

National Rail Performance Report - Quarter 3 2017-18 (Oct- Dec 2017)

March 2018



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 2014-15 – April to June	Sept 2014
Quarter 2 2014-15 – July to Sept	Dec 2014
Quarter 3 2014-15 – Oct to Dec	March 2015
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

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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 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 2017-18.

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, see appendix.

There have been some presentational changes to the layout of this report compared to previous periods but the same data sets are being analysed and reported.

London & South East train service performance

Overall, L&SE performance improved during Q3 2017-18, with a PPM of 83.1%, 3 percentage points better than Q3 2016-17.

c2c had the highest PPM, and the second largest increase in performance in the third quarter of 2017-18, outside the GTR franchise.

Govia Thameslink Railway (GTR) with an overall PPM of 77.2%, had the highest increase, 7.5 percentage points, but still had the worst performance of any L&SE operator. Gatwick Express was the only operation within the GTR franchise to experience a decline in PPM, as well as the largest overall reduction for any operator.

The overall peak PPM score for Q3 2017-18 was 78.7%, higher than Q3 2016-17. c2c had the highest proportion of peak trains within the PPM for Q3 2017-18, 96.6%, and London Northwestern Railway recorded a score of 69.2%, the lowest peak PPM. TfL Rail recorded the largest reduction in peak services, with a score of 86.5%, a 5.5 percentage points reduction.

The overall rate of CaSL was 5.1% in Q3 2017-18. c2c achieved the best score, 1.2%. GTR, with an overall score of 7.3%, had the largest reduction, but the worst level of services cancelled or late.

The overall rate of RTA was 57.5% in Q3 2017-18. c2c obtained the highest score, with 78.7% of its trains arriving on time. GTR still has the worst score compared to

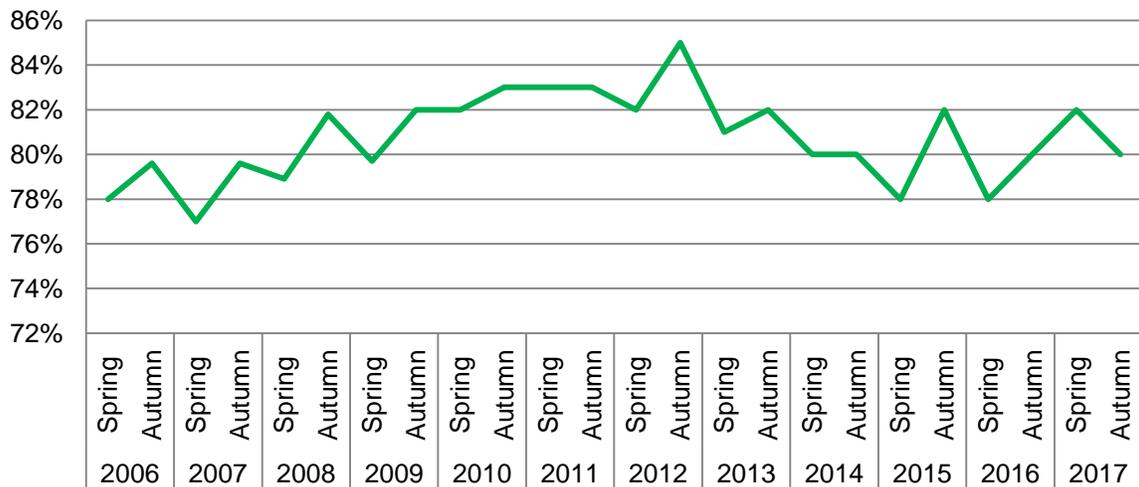
other L&SE operators, with 48.9% in Q3 2017-18. TfL Rail had the largest reduction in RTA outside the GTR franchise, with 75.2% of its services arriving on time.

London & South East (L&SE) passenger satisfaction

In autumn 2017, the percentage of satisfied passengers, taking all L&SE operators together, was 80%, the same score received in autumn 2016, but a 2% reduction compared to the spring 2017 survey. The operator with the highest satisfaction rate was Heathrow Express, 91% of whose users rated the service as satisfactory or good, a reduction when compared to the previous two surveys.

Southern had the lowest level of passenger satisfaction, with 72% of its passengers satisfied.

Graph of L&SE Overall Passenger Satisfaction



Complaints

Three operators had higher complaints rates in Q2 2017-18 compared to Q2 2016-17. Greater Anglia received the highest number of complaints per 100,000 passenger journeys, with 52 complaints.

Great Western Railway had the largest percentage increase in complaints, 62%, compared to Q2 2016-17. GTR had the largest percentage reduction in complaints compared to Q2 2016-17.

Changes to train operating companies

London Midland became London Northwestern Railway in 10 December 2017, during the Q3 2017-18 period. For the purpose of this report, the whole period will be referred to under London Northwestern Railway.

South West Trains became South Western Railway in August 2017, during the Q2 2017-18 period.

TfL Rail currently operates the Liverpool Street to Shenfield line, formerly managed by Greater Anglia. Later in the year, TfL Rail service will open between Paddington and Heathrow, replacing the existing Heathrow Connect service and part of the Great Western inner suburban service.

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.

2.1 Public performance measure results

Overall, L&SE performance improved during Q3 2017-18, with a PPM of 83.1%, 3 percentage points better than Q3 2016-17.

It should be noted that in 2016-17, the equivalent period (October-December 2016), as well as strike action, staffing shortages and defective rolling stock, Govia Thameslink Railway's (GTR) ongoing poor performance contributed to the overall decline in PPM (approximately 86%), and its subsequent improvements contributed to the overall performance increase in this quarter.

c2c had the highest PPM, and the second largest increase in performance in the third quarter of 2017-18, outside the GTR franchise with 97%, a 4.7 percentage points increase compared to the same quarter in 2016-17.

GTR with an overall PPM of 77.2% had the highest increase, 7.5 percentage points, but the worst performance. When analysed individually, most operations within the GTR franchise had a significant PPM increase, but with the exception of Great Northern and Thameslink, performed worse than any other TOC operating in the L&SE area (see PPM graph below). An improvement plan implemented jointly by the operator and Network Rail has driven up performance, albeit against a very low baseline.

Gatwick Express was the only operation within the GTR franchise to experience a PPM decline, as well as the largest overall reduction, a 16.4 percentage points reduction, when compared to Q3 2016-17.

London Northwestern Railway, with their PPM falling from 80.9% in Q3 2016-17 to 78.3% in Q3 2017-18, had the second largest decline outside the GTR franchise, a 2.6 percentage point reduction. Signalling failures, defective rolling stock, and a lineside fire affected its performance.

TfL Rail recorded a notable reduction in its Q3 2017-18 performance. Poor weather conditions as well as faulty rolling stock had an impact on services.

Chiltern Railway recorded a reduction in its Q3 performance, with an overall PPM of 92%, a 1 percentage point reduction. Weather related issues and defective

rolling stock affected its services.

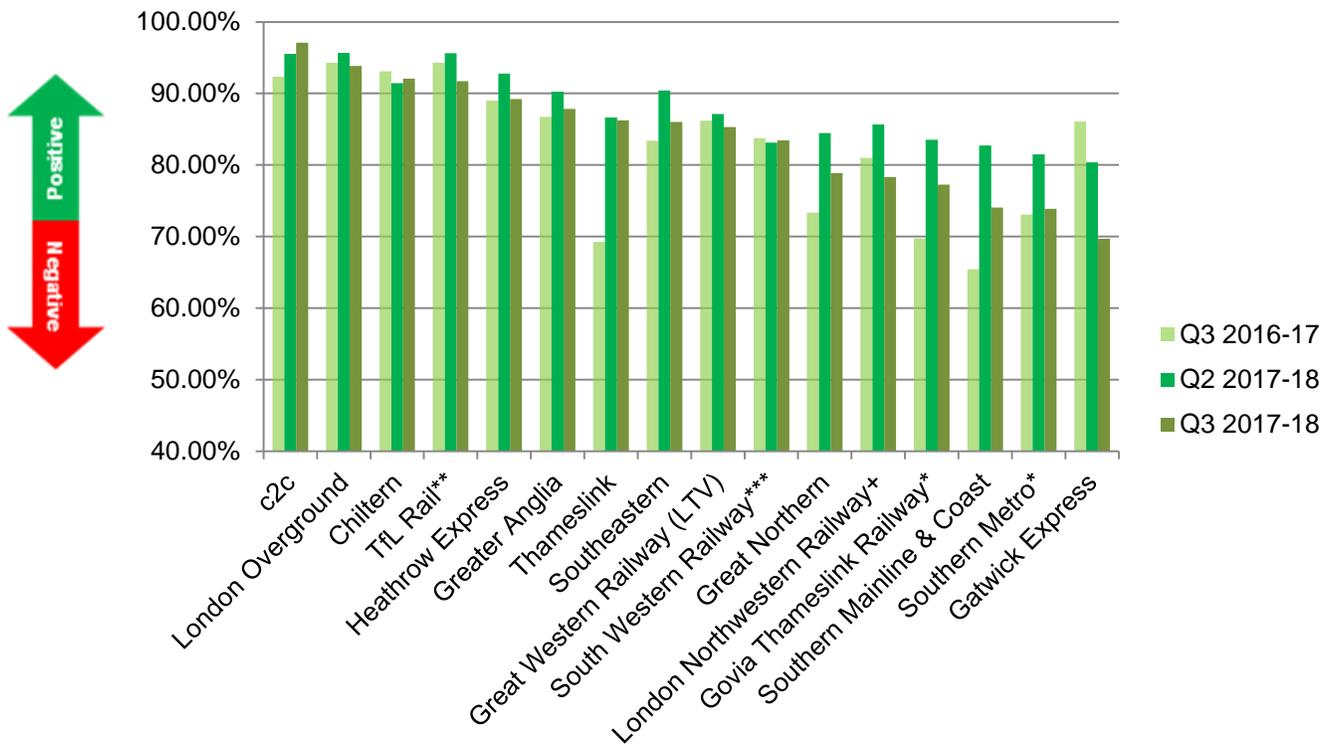
Great Western Railway with an overall PPM of 85.3%, had a 0.8 percentage point reduction. Rolling stock failure, train crew issues as well as power and infrastructure failures affected services.

London Overground with an overall PPM of 93.8%, had a 0.4 percentage point reduction compared to Q2 2016-17. Rolling stock failure, train crew issues as well as infrastructure failures affected services.

South Western Railway, with an overall PPM of 83.4%, had a 0.3 percentage point reduction. Weather related issues and infrastructure failures throughout the network had a large impact on its services.

Southeastern recorded an increase in its Q3 2017-18 performance compared to the same period in 2016-17. Again, an improvement plan implemented jointly by the operator and Network Rail, have resulted in improved performance.

Graph 2 – Public Performance Measure Q3 2016-17, Q2 2017-18 & Q3 2017-18



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

2.1.1 Peak services

Looking at weekday morning (0700 and 0959) and evening (1600 and 1859) peak services, c2c had the highest proportion of trains within the PPM for Q3 2017-18, with a score of 96.6%, a 5.6 percentage points improvement. GTR had the largest improvements in its peak performance compared to the same period a year ago, 72.4%, a 9.7 percentage points increase.

London Northwestern Railway recorded a score of 69.2%, the lowest peak PPM, a 3.9 percentage points reduction.

TfL Rail recorded the largest reduction in peak services compared to the same period in Q3 2016-17, with a score of 86.5%, a 5.5 percentage points reduction.

The overall peak PPM score for Q3 2017-18 was 78.7%, 3.1 percentage points higher than in Q3 2016-17.

2.2 Performance trends

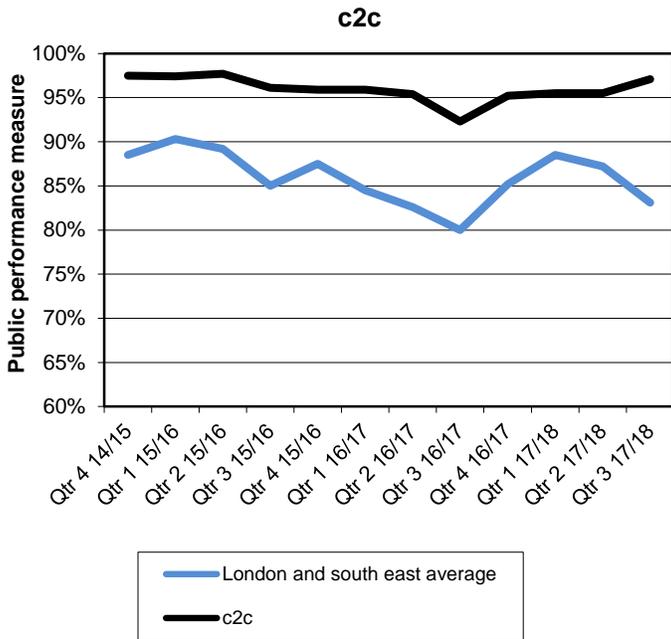
In the charts in this section, each train company's quarterly PPM results for the past three years are shown graphically, together with the results for peak trains. In each case, the individual company's performance is shown alongside the combined result for the entire L&SE network including trend lines.

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.

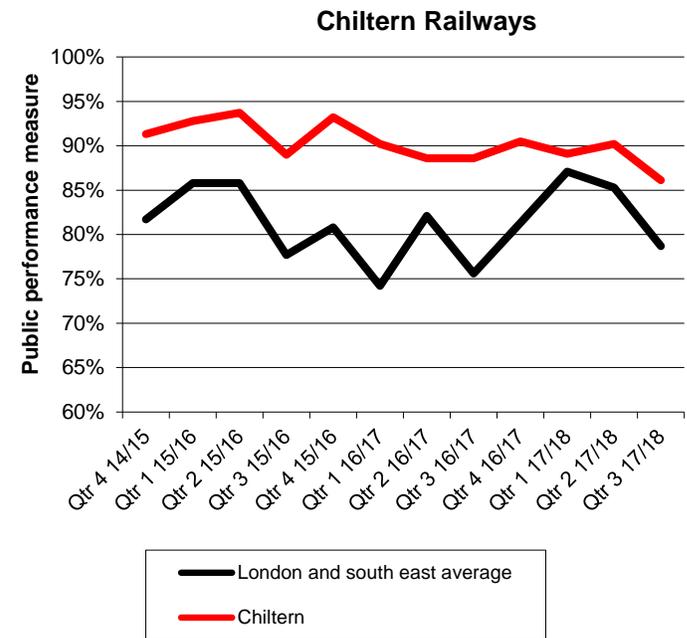
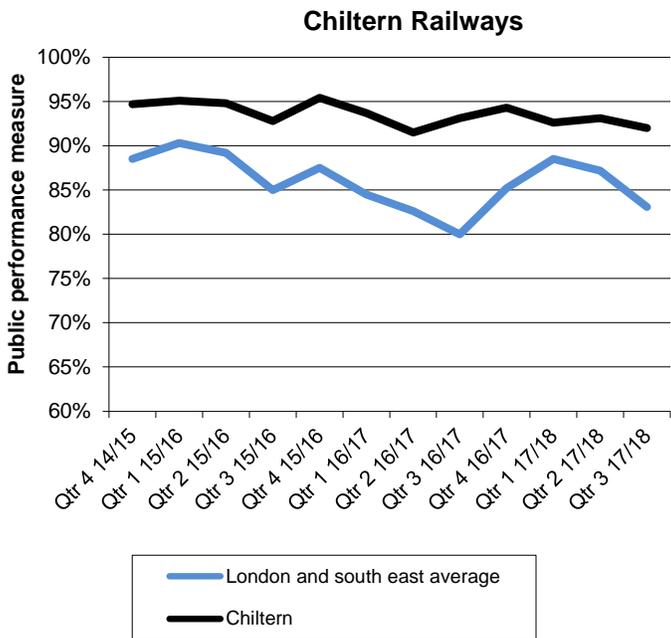
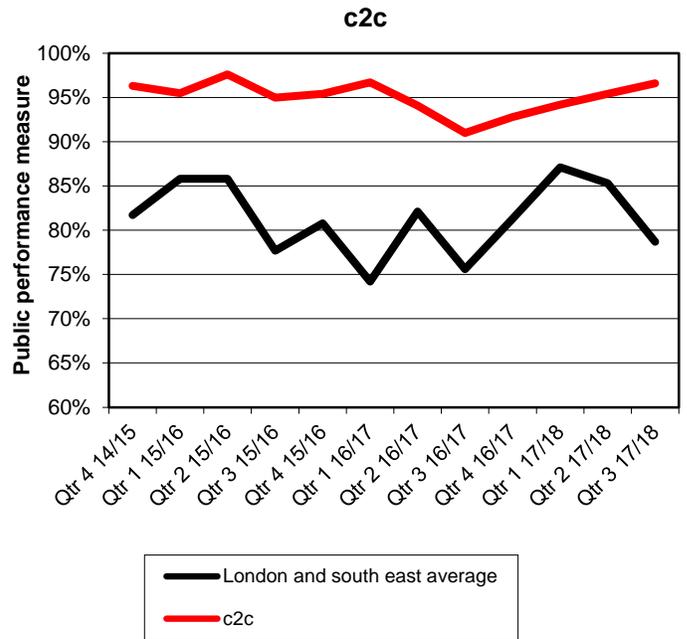
The performance of c2c, Chiltern, Greater Anglia, South West Trains and London Overground has been on a stable or upward trend over the three-year period.

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

All trains performance

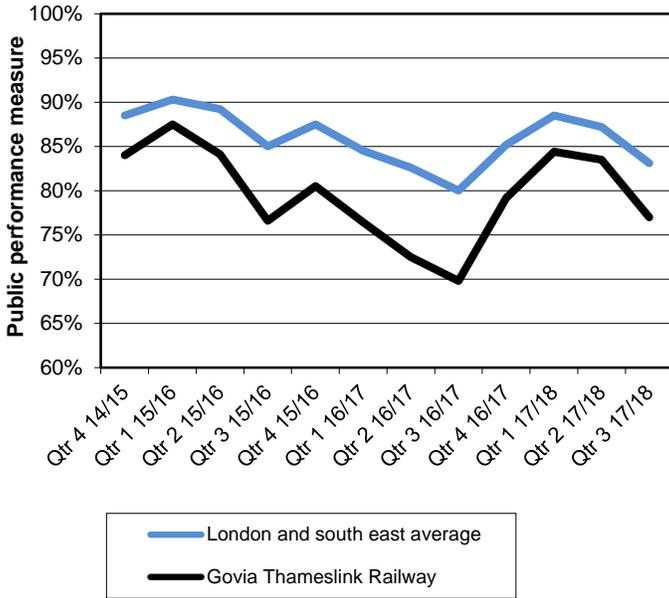


Peak trains performance



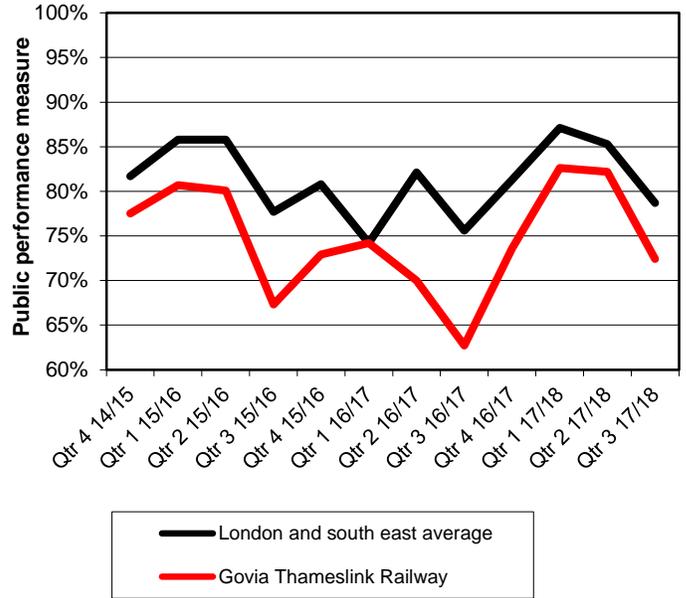
All trains performance

Govia Thameslink Railway

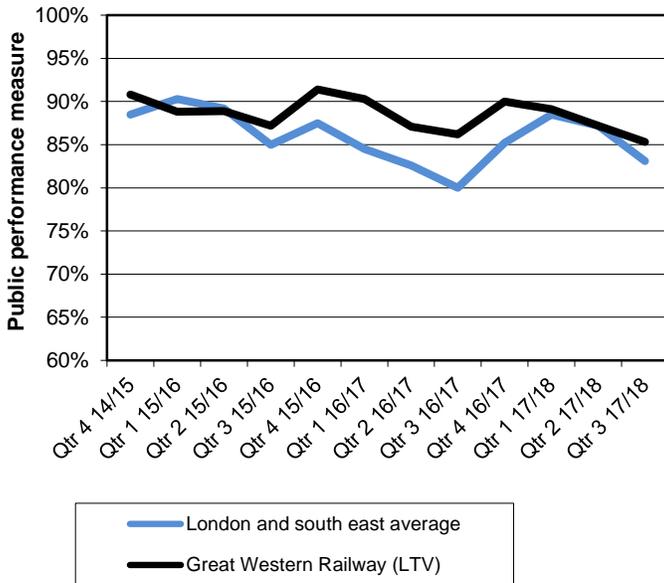


Peak trains performance

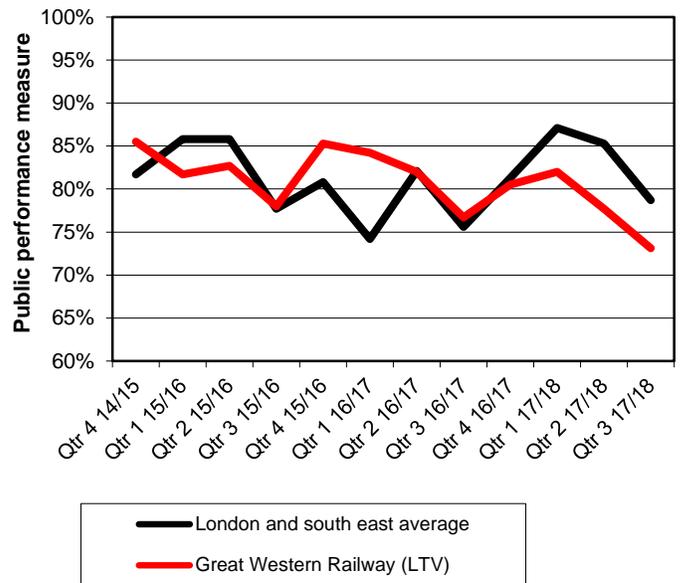
Govia Thameslink Railway



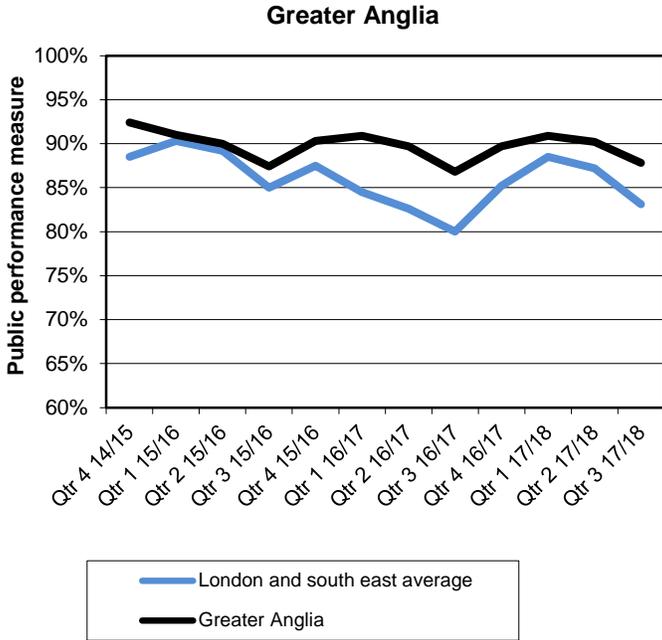
Great Western Railway (LTV)



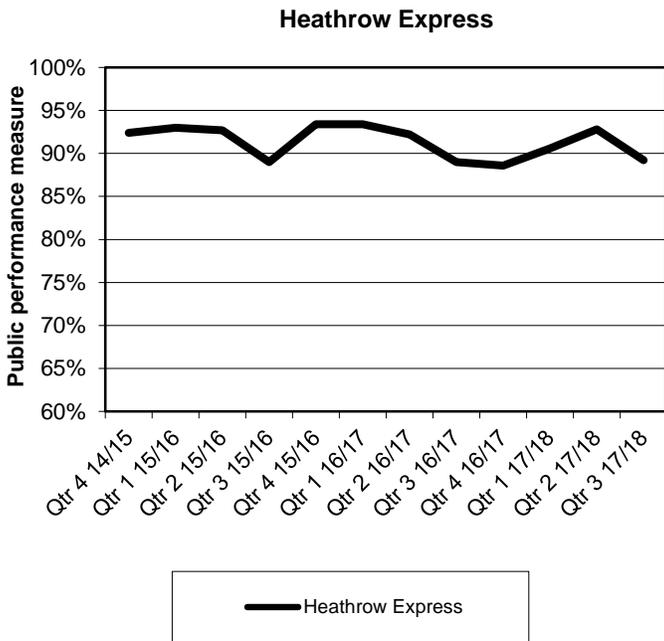
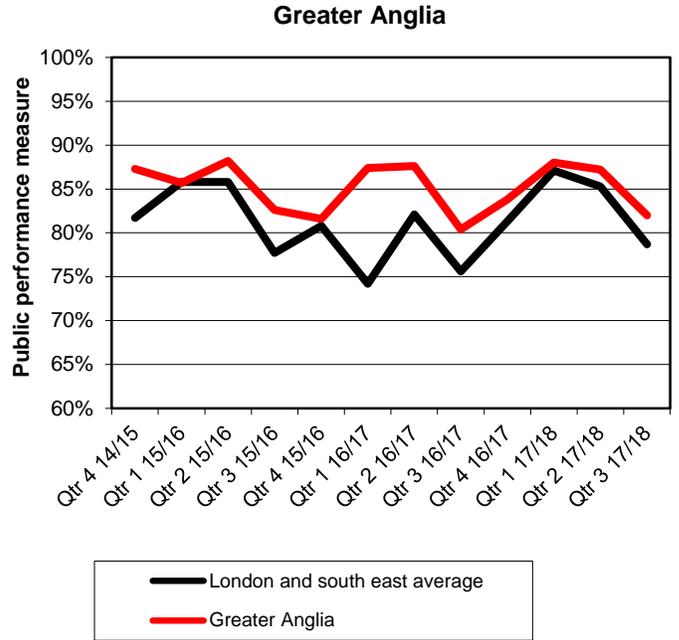
Great Western Railway (LTV)



All trains performance



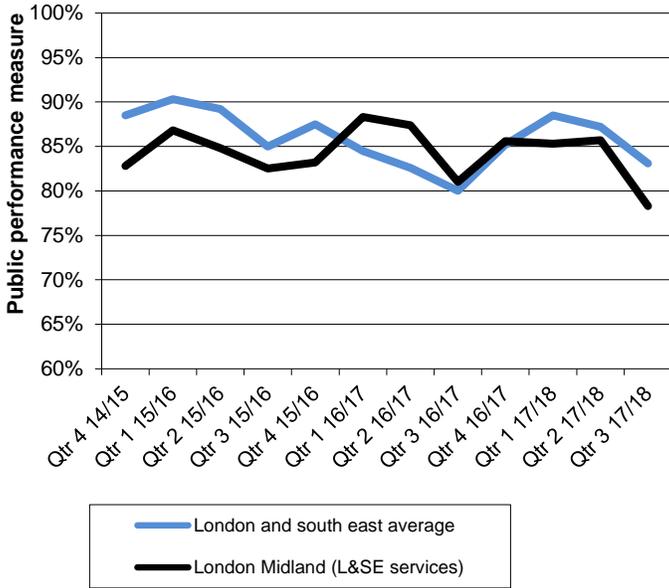
Peak trains performance



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.

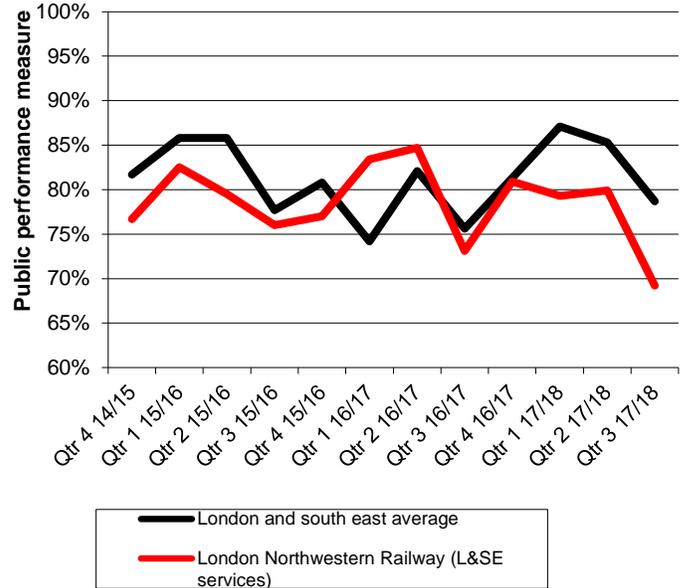
All trains performance

London Northwestern Railway

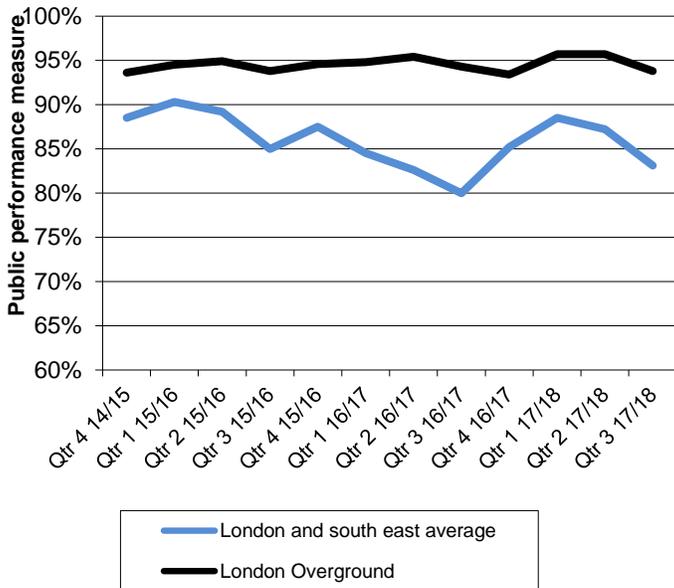


Peak trains performance

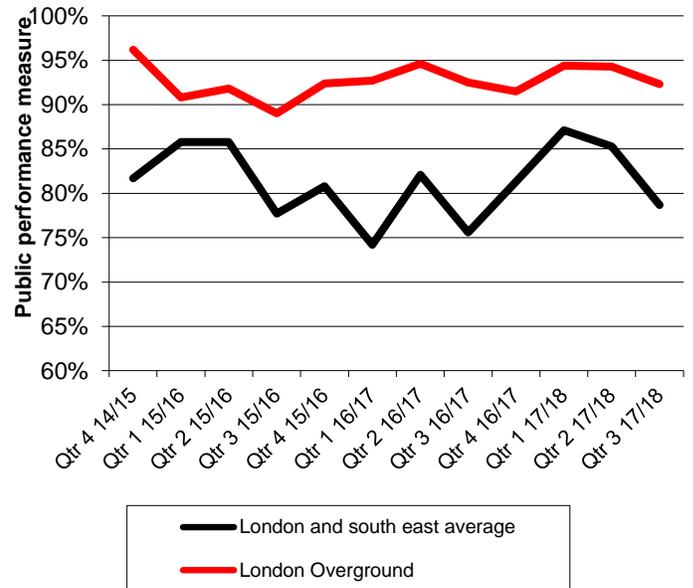
London Northwestern Railway



London Overground

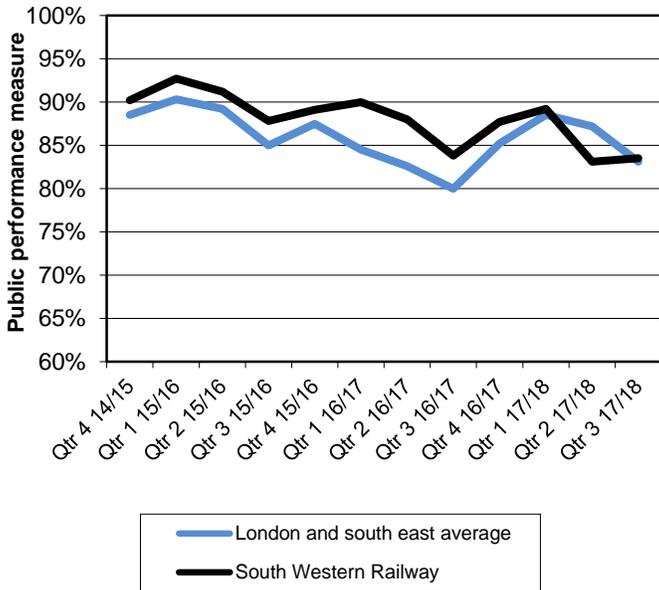


London Overground



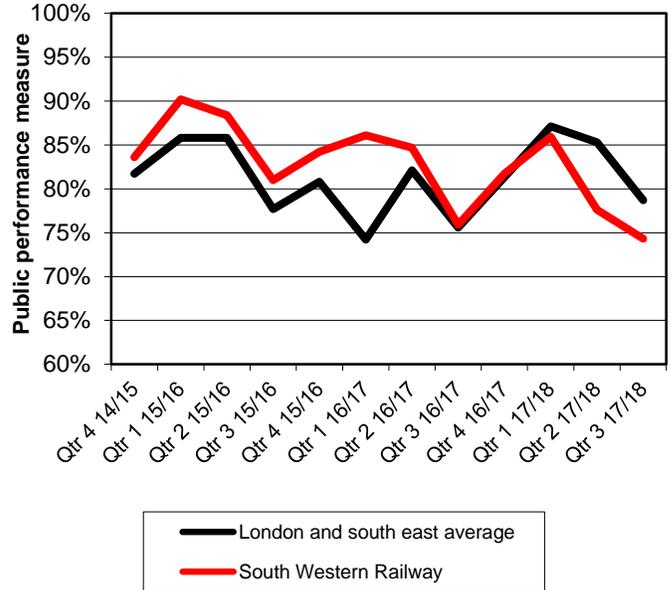
All trains performance

South Western Railway

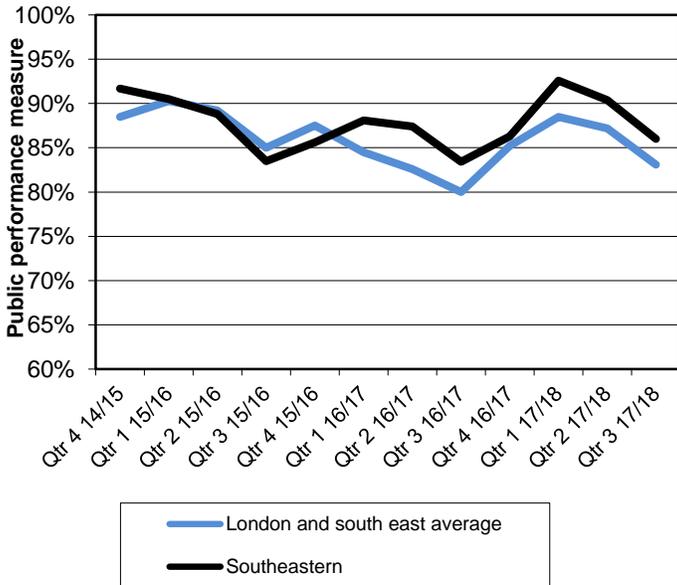


Peak trains performance

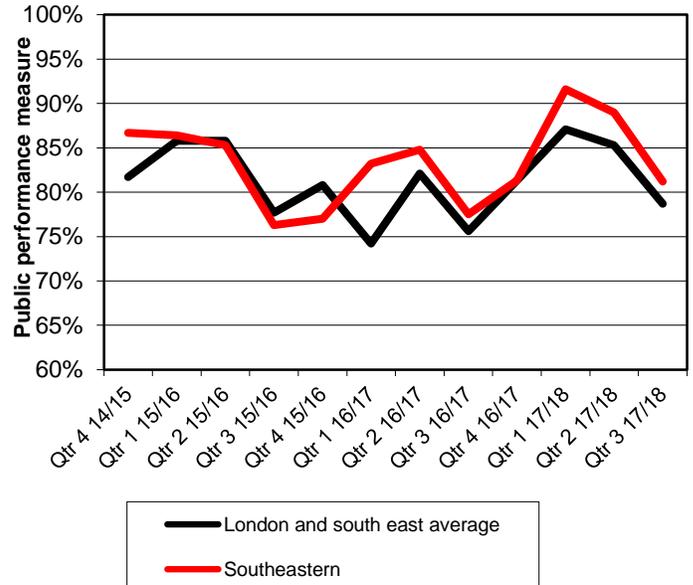
South Western Railway



Southeastern

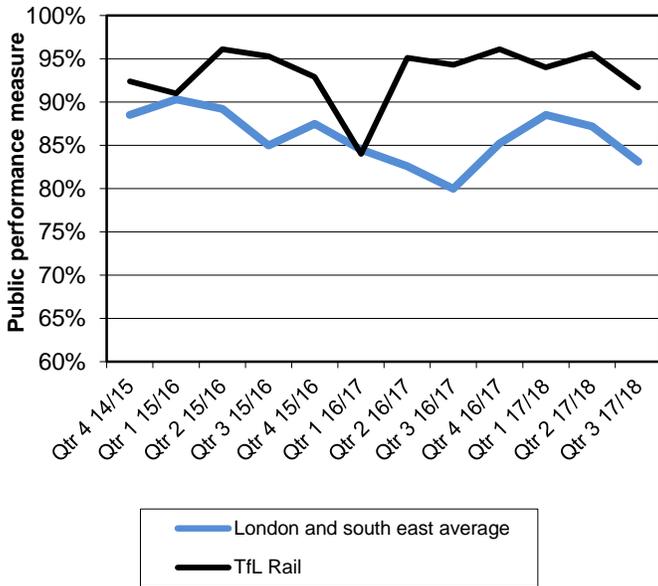


Southeastern



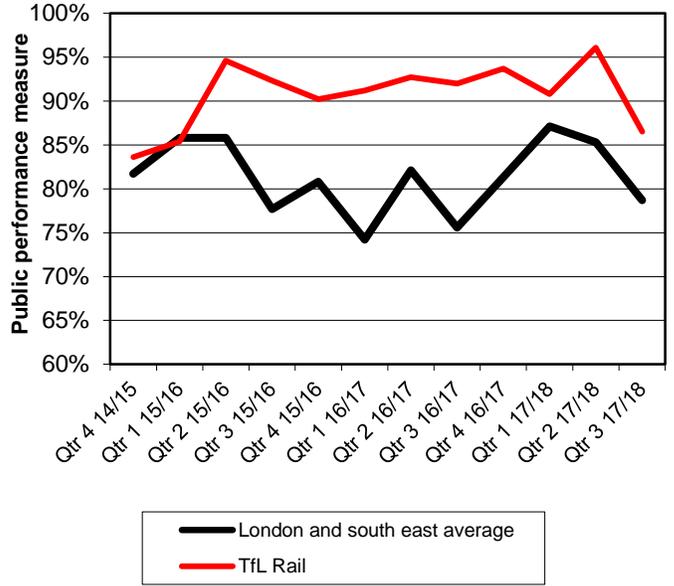
All trains performance

TfL Rail



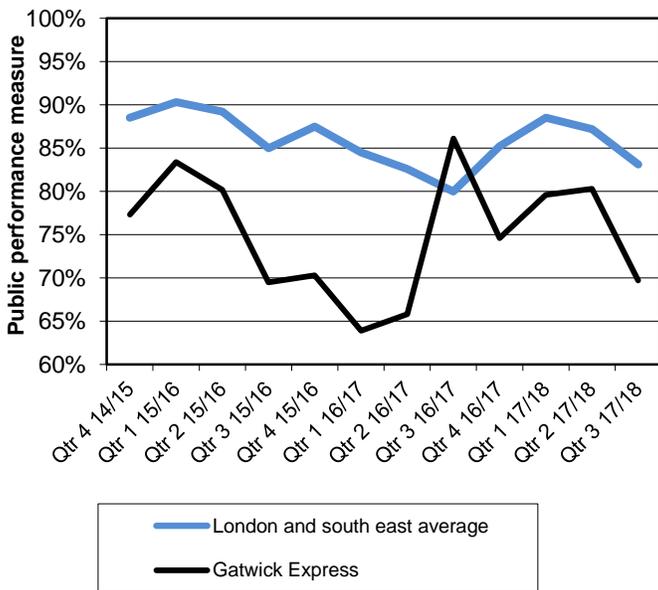
Peak trains performance

TfL Rail

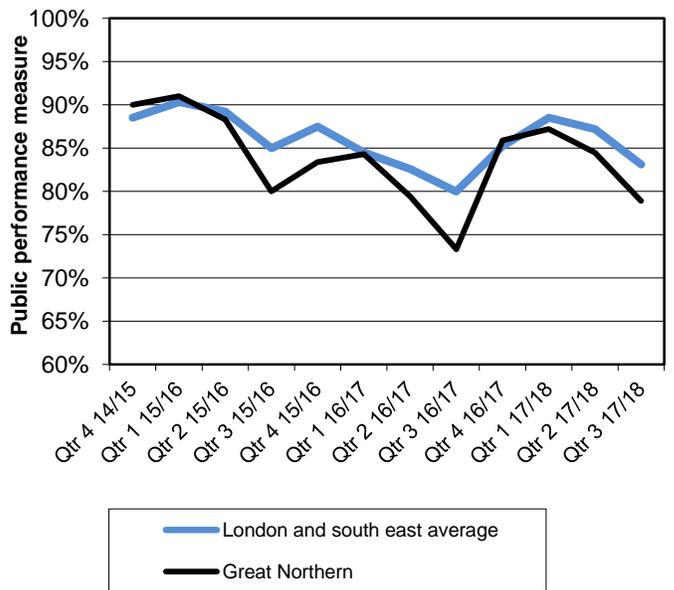


The charts below show the long term trains performance for the sub-groups operating under the GTR franchise. Unfortunately, data on peak services performance of the different parts of the GTR franchise is not currently available.

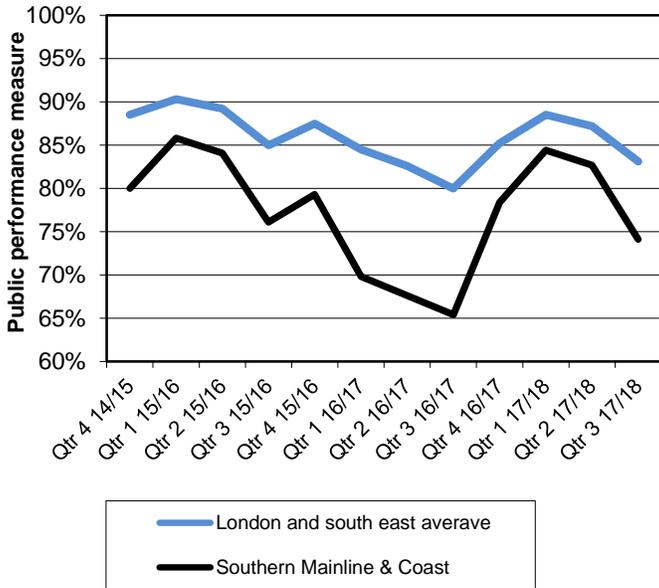
Gatwick Express



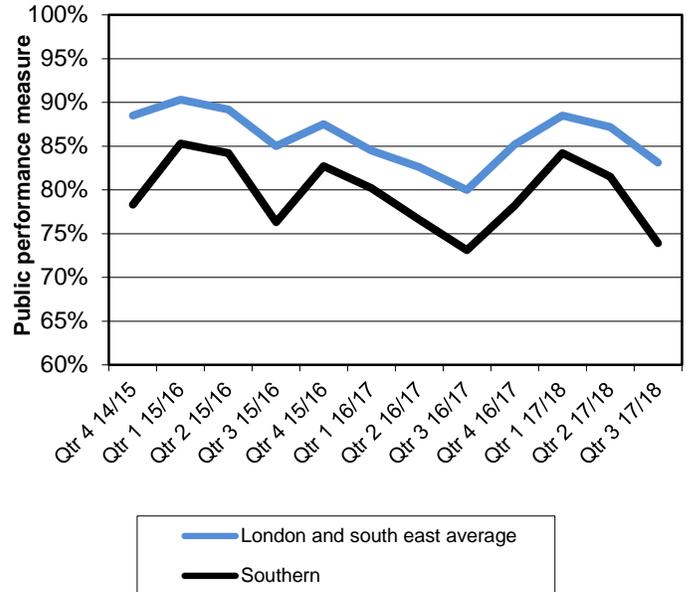
Great Northern



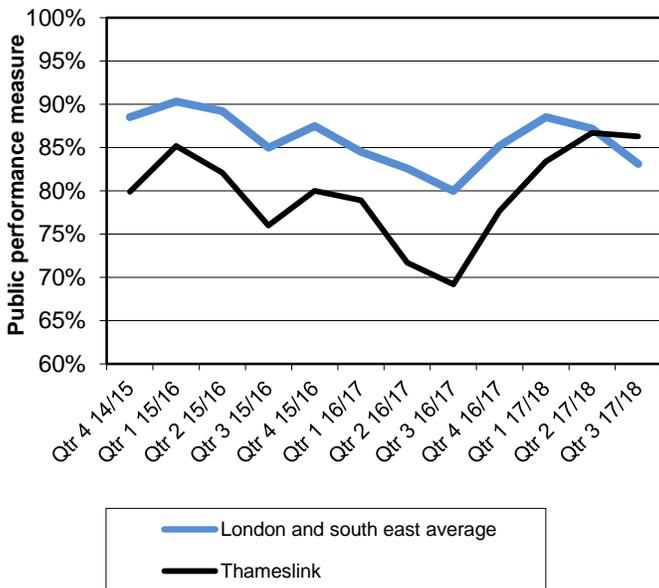
Southern Mainline & Coast



Southern Metro



Thameslink



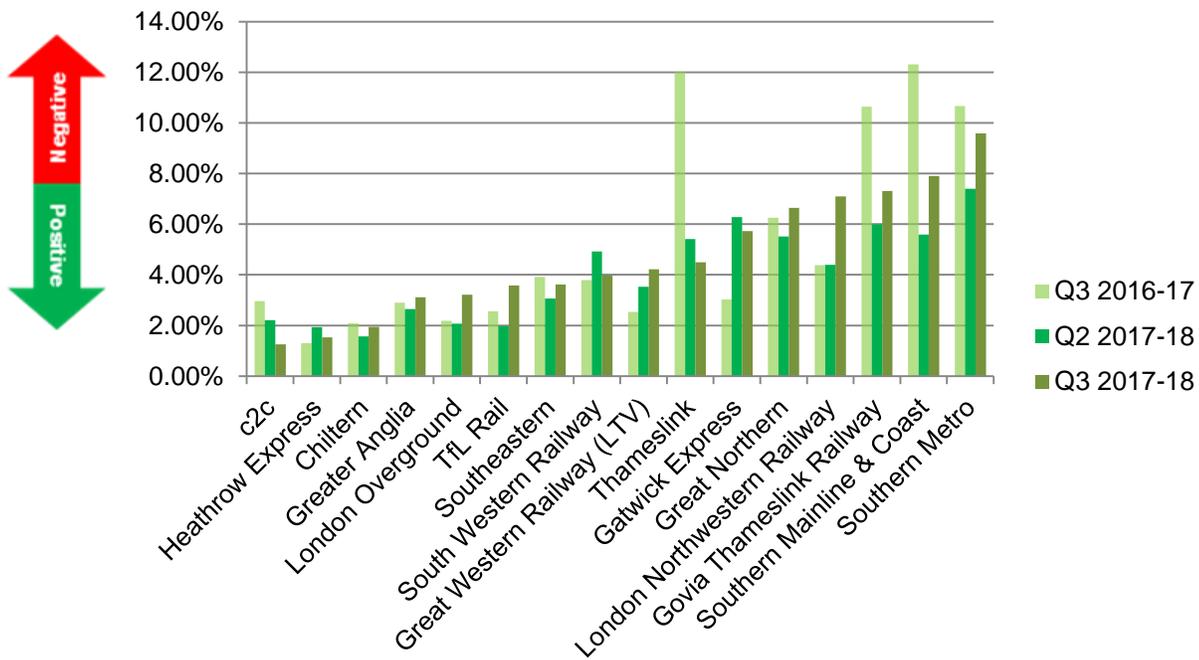
2.3 Cancellations and significant lateness

The overall rate of CaSL was 5.1% in Q3 2017-18, 1 percentage point lower (better) than in Q3 2016-17. c2c achieved the lowest (best) score, with 1.2%, a 1.7 percentage point reduction.

GTR, with an overall score of 7.3%, had the largest reduction, 3.3 percentage points, but the worst level of services cancelled or late. Individually, most of the services within the GTR franchise had a notable reduction for trains cancelled or late, with Thameslink and Southern Mainline & Coast obtaining the largest, 7.5 and 4.4 percentage points respectively, but they all performed worse than most TOCs, with Southern Metro having the worst cancellations within the franchise, 9.5%.

London Northwestern Railway had the second worst level of CaSL and the largest increase this quarter, with 7.1%, a 2.7 percentage points increase compared to Q3 2016-17.

Graph 3 – Cancellations and significant lateness Q3 2016-17, Q2 2017-18 & Q3 2017-18



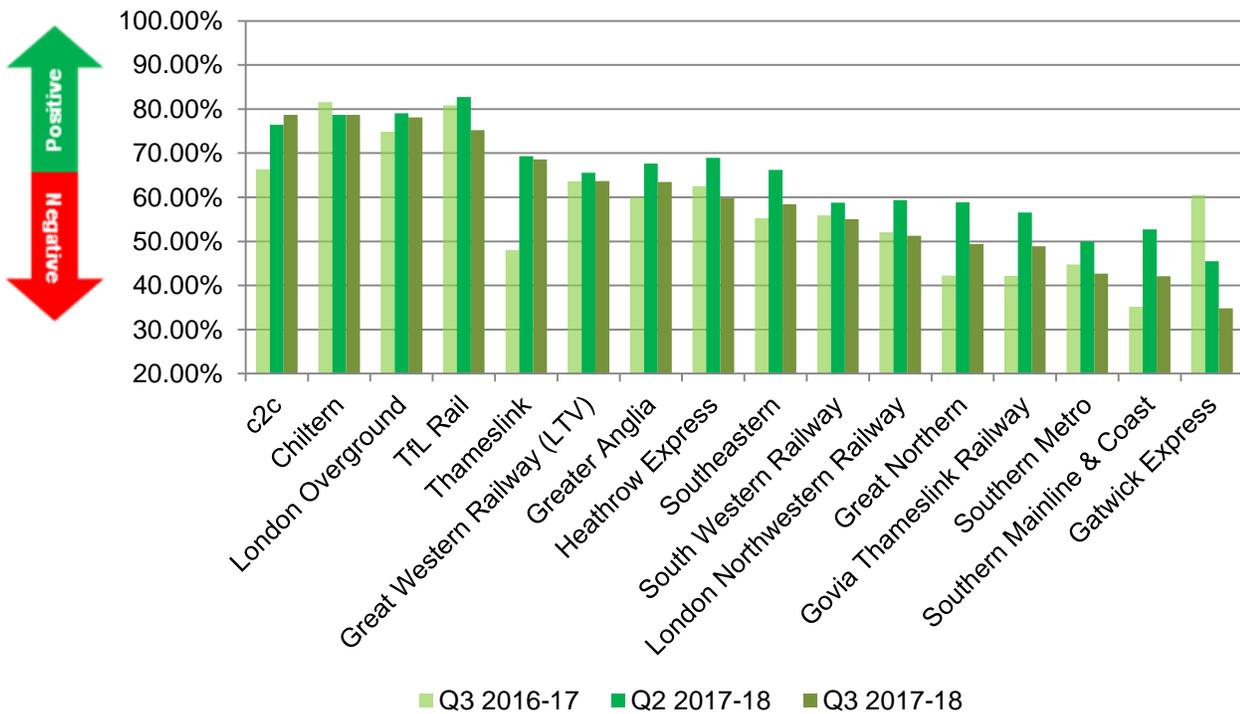
2.4 Right time arrivals

The overall rate of RTA was 57.5% in Q3 2017-18, 3.8 percentage points higher than Q3 2016-17. c2c obtained the highest score and the largest percentage increase outside the GTR franchise, with 78.7% of its trains arriving on time, a 12.3 percentage points increase compared to the Q3 2016-17.

Even with significant increases in some of its services, GTR still has the worst RTA score compared to other L&SE operators, with 48.9% in Q3 2017-18, 6.7 percentage points higher than Q3 2016-17.

Individually, all services within the GTR franchise - with the exception of Thameslink services, which had the largest increase, 20.5 percentage points - performed worse than any other TOC, with Gatwick Express having the worst RTA within the franchise, 34.7%, a 25.7 percentage points reduction.

Graph 4 – Right time arrivals Q3 2016-17, Q2 2017-18 & Q3 2017-18



3 London & South East passenger satisfaction

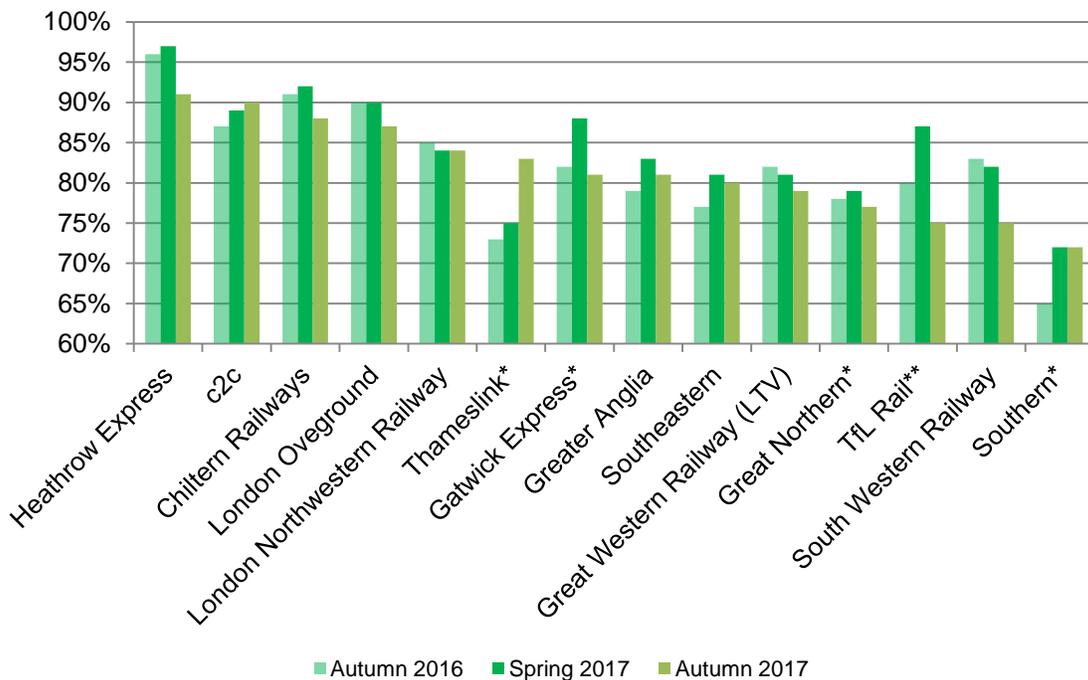
The national passenger watchdog Transport Focus conducts a survey of National Rail passengers in the autumn and spring of each year. The National Rail Passenger Survey (NRPS) provides a network-wide picture of passengers’ satisfaction with rail travel, and this report focuses on a snapshot of the London and South East passengers’ overall levels of satisfaction.

In autumn 2017, the percentage of satisfied passengers, taking all L&SE operators together, was 80%, a 2% reduction since the spring 2017 survey but the same as autumn 2016 survey. The operator with the highest satisfaction rate was Heathrow Express, 91% of whose users rated the service as satisfactory or good, a reduction when compared to the previous two surveys.

Thameslink had the largest increase in passenger satisfaction, 83% of the users surveyed were satisfied compared to 73% in autumn 2016. Southern had the lowest level of passenger satisfaction, with 72% of its passengers satisfied. South Western Railway had the largest reduction, 75% of the users were satisfied compared to 85% in autumn 2016

L&SE train operating companies 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

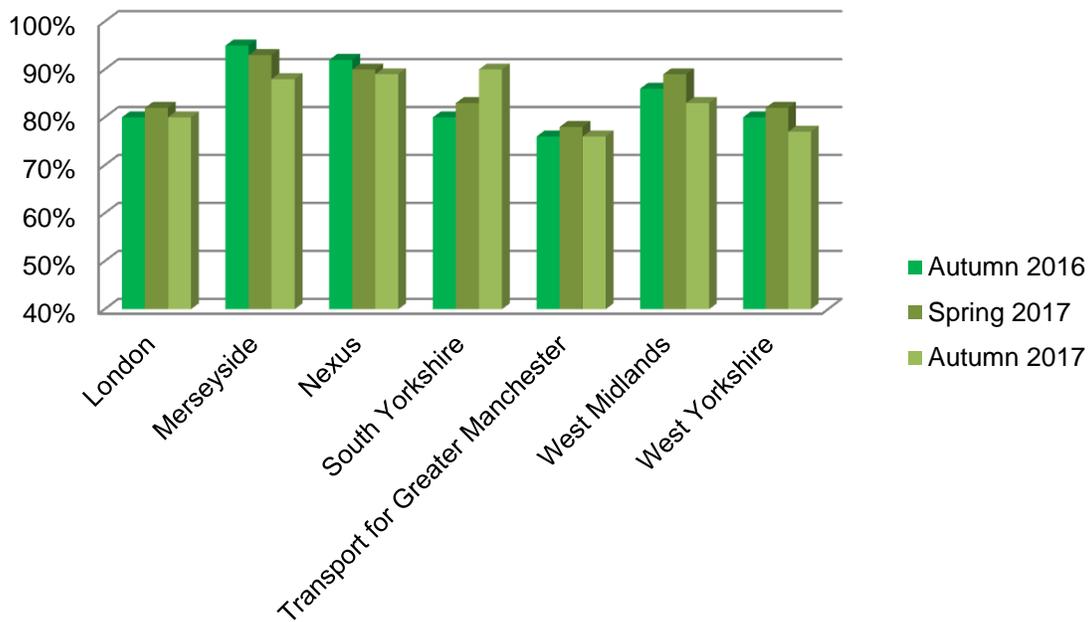


3.1 NRPS London

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.

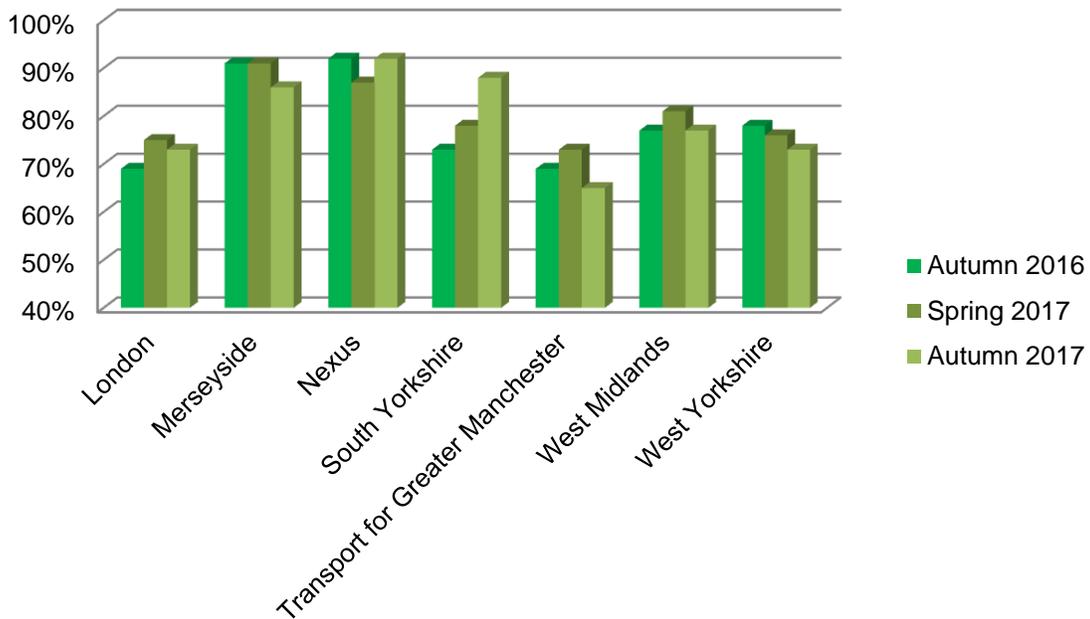
The overall satisfaction with journey table shows that passengers in the Nexus area and those in the South Yorkshire area were the most satisfied with their travel and those in Greater Manchester the least. London experienced a slight reduction in passengers' satisfaction with their journey, compared to spring 2017, but received the same score as autumn 2016.

Overall satisfaction with journey - autumn 2017



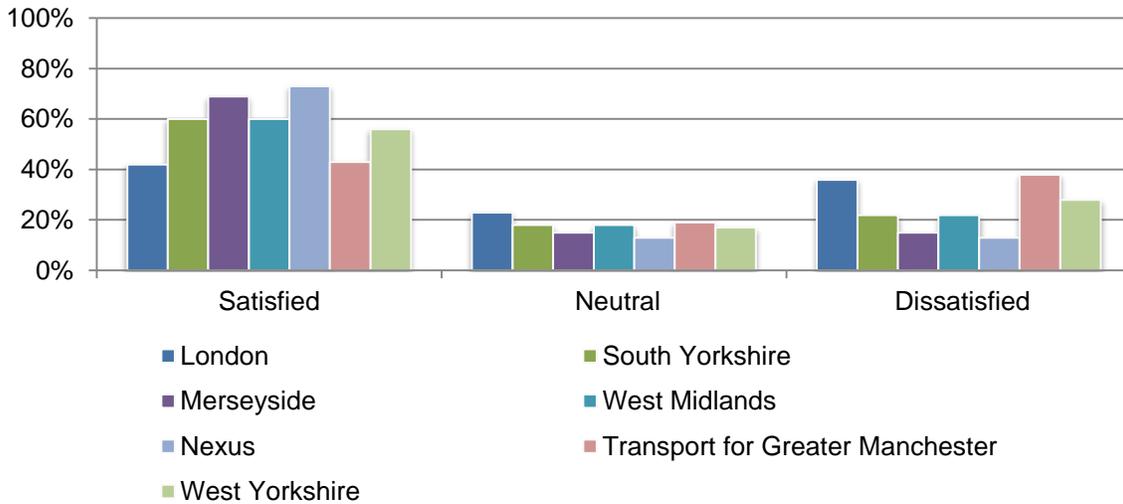
London passengers along with those in Greater Manchester and West Yorkshire were the least satisfied with the punctuality and reliability of their train service, when compared to the other regions. London experienced an increase in satisfaction compared to autumn 2016 but a reduction when compared to spring 2017.

Satisfaction with punctuality and reliability of the train - autumn 2017



London passengers are the least satisfied with the value for money of their ticket price, compared to those in other metropolitan areas. This 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* report².

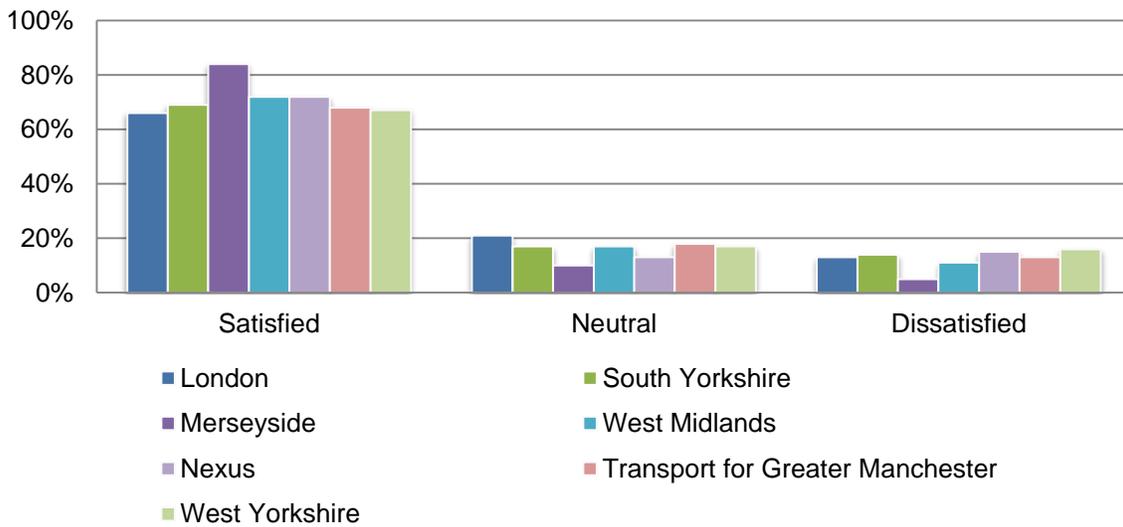
Satisfaction with value for money (of ticket price) autumn 2017



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.

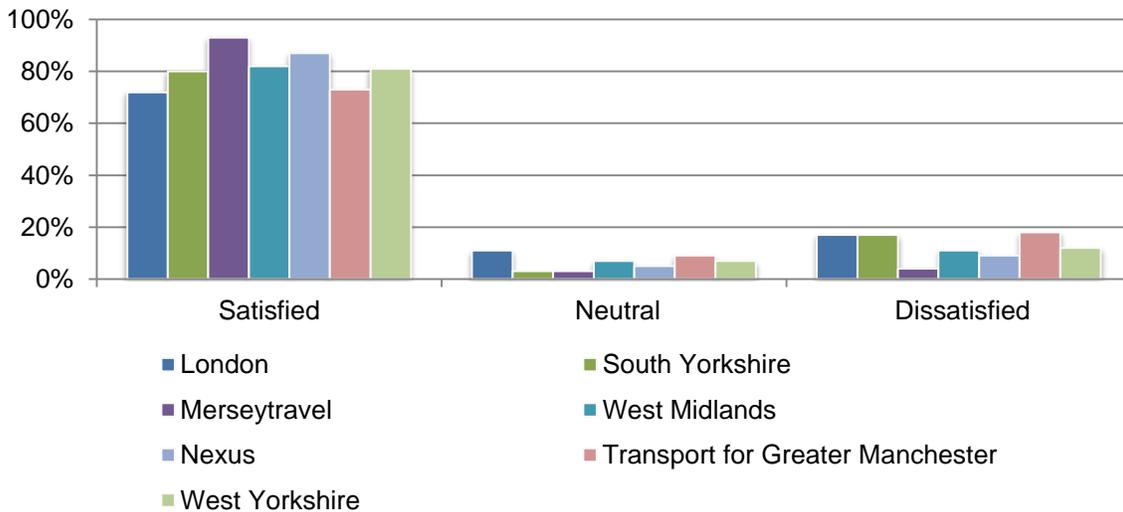
Satisfaction with availability of staff at station autumn 2017



London passengers are at the lower end of reported satisfaction levels with service frequency, when compared with other metropolitan areas. 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).

Satisfaction with the frequency of trains on route autumn 2017



4 Passenger complaints

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q2 2017-18 (July to Sept 2017). For a more detailed definition, see the appendix.

Three operators had higher complaints rates in Q2 2017-18 compared to Q2 2016-17. Punctuality and reliability of trains was the most common cause for complaint to TOCs.

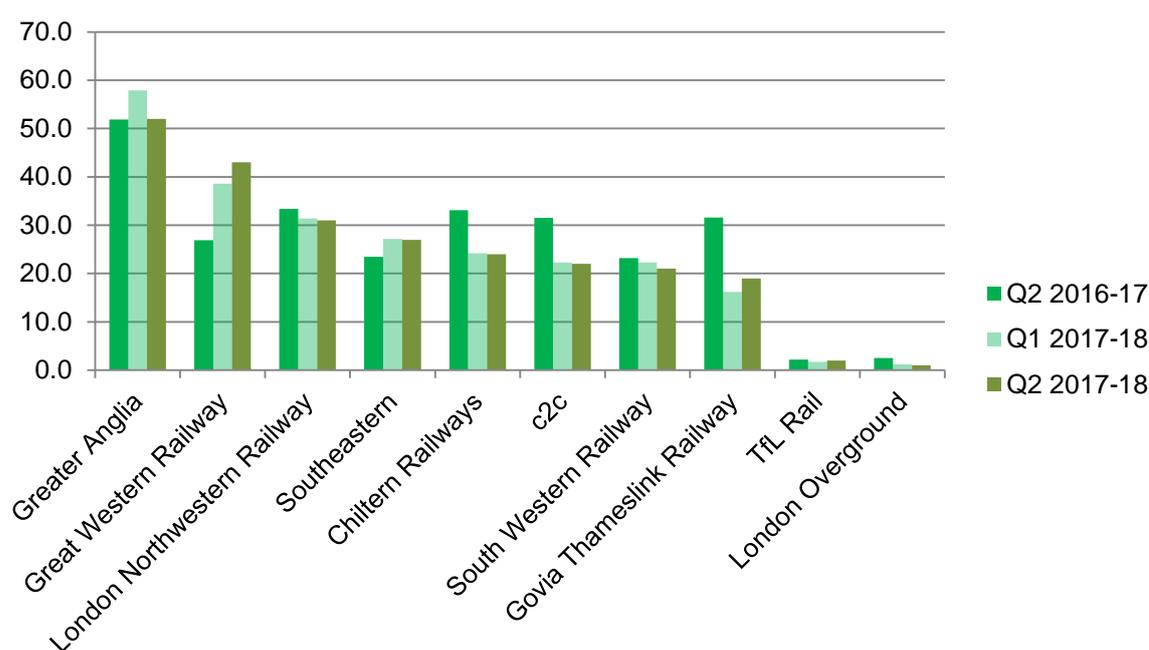
In L&SE, Greater Anglia received the highest number of complaints per 100,000 passenger journeys in Q2 2017-18, with 52 complaints. The main sources of complaints were about punctuality, reliability and ticket buying facilities. GTR had the largest percentage reduction in complaints compared to Q2 2016-17, with 19 complaints per 100,000 journeys, a 39% reduction.

Great Western Railway had the largest percentage increase in complaints, 62%, compared to Q2 2016-17. The increase may relate to a backlog in the TOC's complaints handling, as well as complaints about ticket buying facilities.

Southeastern's rise in complaints relates to an increase in smartcard complaints and punctuality and reliability.

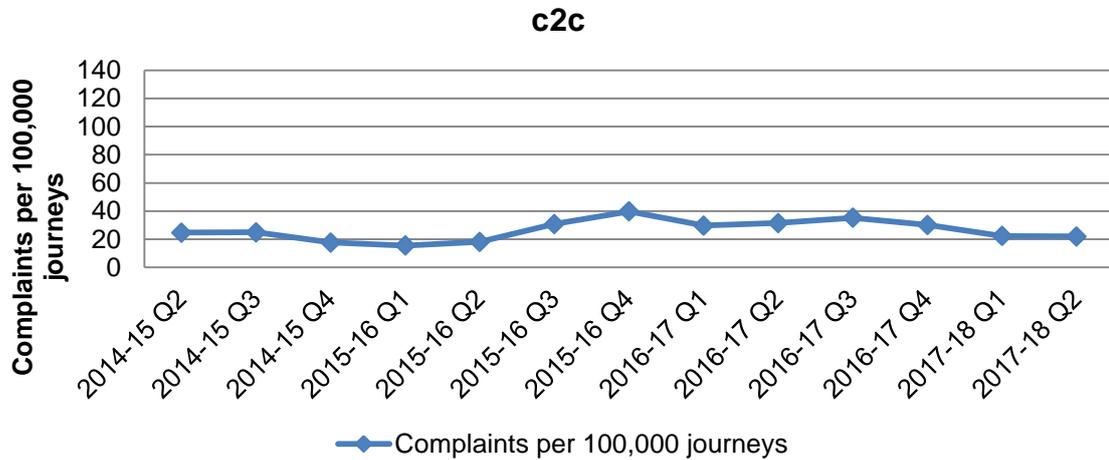
London Overground and TfL Rail had the lowest complaints rate in Q2 2017-18 with 1 and 2 complaints per 100,000 passenger journeys respectively. Both operate a metro style service and are managed by Transport for London.

Graph 4 - Complaints per 100,000 passenger journeys by train operating company, Q2 2016-17, Q1 2017-18 and Q2 2017-18



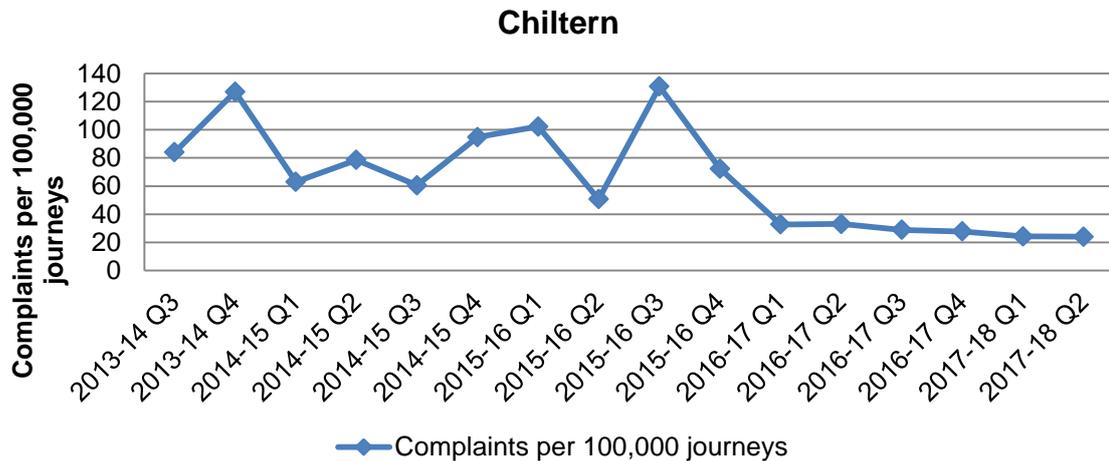
c2c

c2c received 22 complaints per 100,000 journeys, lower than in Q2 2016-17. Issues about smartcards were the most frequent cause of complaint.



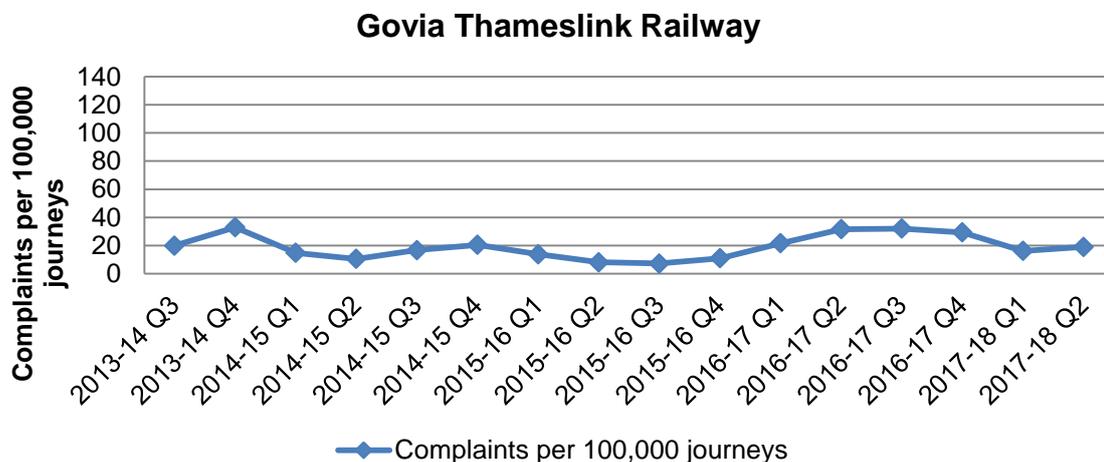
Chiltern

Chiltern received 24 complaints per 100,000 journeys, lower than in Q2 2016-17. Issues of punctuality & reliability and sufficient room for all passengers to sit/stand were the most frequent cause of complaint. In Q3 2015-16, increases in complaints were due to the introduction of the revised new timetable.



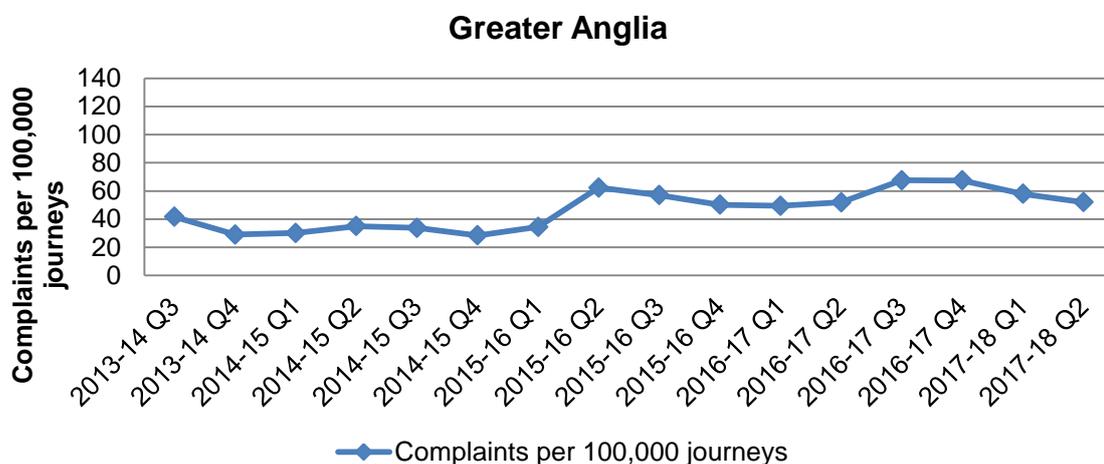
Govia Thameslink Railway

GTR received 19 complaints per 100,000 journeys, lower than in Q2 2016-17. Issues of punctuality, reliability, ticket buying facilities and level of compensation were the most frequent cause of complaint.



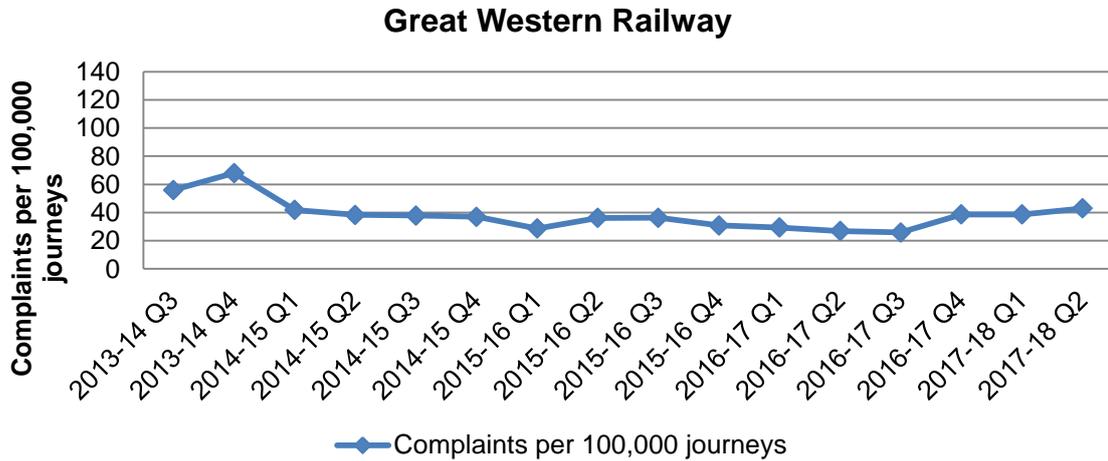
Greater Anglia

Greater Anglia received 52 complaints per 100,000 journeys, higher than in Q2 2016-17. Complaints about punctuality, reliability, ticket buying facilities and their delay compensation scheme were the most common.



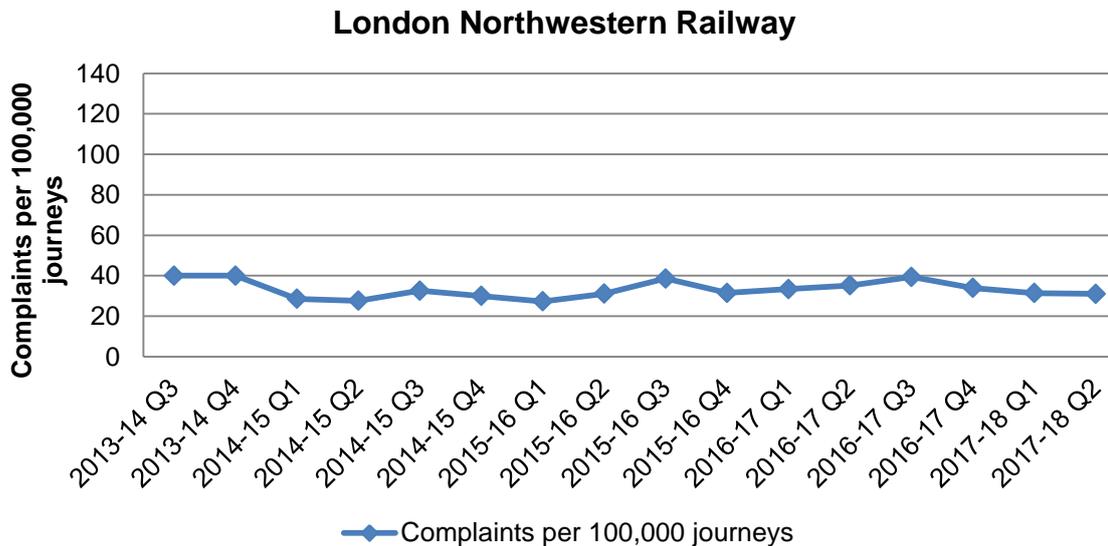
Great Western Railway

Great Western received 43 complaints per 100,000 journeys, higher than in Q2 2016-17. Company policy, including complaints about the backlog of complaints, ticket buying facilities and sufficient room for all passengers to sit/stand were the main category of complaints.



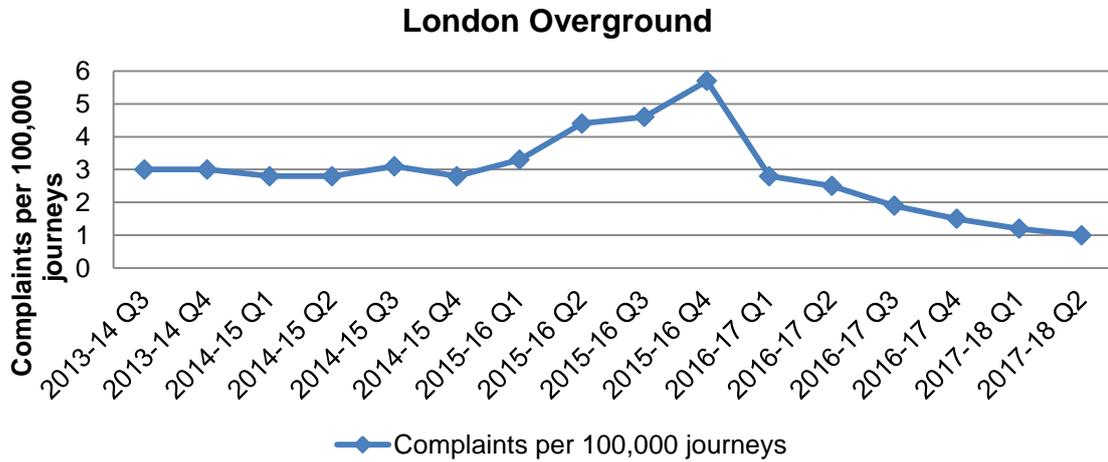
London Northwestern Railway

London Midland received 31 complaints per 100,000 journeys, lower than in Q2 2016-17. Punctuality & reliability were the main source of complaints.



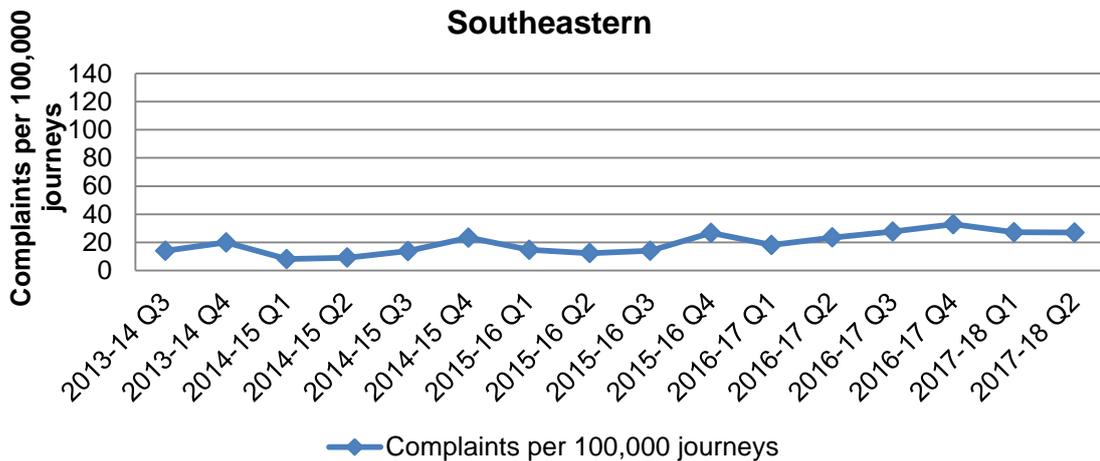
London Overground

London Overground received 1 complaint per 100,000 journeys, lower than in Q2 2016-17. Punctuality, reliability and staff conduct were the main source of complaints.



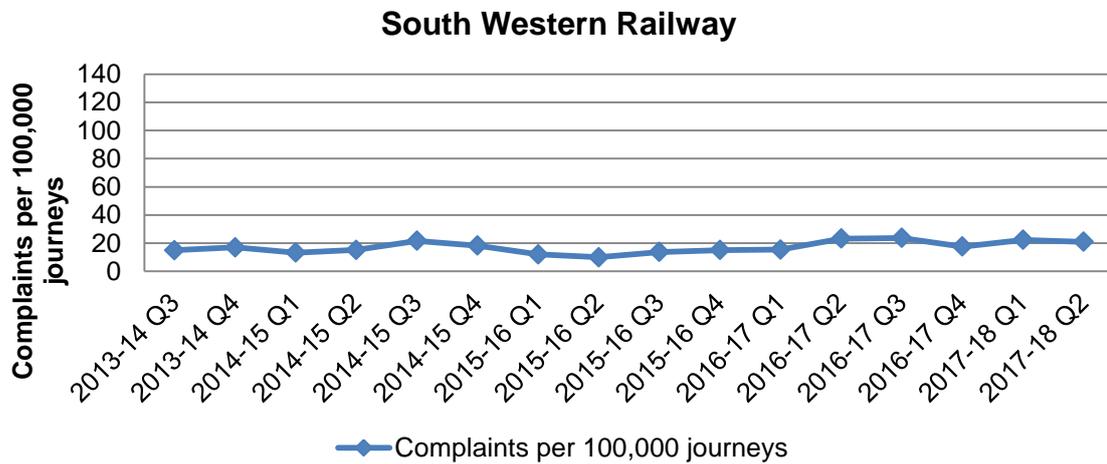
Southeastern

Southeastern received 27 complaints per 100,000 journeys, higher than in Q2 2016-17. Punctuality, reliability and smart cards were the main source of complaints.



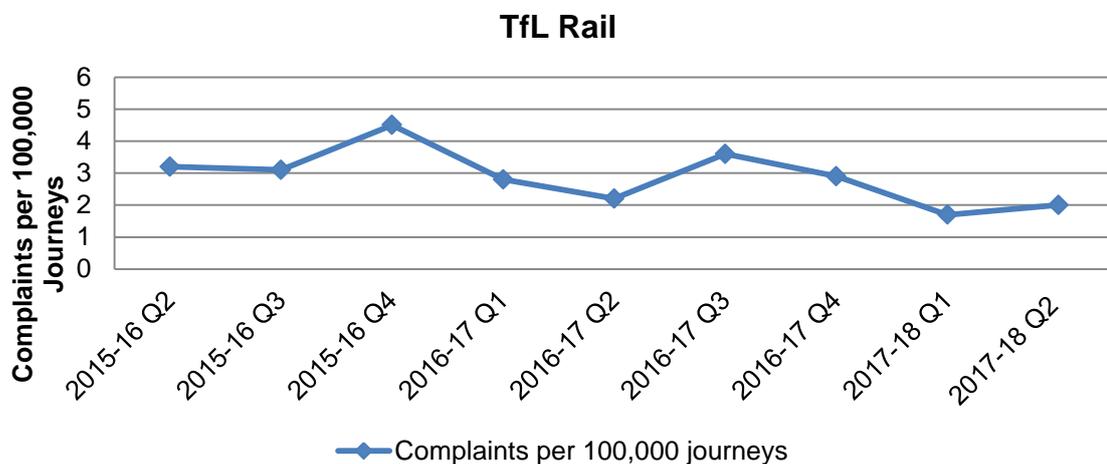
South Western Railway

South West Trains received 21 complaints per 100,000 journeys, lower than in Q2 2016-17. Complaints about punctuality, reliability and ticket buying facilities were the most common.



TfL Rail

TfL Rail received 2 complaints per 100,000 journeys, lower than in Q2 2016-17. Complaints about punctuality, reliability and staff conduct 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