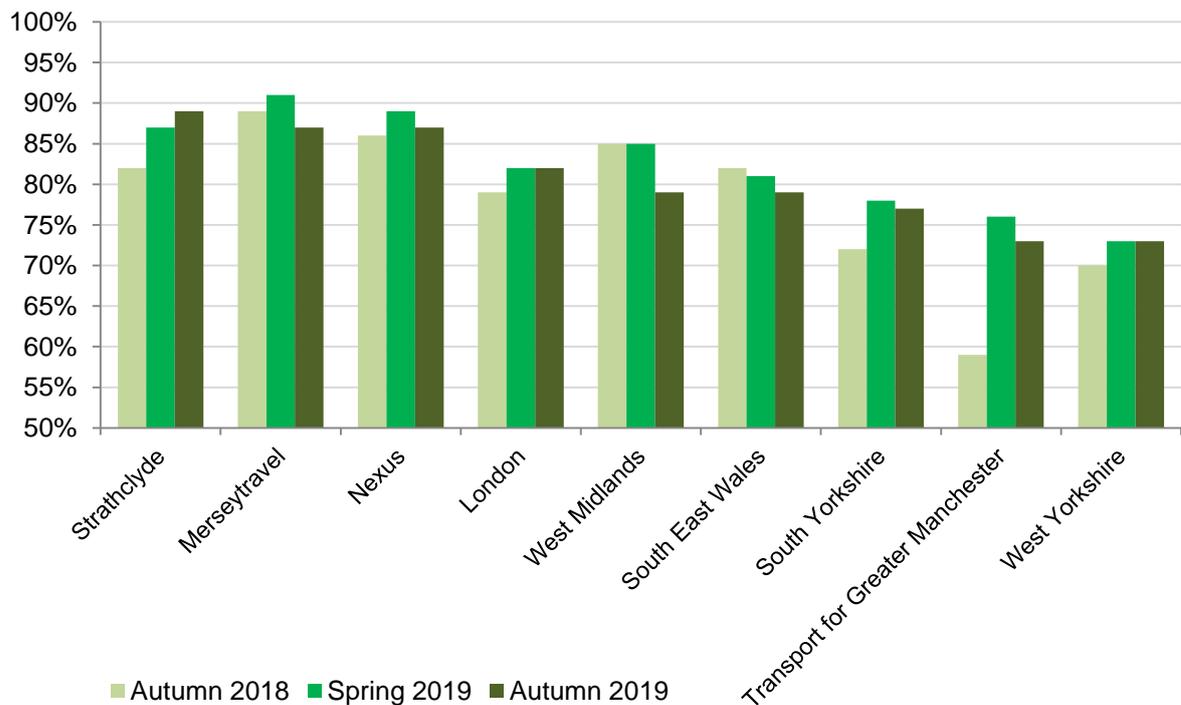
This section compares the satisfaction of London passengers with those in the other conurbations covered by the survey. Topics covered include punctuality and reliability, value for money, staff availability, frequency of trains and toilet facilities on trains.

a) Overall journey satisfaction

Passengers in Strathclyde were the most satisfied with their journey. Strathclyde is also the only area that recorded increased satisfaction in autumn 2019 compared to spring 2019. Passengers in the Transport for Greater Manchester area and West Yorkshire were the least satisfied.

London ranked fourth of the nine conurbations, at 82%, the same as in spring 2019 but 3% higher than in autumn 2018.

Graph 7 - Overall satisfaction with journey – autumn 2018, spring 2019 and autumn 2019

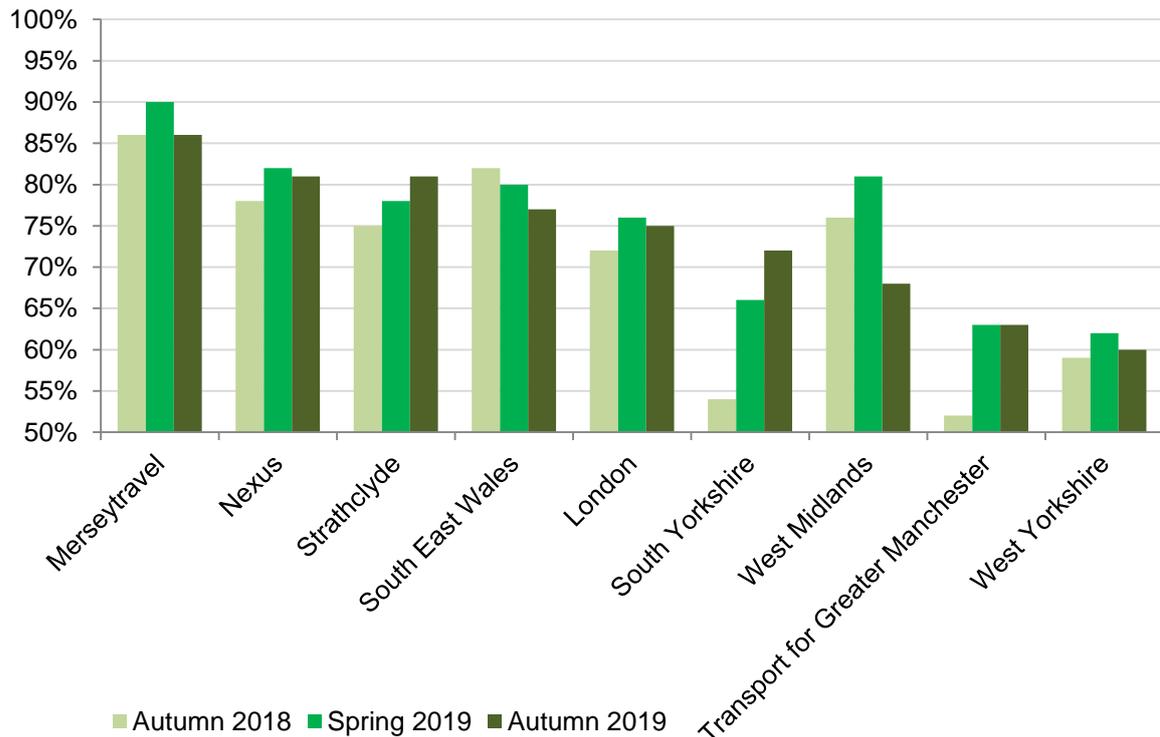


b) Punctuality and reliability

Merseytravel passengers were the most satisfied with the punctuality and reliability of their train service, and passengers in West Yorkshire the least satisfied.

London ranked fifth, at 75%, 1% lower than in spring 2019 but 3% higher than in autumn 2018.

Graph 8 - Satisfaction with punctuality and reliability of the train - autumn 2018, spring 2019 and autumn 2019

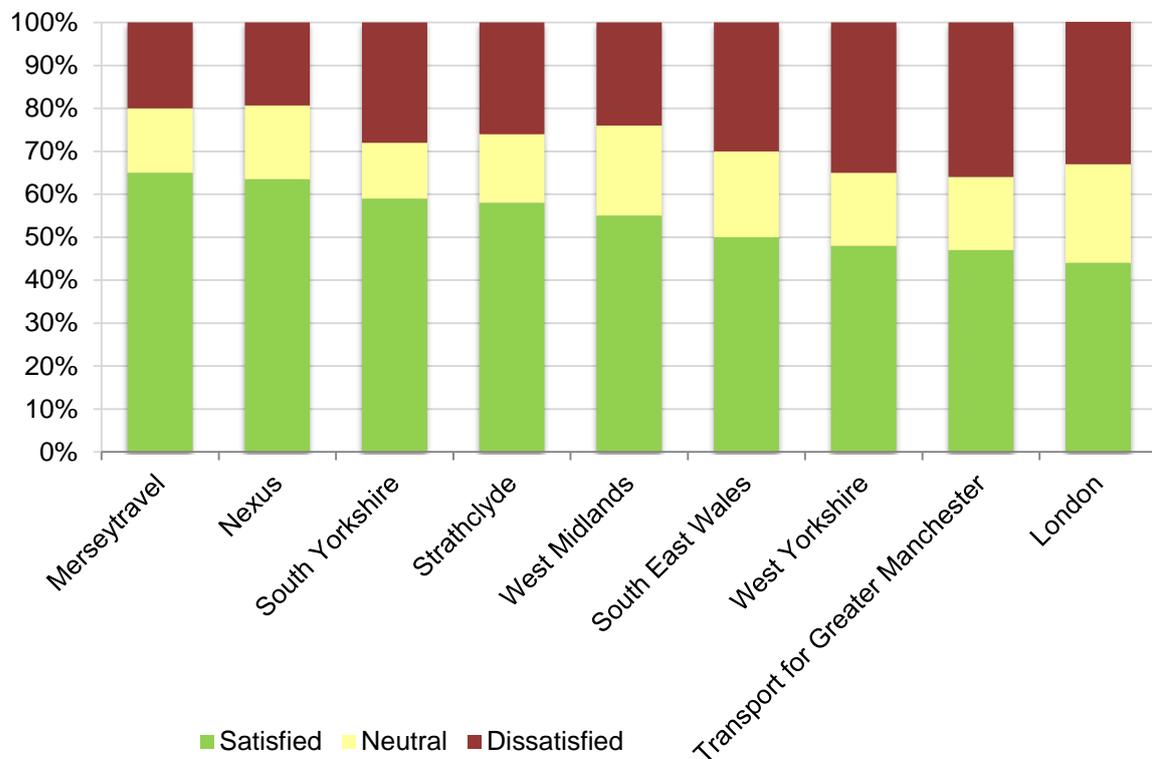


c) Value for money

The passengers who are most satisfied with the value for money of their ticket price are those in the Merseytravel and Nexus areas, although even in these areas only two out of every three passengers expressed satisfaction.

At 44% satisfaction, London passengers are the least satisfied with the value for money of their ticket price. This 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* report¹.

Graph 9 - Satisfaction with value for money of ticket price - autumn 2019



¹ [Value for Money on London's transport services: what consumers think August 2013](#)

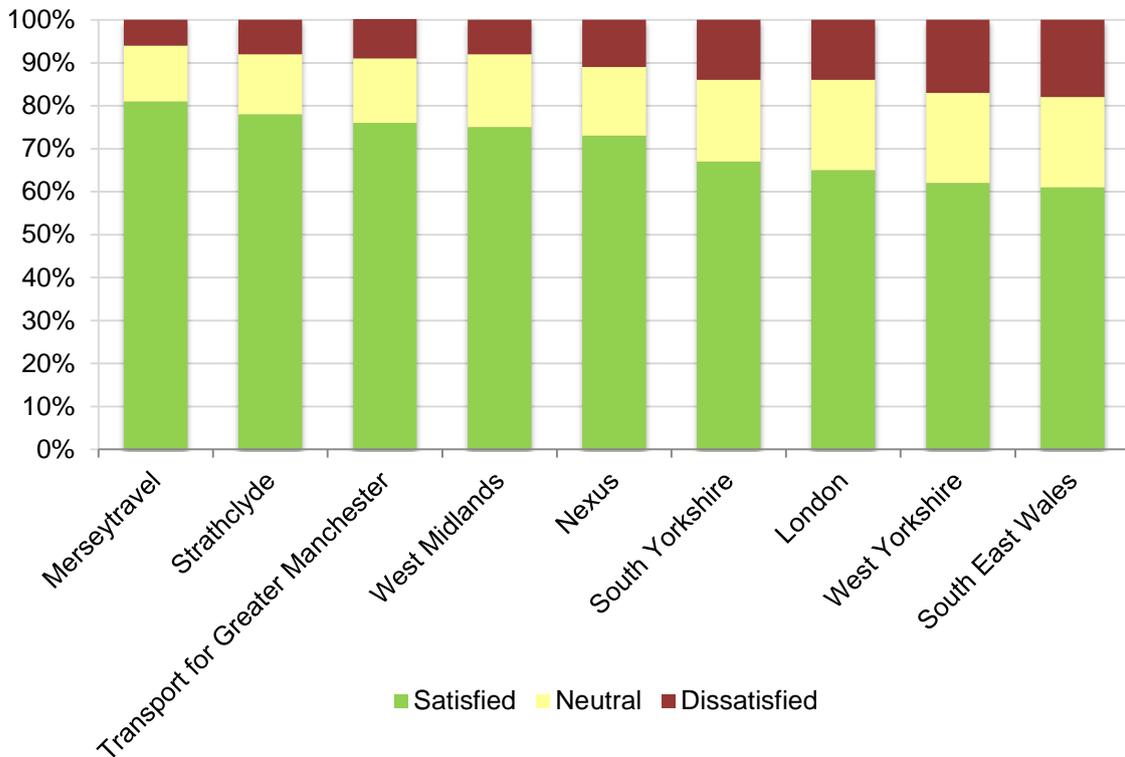
d) Availability of staff at the station

Merseytravel passengers are the most satisfied with station staff availability (with just 6% dissatisfied). 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.

Those in South East Wales and West Yorkshire are the least satisfied.

London passengers' satisfaction ranked seventh, with 65% satisfaction.

Graph 10 - Satisfaction with availability of staff at station - autumn 2019



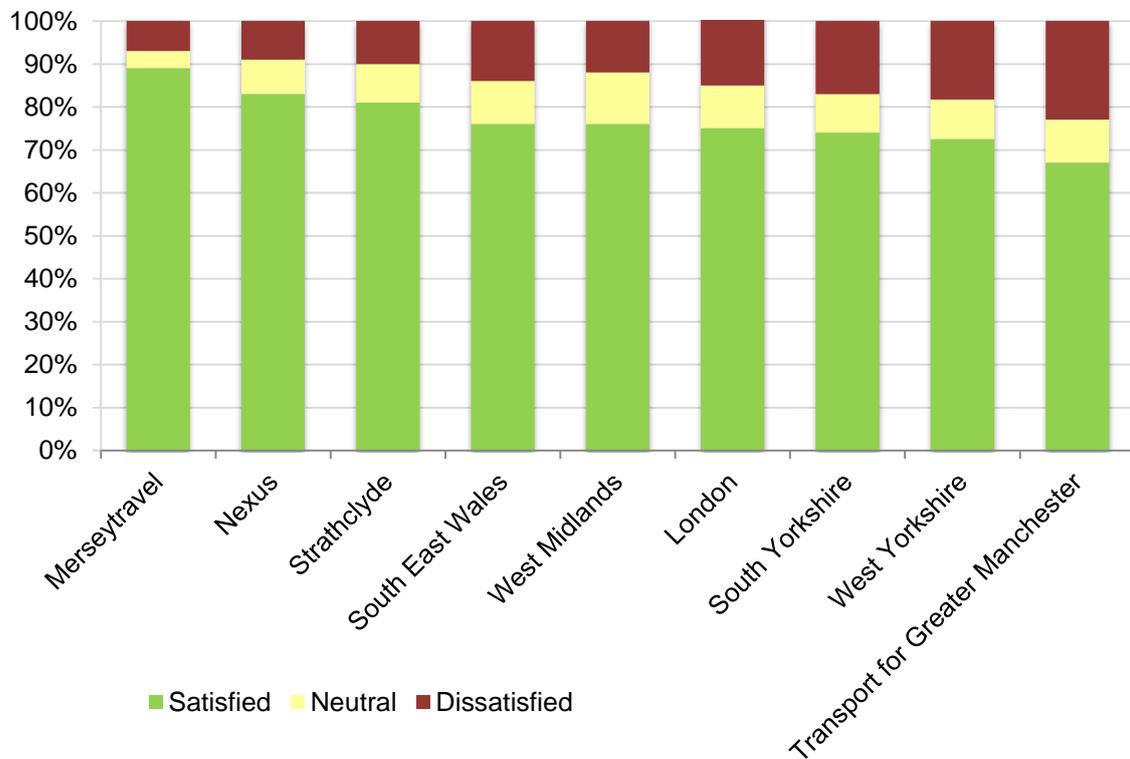
e) Frequency of trains on route in the autumn 2019 survey

Merseytravel passengers are the most satisfied with frequency of trains on route. 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).

Passengers in the Transport for Greater Manchester area were the least satisfied.

London passengers satisfaction ranks sixth, with three out of four passengers satisfied.

Graph 11 - Satisfaction with the frequency of trains on route - autumn 2019



3 Passenger complaints

The complaints data below is the latest available from the Office of Rail & Road. It relates to **Q2 (July to September) 2019-20**.

TfL Rail and London Overground had the lowest complaint rates. Both operate a metro style service and are managed by TfL. Southeastern has the largest percentage decrease in complaints (-39%) compared to Q2 2018-19.

GWR received the highest rate of complaints (although this was 28% lower than in Q2 2018-19). London Northwestern Railway had the largest percentage increase in complaints (64% higher than in Q2 2018-19 and 49% higher than in Q1 2019-20).

The overall rate of complaints (per 100,000 journeys) in this quarter, compared to Q2 2018-19:

These operators had a higher complaint rate 	These operators had the same complaint rate 	These operators had a lower complaint rate 
c2c Greater Anglia London Northwestern Railway	Chiltern Railways London Overground TfL Rail	GTR GWR Southeastern SWR

Train punctuality and reliability is the most common cause of complaints for L&SE operators (and also nationally)	These operators had the highest percentage of complaints about punctuality and reliability	Operator performance issues which may have contributed to these complaints
	London Overground (51%) Greater Anglia (42%) London Northwestern Railway (42%)	London Overground recorded a significant increase in the number of CaSL trains Greater Anglia recorded worse PPM, RTA and CaSL than in the previous quarter London Northwestern Railway recorded the highest CaSL percentage, lowest PPM and second worst percentage of RTA of all L&SE operators

The next most common causes of complaints are:

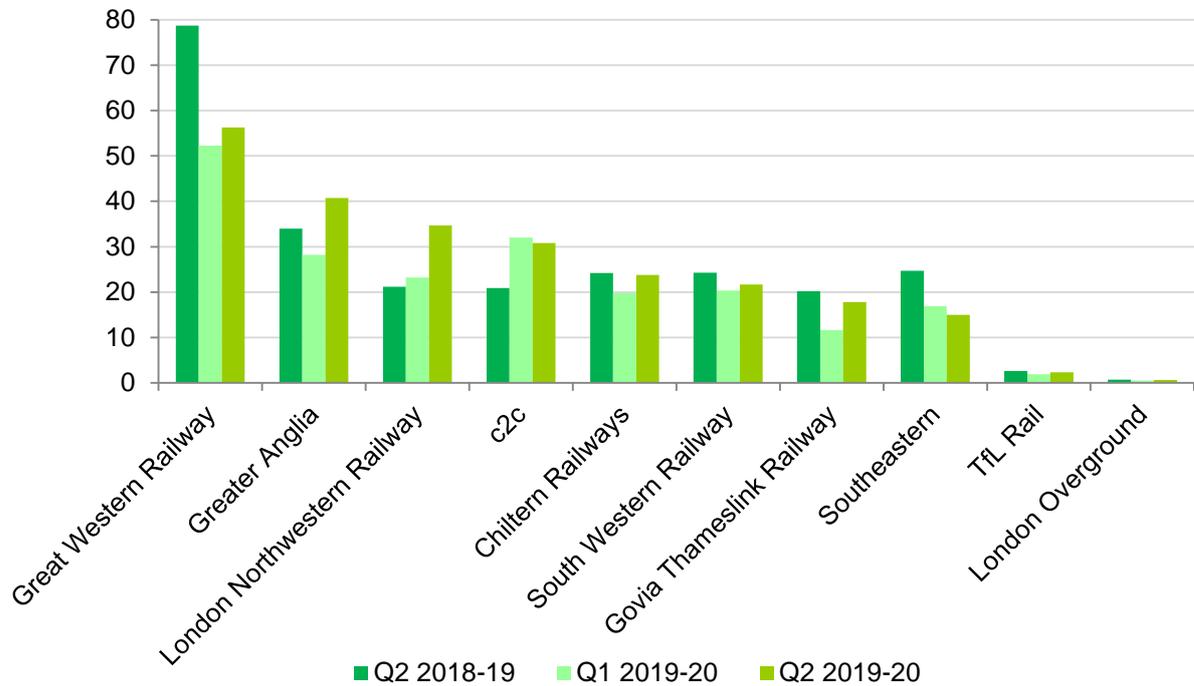
Ticket buying facilities

Sufficient room for all passengers to sit/stand

Facilities on board

Smartcards

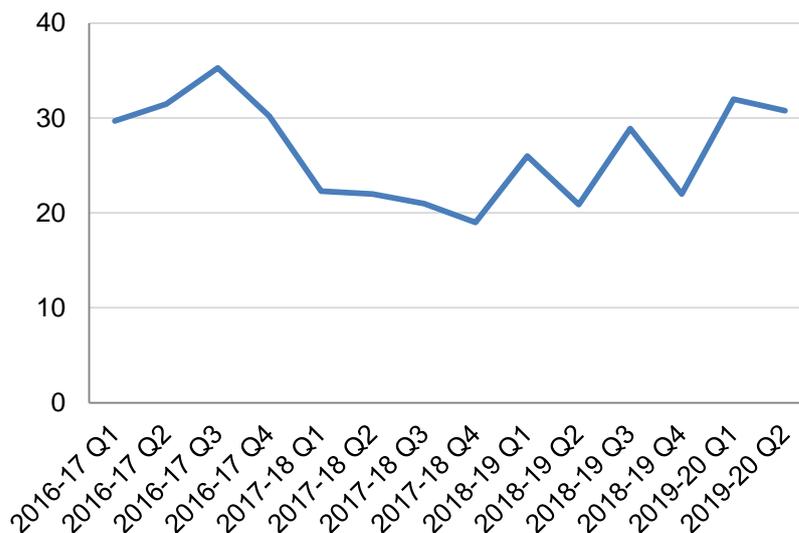
Graph 12 - Complaints per 100,000 passenger journeys by train operating company, Q2 2018-19, Q1 2019-20 and Q2 2019-20



The graphs below show complaints to individual train operators in Q2 2019-20, with the following information:

- the number of complaints per 100 000 journeys (and a comparison with Q2 2018-19); and
- the main causes of complaints

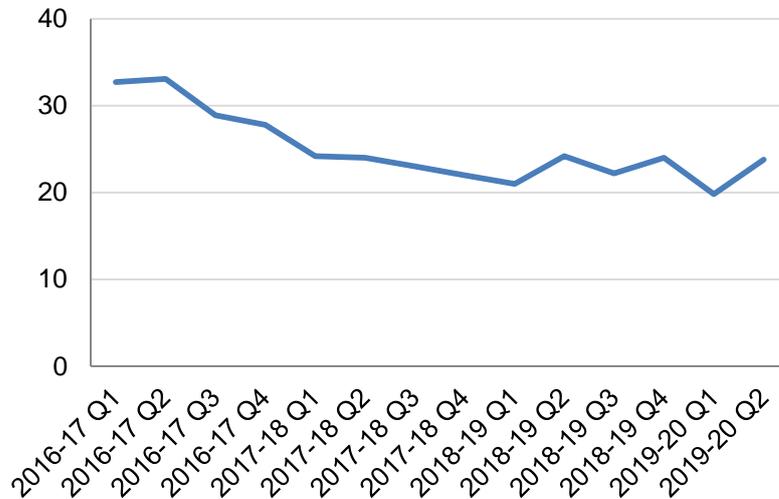
c2c



Number of complaints:
31 (+10)

Main causes of complaints:
1 Smartcards
2 Ticketing/refunds policy

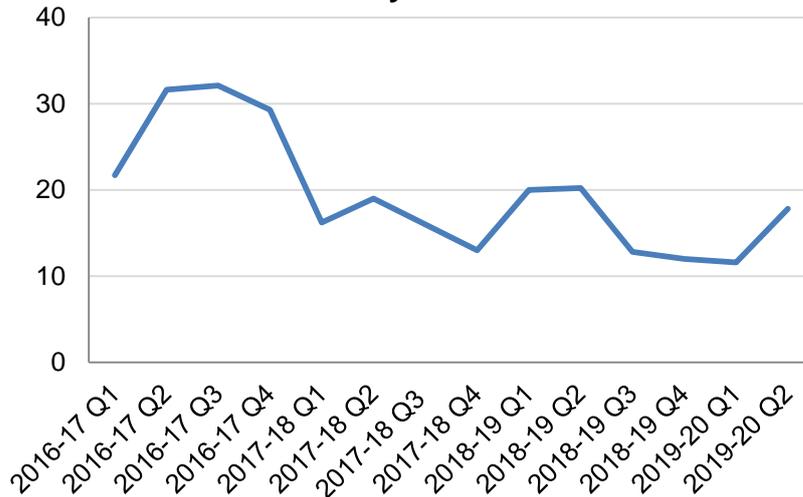
Chiltern Railways



Number of complaints:
24 (-)

Main causes of complaints:
1 Ticket buying facilities
2 Sufficient room for all passengers to sit/stand

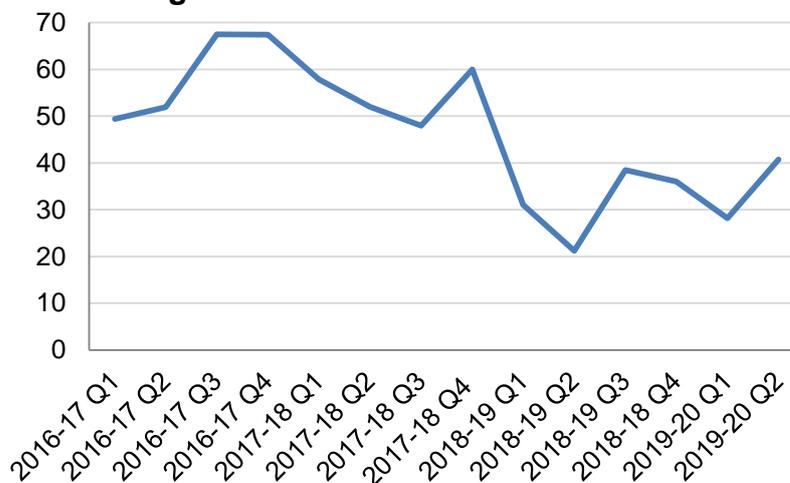
Govia Thameslink Railway



Number of complaints:
18 (-2)

Main causes of complaints:
1 Punctuality/reliability
2 Ticket buying facilities
3 Smartcards

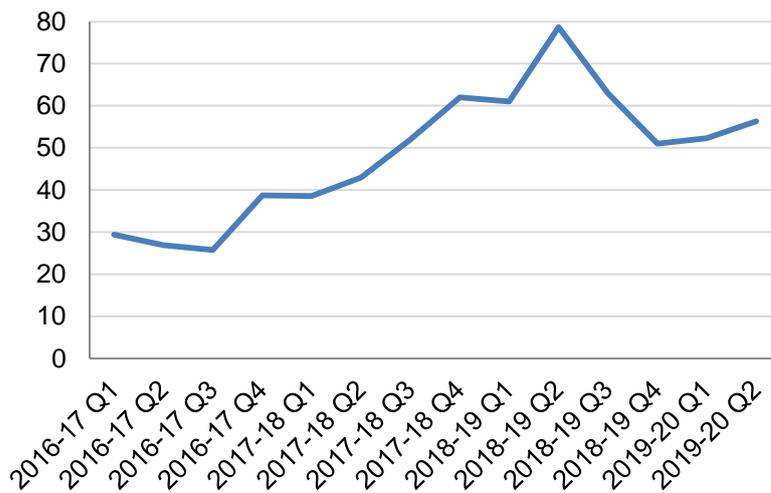
Greater Anglia



Number of complaints:
41 (+20)

Main causes of complaints:
1 Punctuality/reliability
2 Facilities on board

GWR

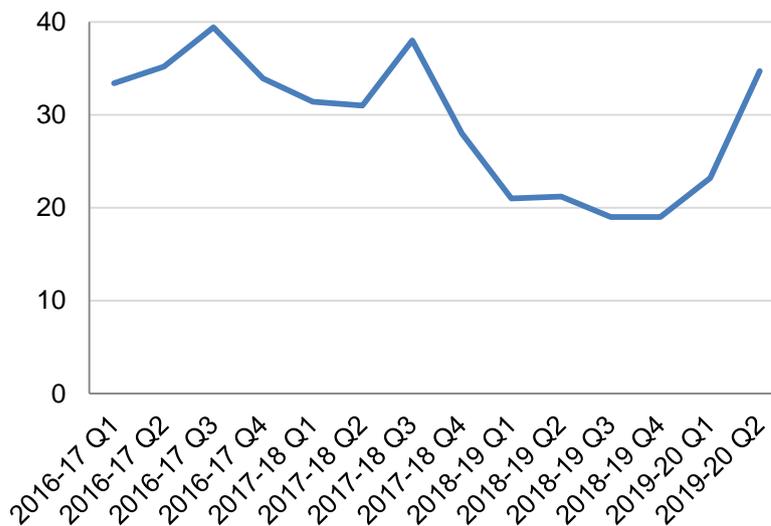


Number of complaints:
56 (-23)

Main causes of complaints:
1 Ticket buying facilities
2 Facilities on board
3 Sufficient room for all passengers to sit/stand

London Northwestern Railway

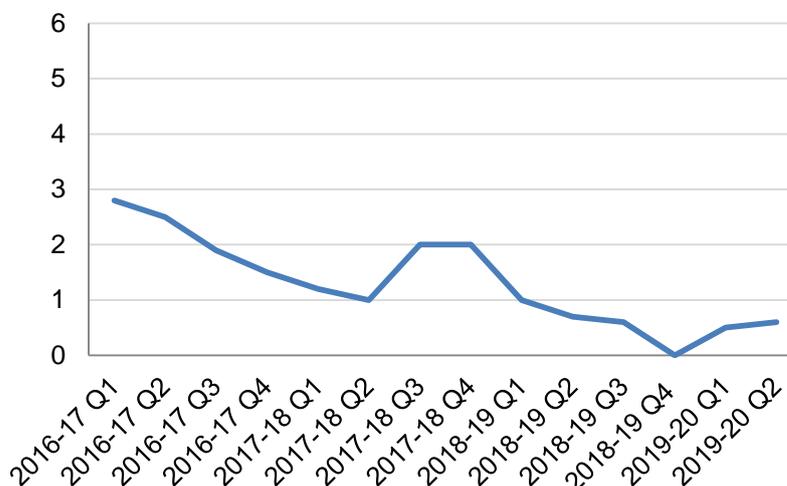
(Figures are for West Midlands Trains including London Northwestern Railway as they are not separated)



Number of complaints:
35 (+14)

Main causes of complaints:
1 Punctuality/reliability
2 Sufficient room for all passengers to sit/stand

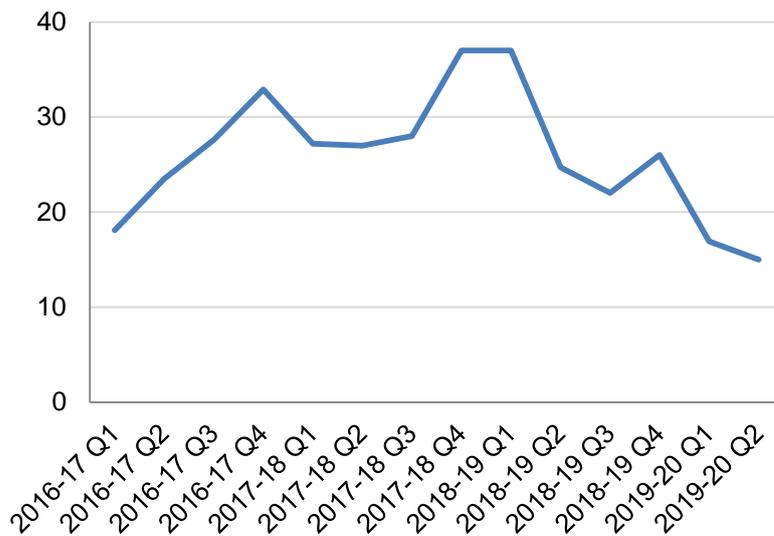
London Overground



Number of complaints:
1 (-)

Main causes of complaints:
1 Punctuality/reliability
2 Attitude and helpfulness of the staff at the station

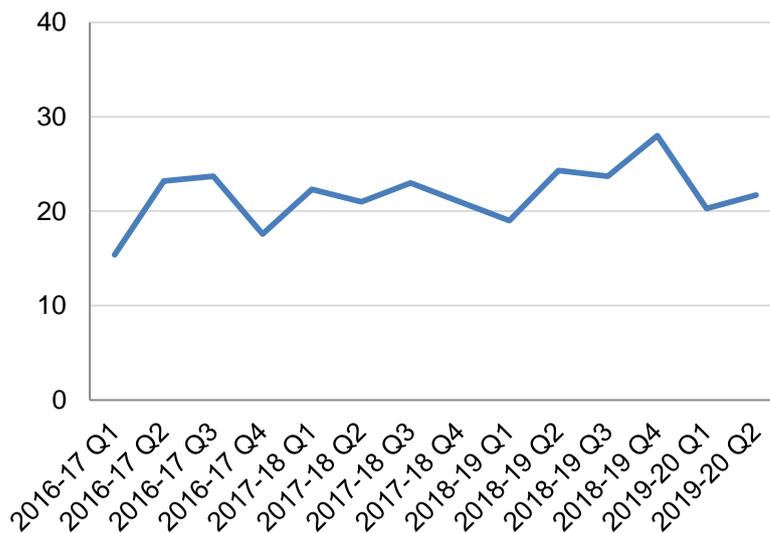
Southeastern



Number of complaints:
15 (-10)

Main causes of complaints:
1 On board train facilities
2 Punctuality and reliability
3 Smartcards

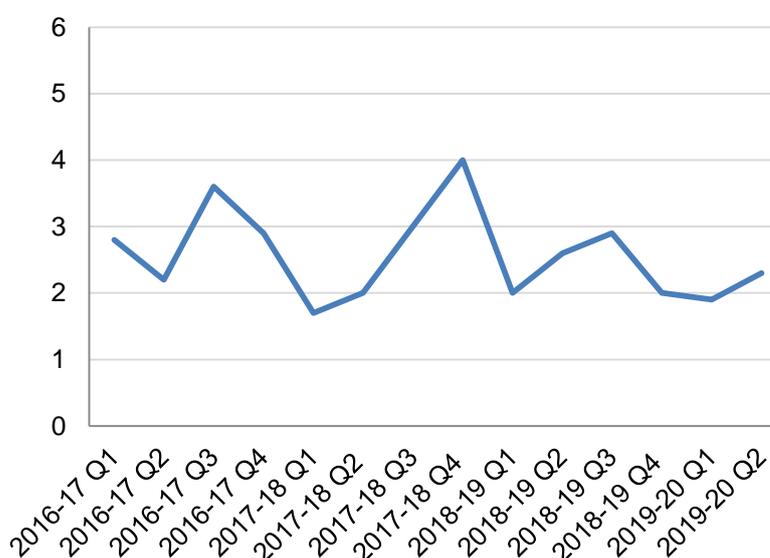
South Western Railway



Number of complaints:
22 (-2)

Main causes of complaints:
1 Punctuality and reliability
2 Ticket buying facilities
3 Rejection of delay compensation claims

TfL Rail



Number of complaints:
2 (-)

Main causes of complaints:
1 Punctuality and reliability
2 Overall station environment
3 Attitude and helpfulness of the staff at the station

Appendix

Right time arrivals (RTA)

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).

Public performance measure (PPM)

The 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 (CaSL)

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.

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 TOCs are required to report them. This “normalisation” of the data compensates for the difference between companies in the number of passengers carried.

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.

References

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