National Rail Performance Report - Quarter 1 2017-18 (April-June 2017)

September 2017

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 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 3 2013-14 – Oct to Dec	Feb 2014
Quarter 4 2013-14 – Jan to March	July 2014
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

London TravelWatch

Contents

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 fourth quarter (January to March) of 2016-17.

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 Section 2 and 3.

London & South East train service performance

Overall, L&SE performance increased during the Q1 2017-18 period, with a PPM of 88.3%, 3.7 percentage point better than Q1 2017-18. The performance increase can be attributed a reduction in Network Rail and TOC related delays.

It should be noted that in 2016-17, the equivalent period had severe weather of heavy rain and thunderstorms, which resulted in a lot of flooding whereas Q1 2017-18 (April to June 2017) has had no such major external factors reducing performance, therefore, a benevolent weather contributed to an improvement. An improvement in GTR's previous performance failures also contributed to the overall performance increase.

London Overground had the highest PPM in the first quarter of 2017-18 with 95.6%, a 0.8 percentage point increase compared with the same quarter last year.

GTR, with an overall PPM of 84.3%, had the worst score, but had a 7.9 percentage point increase compared to the same quarter in 2016-17. This improvement can be attributed to a reduction in previously prevalent staffing challenges.

Of all the peak services on franchised operations, which operate on weekdays between 0700 and 0959 and 1600 and 1859, London Overground had the highest proportion of trains within the PPM for Q1 2017-18, with a score of 94.4%, a 1.7 percentage point improvement.

Southeastern and GTR had the largest improvements in their peak performance compared to the same period a year ago, 91.6%, and 82.6 respectively, a 8.4 percentage point increase.

London Midland recorded a score of 79.3%, the lowest peak PPM and the largest decrease, a 4.1 percentage point reduction

The overall rate of CaSL was 3.7% in Q1 2017-18, 0.8 percentage point lower (better) than the previous quarter and 1.9 percentage point lower than in Q1 2016-17. Chiltern Railways achieved the lowest (best) score, with 1.4%, a 0.3 percentage point reduction.

GTR, with an overall score of 5.3%, had the largest reduction, 3.8 percentage point, but the worst level of services cancelled or late.

The overall rate of RTA was 65.2% in Q1 2017-18, 4.7 percentage point higher than Q4 2016-17, and 5.1 percentage point higher than Q1 2016-17. TfL Rail had the highest RTA, with 83.2% of its trains arriving on time, a 5.1 percentage point reduction compared to the previous quarter and 0.6 percentage point lower than Q4 2016-17.

Even with a significant increase in RTA, GTR has the worst score compared to other L&SE operators, with 57.2% in Q1 2017-18, 9.0 percentage point higher than Q1 2016-17.

London & South East (L&SE) passenger satisfaction

In spring 2017, the percentage of satisfied passengers, taking all L&SE operators together, was 82%, a 4% increase since the spring and autumn 2016 surveys. The operator with the highest satisfaction rate was Heathrow Express, 97% of whose users rated the service as satisfactory or good, an increase 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
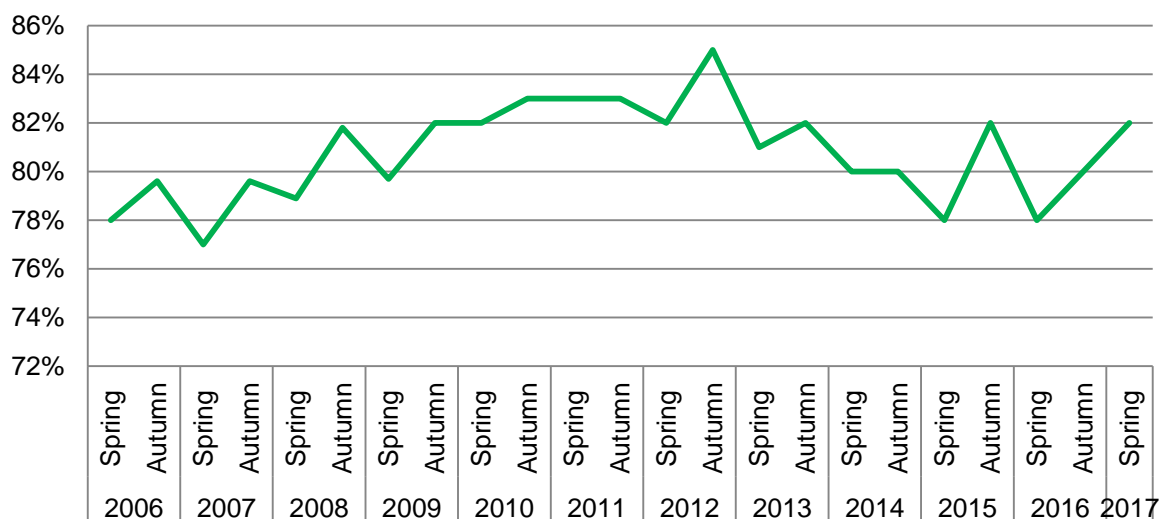
Complaints

Six operators had higher complaints rate in Q4 2016-17 compared to Q4 2015-16. Punctuality and reliability of trains was the most common cause for complaint to TOCs.

Southeastern's rise in complaints relates to an increase in smartcard complaints. Great Western Railway may relate to a backlog of complaints from earlier in the year, associated with a change in call centre provider.

Greater Anglia received the highest number of complaints per 100,000 passenger journeys in Q4 2016-17, with 67.5 complaints and Govia Thameslink Railway had the highest percentage increase in complaints compared to Q4 2015-16. Their main sources of complaints were about punctuality, reliability and their delay compensation scheme.

Passenger in excess of capacity

Overall, in London and the south east, 6% of all passengers travelled in excess of train capacity using London's terminals in 2016 in the morning peak, the same percentage morning peak as 2015. In the evening peak, crowding was 3% in 2015 and 2016.

Changes to train operating companies

In September 2014, Govia Thameslink Railway first became fully operational (based initially on the previous First Capital Connect franchise). In December 2014, a small number of Southeastern services transferred to Govia Thameslink Railway, and in July 2015, Southern and Gatwick Express were incorporated. We have amalgamated data, where appropriate, but because of changes to the operating boundaries.

TfL Rail began operating services into and out of London Liverpool Street, 31 May 2015. This operator is the precursor to Crossrail and the services were transferred from Abellio Greater Anglia. A number of Greater Anglia services were transferred to London Overground. The historical data for Greater Anglia, London Overground and TfL Rail have been remapped to reflect the franchises as they exist today.

2   London & South East train service performance

This report presents a set of measures of the performance of train operating companies in London and the South East (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 Midland, they refer only to its L&SE services.

2.1   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.

2.1.1   Results Quarter 1 2017-18

Overall, L&SE performance increased during the Q1 2017-18 period, with a PPM of 88.3%, 3.7 percentage point better than Q1 2017-18. The performance increase can be attributed a reduction in Network Rail and TOC related delays.

However, it should be noted that in 2016-17, the equivalent period had severe weather of heavy rain and thunderstorms, which resulted in a lot of flooding whereas Q1 2017-18 (April to June 2017) has had no such major external factors reducing performance, therefore, a benevolent weather contributed to an improvement. An improvement in GTR's previous performance failures also contributed to the overall performance increase.

Most operators' PPM scores increased when compared with the previous quarter (Q4 2016-17), and the same period a year ago (Q1 2016-17). London Overground had the highest PPM in the first quarter of 2017-18 with 95.6%, a 0.8 percentage point increase compared with the same quarter last year.

GTR, with an overall PPM of 84.3%, had the worst score, but had a 7.9 percentage point increase compared to the same quarter in 2016-17. This improvement can be attributed to a reduction in previously prevalent staffing challenges. When analysed individually, all operations within the GTR franchise, with the exception of Great Northern, performed worse than any other TOC operating in the L&SE area (see PPM graph below).

Whilst staffing challenges during Q1 2017-18 was significantly reduced, it still affected GTR ongoing poor performance.

c2c recorded the largest decline in performance with their PPM falling from 95.8% in Q1 2016-17 to 88.5% in Q1 2017-18, a 7.3 percentage point reduction. Track and signalling failures resulted in a large decrease in PPM.

Great Western Railway had a decline in performance, with PPM falling from 90.2% in Q1 2016-17 to 89.0% in Q1 2017-18, a 1.2 percentage point decrease. Increases in signal related failures had an impact on the service.

Chiltern recorded a decline in performance, with their PPM falling from 93.6% in Q1 2016-17 to 92.5% in Q1 2017-18, a 1.1 percentage point reduction. Timetable changes as well as increase in engineering works contributed a fall in its PPM.

London Midland, with their PPM falling from 88.2% in Q1 2016-17 to 85.3% in Q1 2017-18, had the second largest decline and the second poorest performance – outside the GTR franchise- a 2.9 percentage decrease. Signalling failures, lineside fire, defective rolling stock and train crew shortage impacted its performance.

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Graph 2 – Public Performance Measure Q1 2016-17, Q4 2016-17 & Q1 2017-18

■ Q1 2016-17   ■ Q4 2016-17   ■ Q1 2017-18
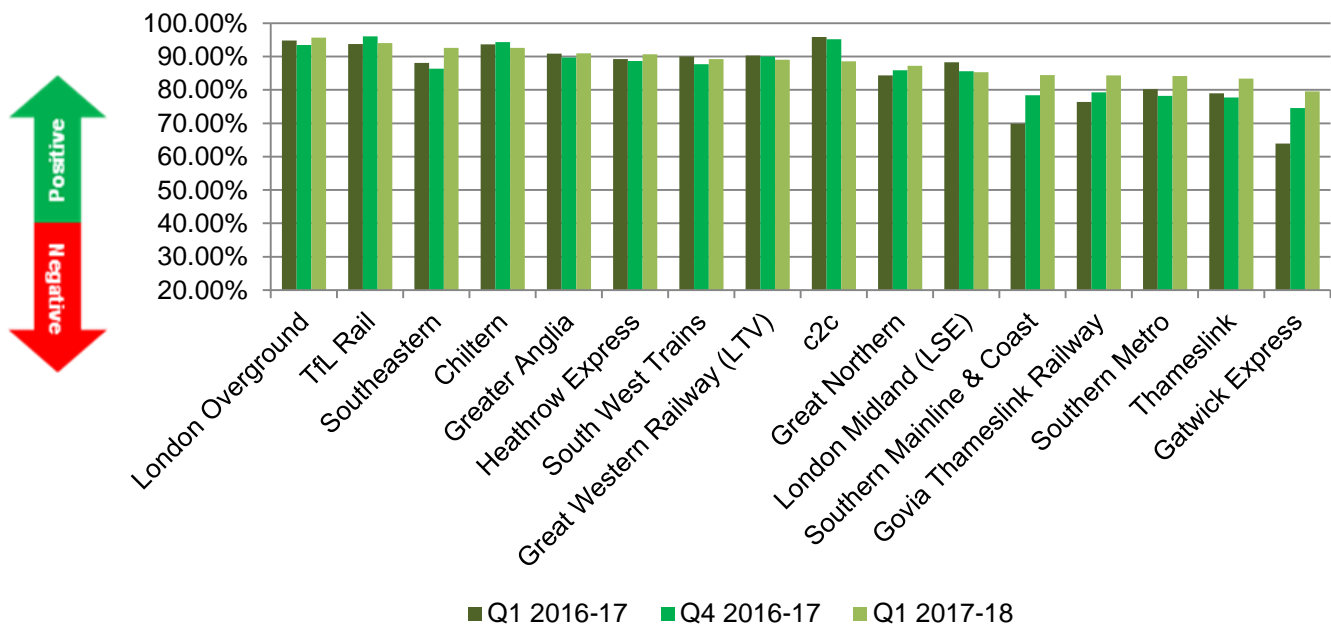
2.1.2 Peak services

Of all the franchised peak services, which operate on weekdays between 0700 and 0959 and 1600 and 1859, London Overground had the highest proportion of trains within the PPM for Q1 2017-18, with a score of 94.4%, a 1.7 percentage point improvement. Southeastern and GTR had the largest improvements in their peak performance compared to the same period a year ago, 91.6%, and 82.6 respectively, a 8.4 percentage point increase.

London Midland recorded a score of 79.3%, the lowest peak PPM and the largest decrease, a 4.1 percentage point reduction

The overall peak PPM score for Q1 2017-18 was 87.1%, 12.1 percentage point higher than in Q1 2016-17.

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[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
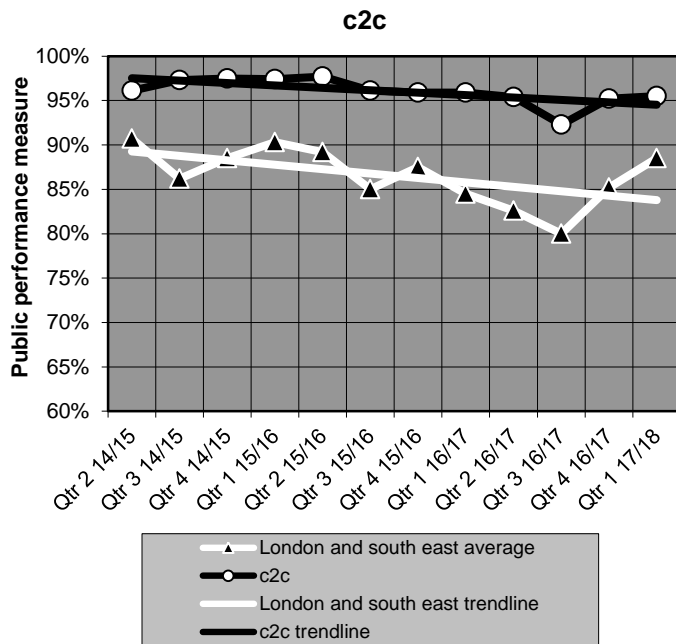
2.2   Performance trends

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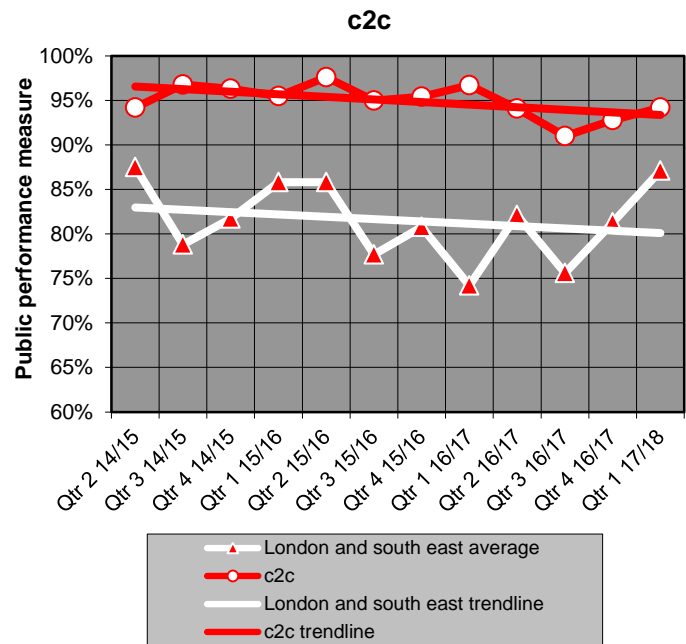
The performance of c2c, Chiltern, Greater Anglia, South West Trains and London Overground has been on a stable or upward trend over the three-year period.

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.
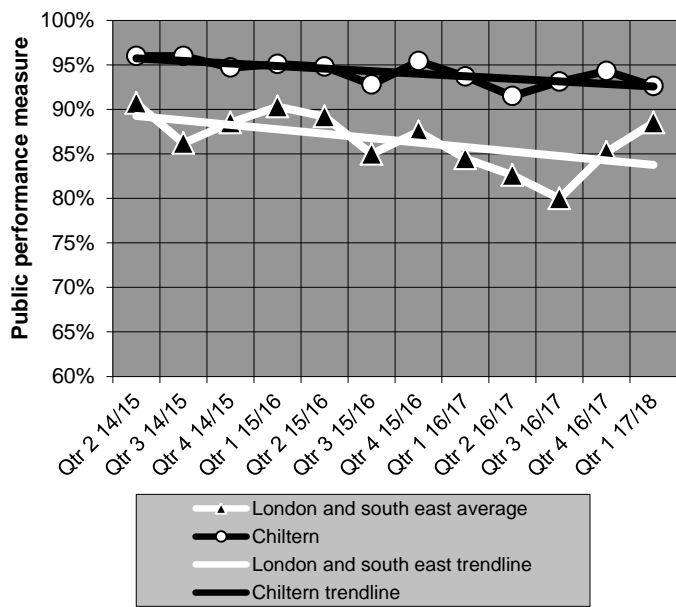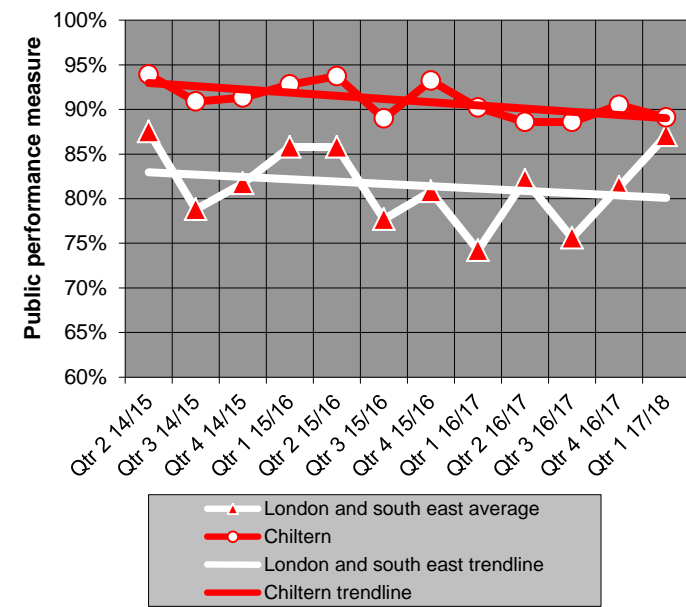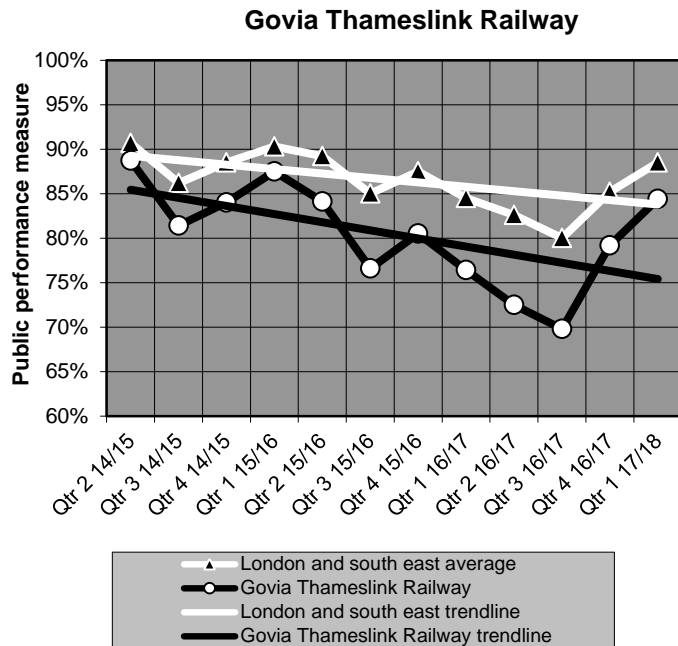
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All trains performance

c2c

Legend:
- London and south east average
- c2c
- London and south east trendline
- c2c trendline

Peak trains performance

c2c

Legend:
- London and south east average
- c2c
- London and south east trendline
- c2c trendline

Chiltern Railways

Legend:
- London and south east average
- Chiltern
- London and south east trendline
- Chiltern trendline

Chiltern Railways

Legend:
- London and south east average
- Chiltern
- London and south east trendline
- Chiltern trendline

LondonTravel**Watch**

All trains performance

Peak trains performance

Govia Thameslink Railway

Legend:
- ▲ London and south east average
- —○— Govia Thameslink Railway
- London and south east trendline
- Govia Thameslink Railway trendline

Govia Thameslink Railway

Legend:
- ▲ London and south east average
- —○— Govia Thameslink Railway
- London and south east trendline
- Govia Thameslink Railway trendline

Great Western Railway (LTV)

Legend:
- ▲ London and south east average
- —○— Great Western Railway (LTV)
- London and south east trendline
- Great Western Railway(LTV) trendline

Great Western Railway (LTV)

Legend:
- ▲ London and south east average
- —○— Great Western Railway (LTV)
- London and south east trendline
- Great Western Railway(LTV) trendline

London TravelWatch

All trains performance

Greater Anglia

Legend:
- London and south east average
- Greater Anglia
- London and south east trendline
- Abellio Greater Anglia trendline

Peak trains performance

Greater Anglia

Legend:
- London and south east average
- Greater Anglia
- London and south east trendline
- Abellio Greater Anglia trendline

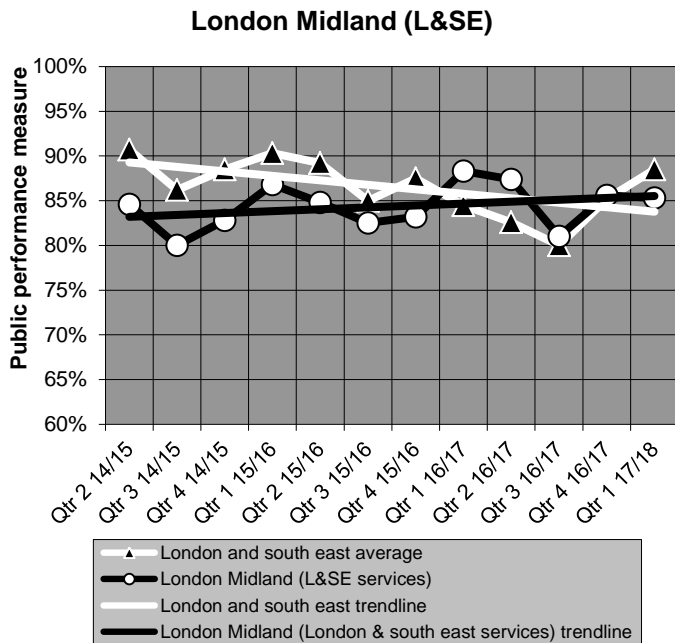### Heathrow Express

Legend:
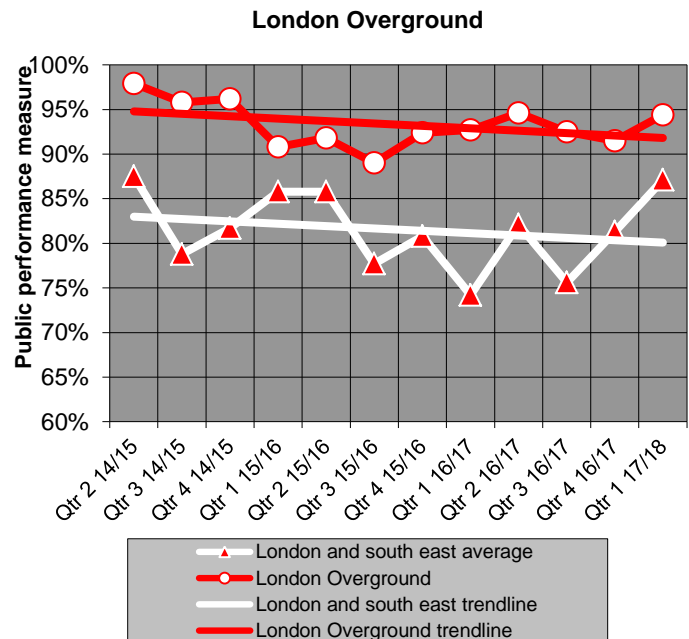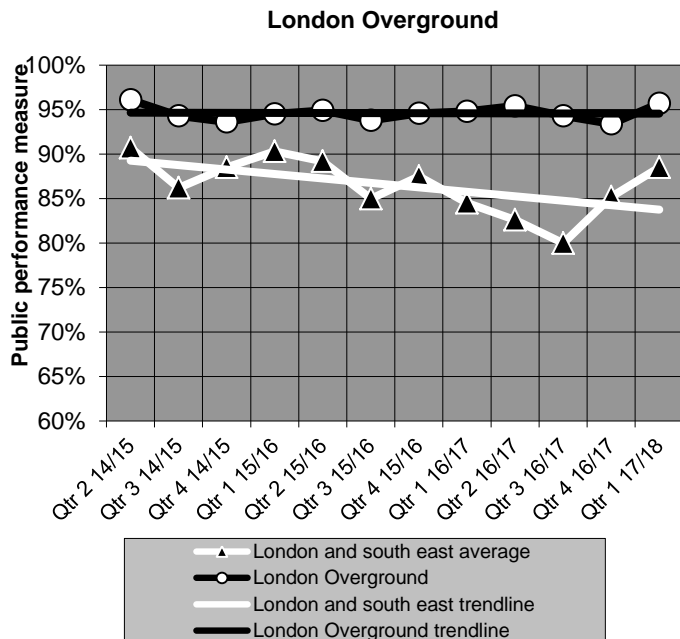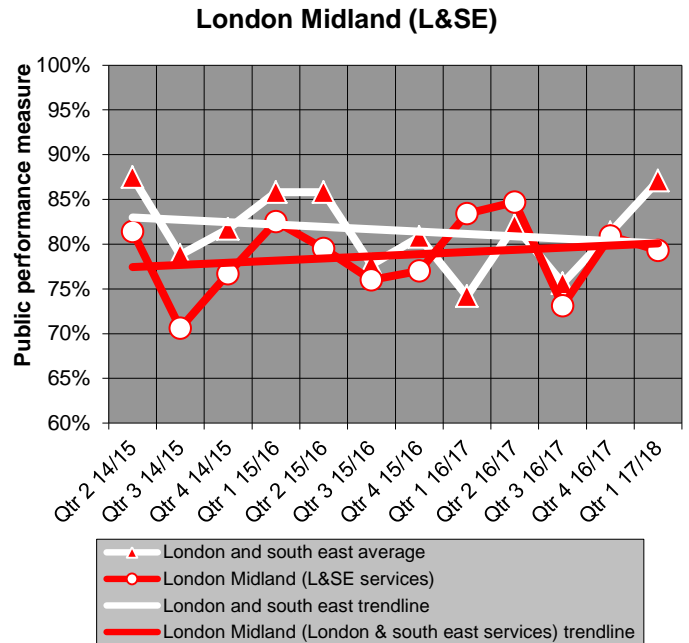- Heathrow Express
- Heathrow Express trendline

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

LondonTravel**Watch**
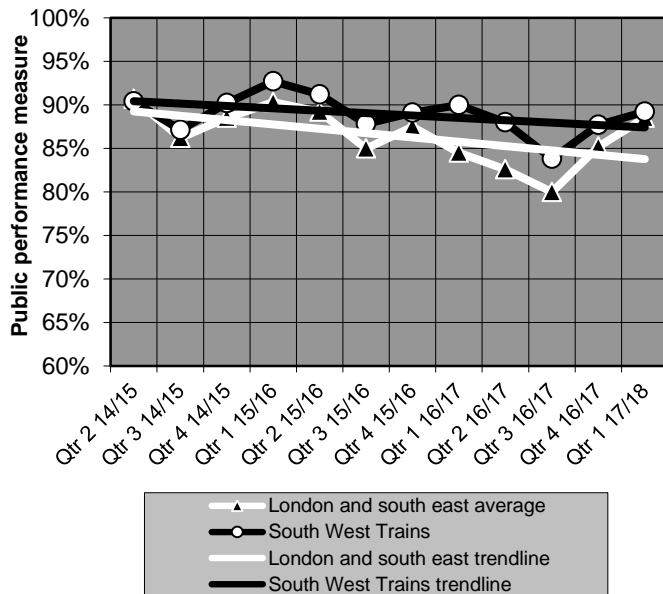
All trains performance

London Midland (L&SE)

Legend:
- London and south east average
- London Midland (L&SE services)
- London and south east trendline
- London Midland (London & south east services) trendline

London Overground

Legend:
- London and south east average
- London Overground
- London and south east trendline
- London Overground trendline

Peak trains performance

London Midland (L&SE)

Legend:
- London and south east average
- London Midland (L&SE services)
- London and south east trendline
- London Midland (London & south east services) trendline

London Overground

Legend:
- London and south east average
- London Overground
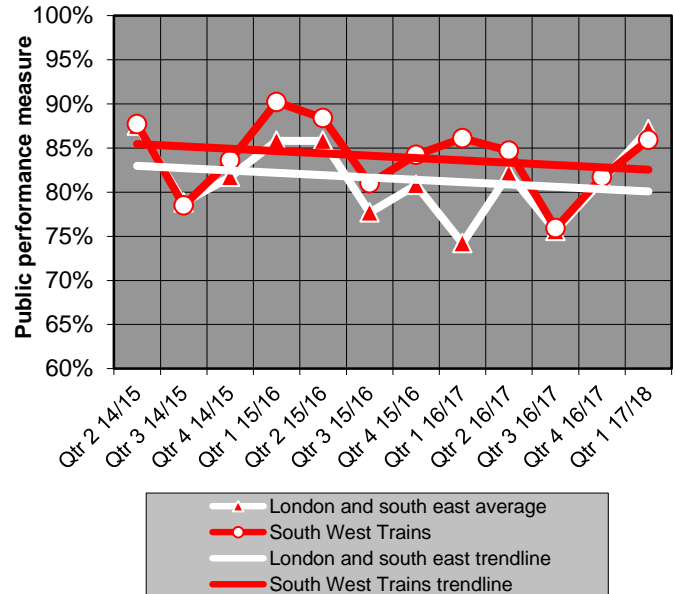- London and south east trendline
- London Overground trendline
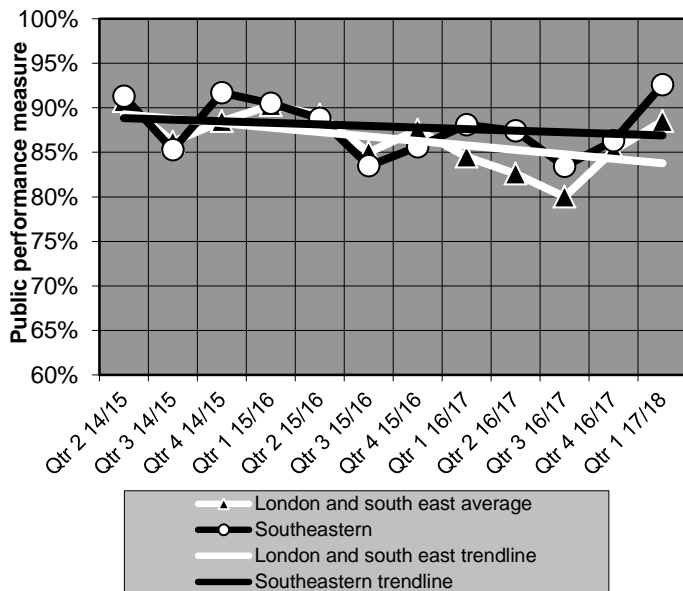
LondonTravelWatch

All trains performance

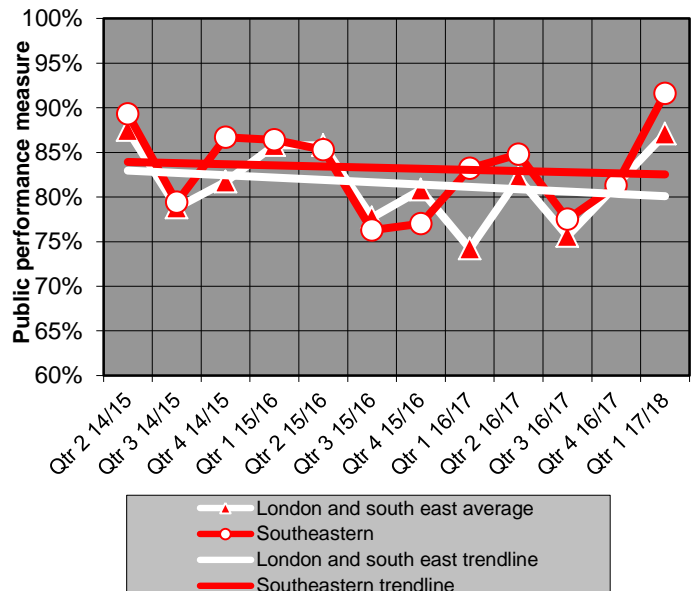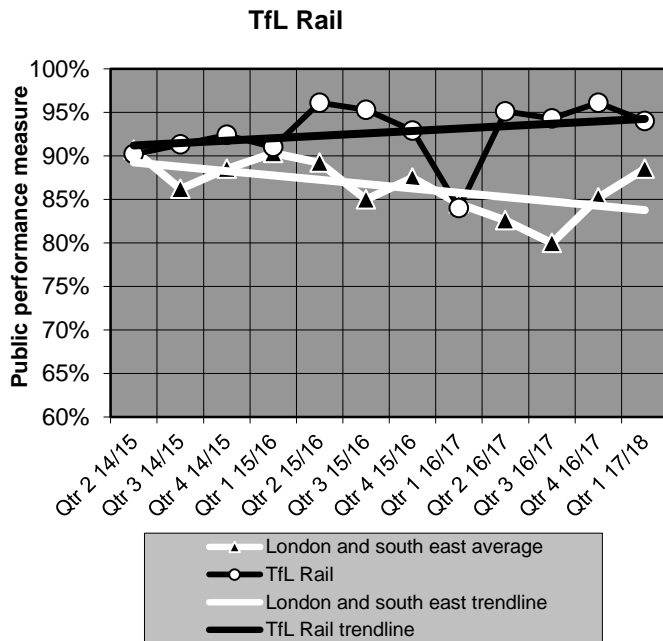## Peak trains performance

South West Trains

South West Trains

Southeastern

Southeastern

All trains performance

TfL Rail
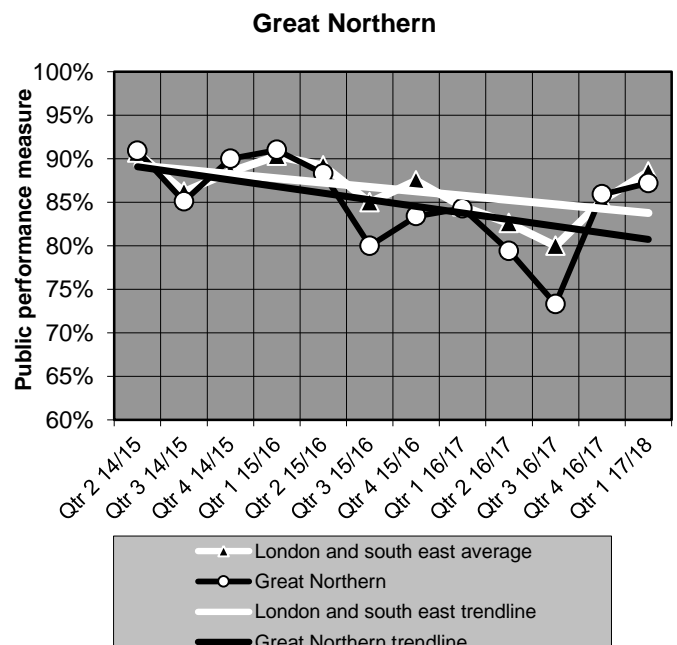

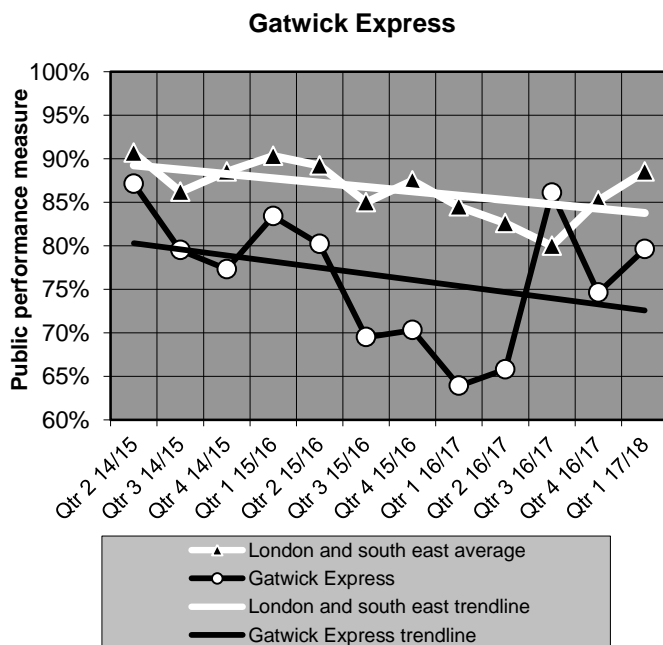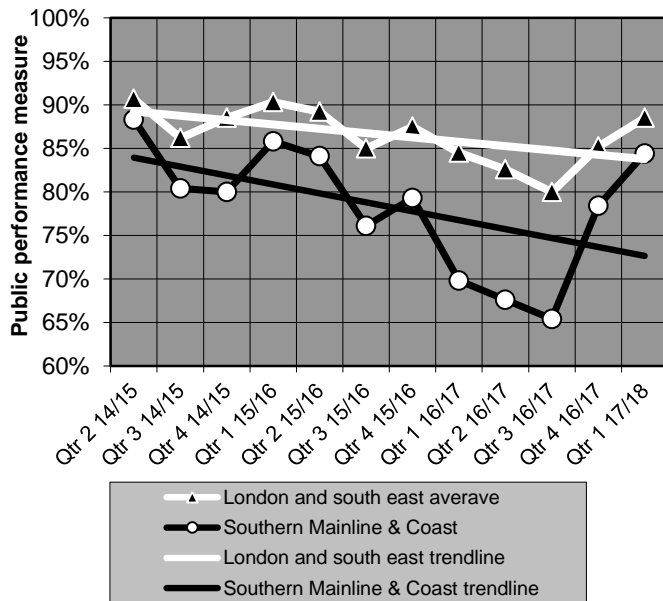## Peak trains performance

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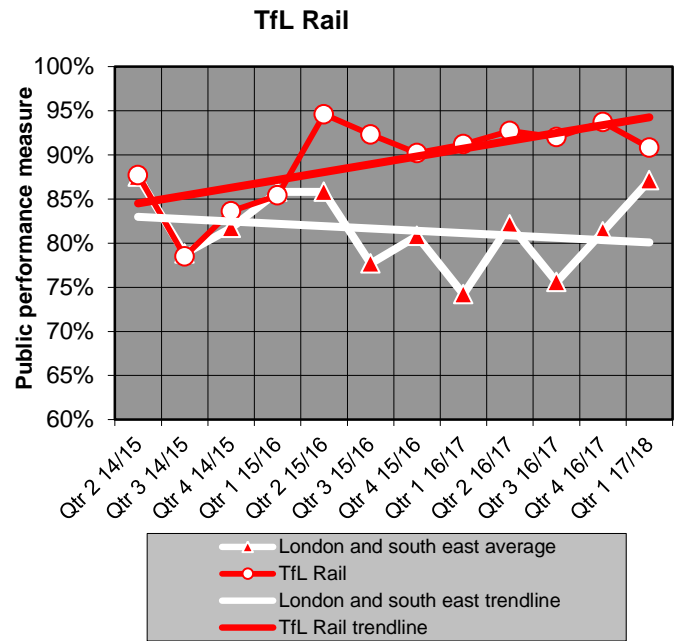
The charts below show the long term trains performance for the sub-groups operating under the GTR franchise. Unfortunately, data on peak services performance of the different parts of the GTR franchise is not currently available.
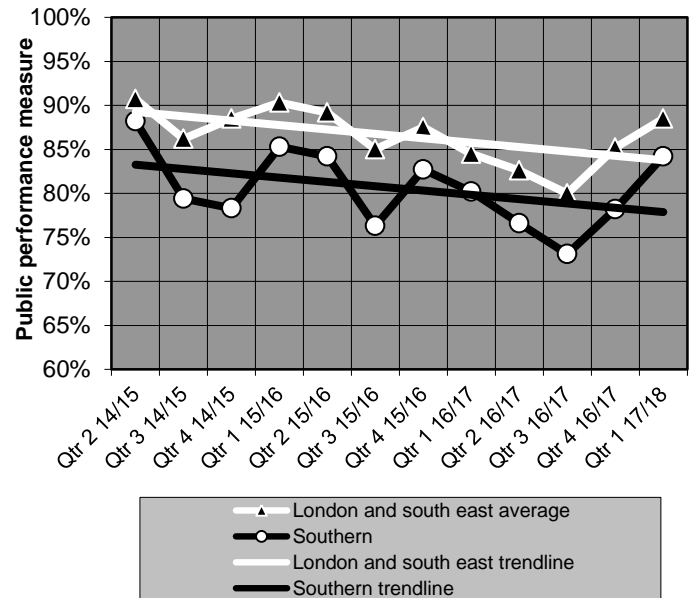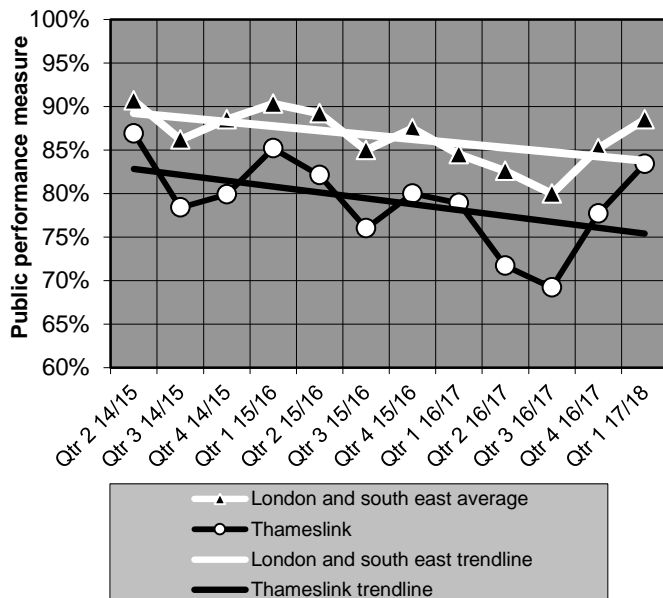
Gatwick Express

Great Northern

London TravelWatch

Southern Mainline & Coast

Southern Metro

## Thameslink

2.3   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.

The overall rate of CaSL was 3.7% in Q1 2017-18, 0.8 percentage point lower (better) than the previous quarter and 1.9 percentage point lower than in Q1 2016-17. Chiltern Railways achieved the lowest (best) score, with 1.4%, a 0.3 percentage point reduction.

GTR, with an overall score of 5.3%, had the largest reduction, 3.8 percentage point, but the worst level of services cancelled or late. Individually, all services within the GTR franchise performed worse than any other TOC, with Thameslink having the worst cancellations within the franchise, 6.7%.

c2c and London Midland were the only operators to experience an increase in CaSL this quarter. London Midland had the second worst CaSL figures and the largest increase outside the GTR franchise, with 4.1% of trains cancelled or late, a 1.1 percentage point increase. c2c had a CaSL figure of 1.9%, a 0.4 percentage point increase compared to Q1 2016-17.

Graph 3 – Cancellations and significant lateness Q1 2016-17, Q4 2016-17 & Q1 2017-18
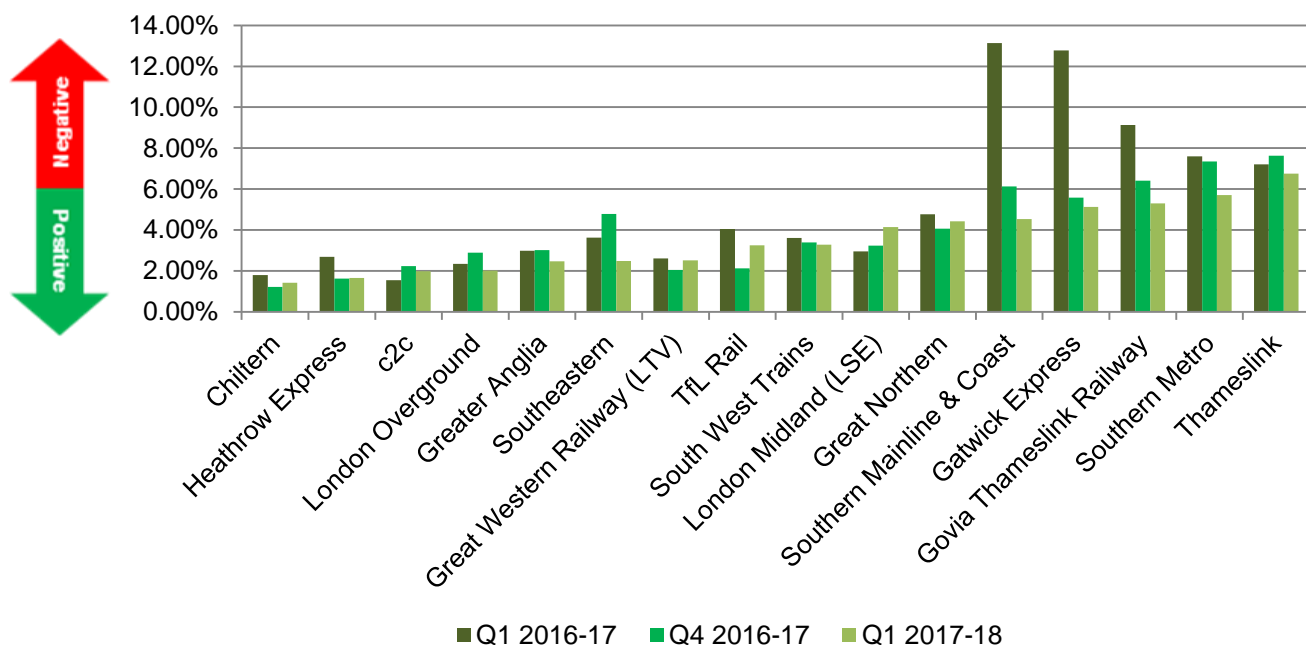
2.4   Right time arrivals

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).

The overall rate of RTA was 65.2% in Q1 2017-18, 4.7 percentage point higher than Q4 2016-17, and 5.1 percentage point higher than Q1 2016-17. TfL Rail had the highest RTA, with 83.2% of its trains arriving on time, a 5.1 percentage point reduction compared to the previous quarter and 0.6 percentage point lower than Q4 2016-17.

Even with a significant increase in RTA, GTR has the worst score compared to other L&SE operators, with 57.2% in Q1 2017-18, 9.0 percentage point higher than Q1 2016-17. Individually, all services within the GTR franchise, even with some of the largest increases in RTA, and with the exception of Great Northern and Thameslink, performed worse than any other TOC, with Gatwick Express having the worst RTA within the franchise, 44.9%.

Chiltern Railway had the largest reduction in RTA, with 78.2% of its services arriving on time, a 2.3 percentage point reduction compared Q1 2016-17. Southeastern had significantly improved the number of trains arriving right time in this quarter, compared to the same quarter in the previous year.

Graph 4 – Right time arrivals Q1 2016-17, Q4 2016-17 & Q1 2017-18

LondonTravelWatch
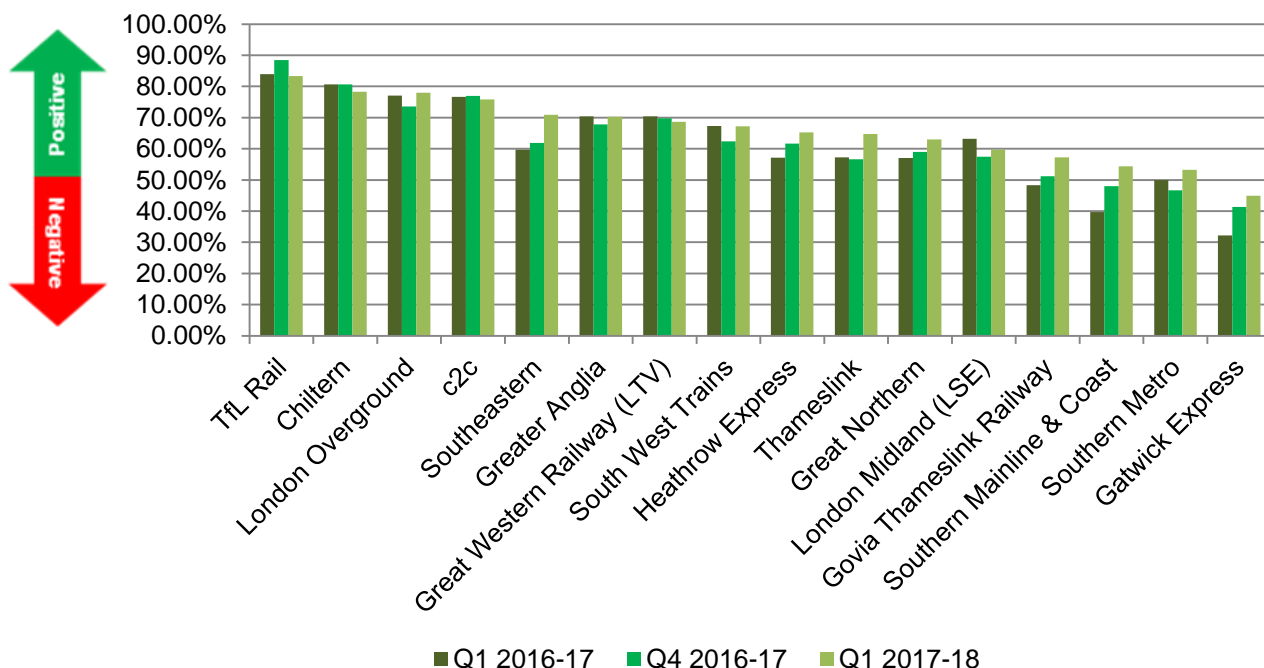
3 London & South East passenger satisfaction

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 spring 2017, the percentage of satisfied passengers, taking all L&SE operators together, was 82%, a 4% increase since the spring and autumn 2016 surveys. The operator with the highest satisfaction rate was Heathrow Express, 97% of whose users rated the service as satisfactory or good, an increase when compared to the previous two surveys.

Southeastern had the largest increase in passenger satisfaction, 81% of the users surveyed were satisfied compared to 69% in spring 2016.

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

London TravelWatch
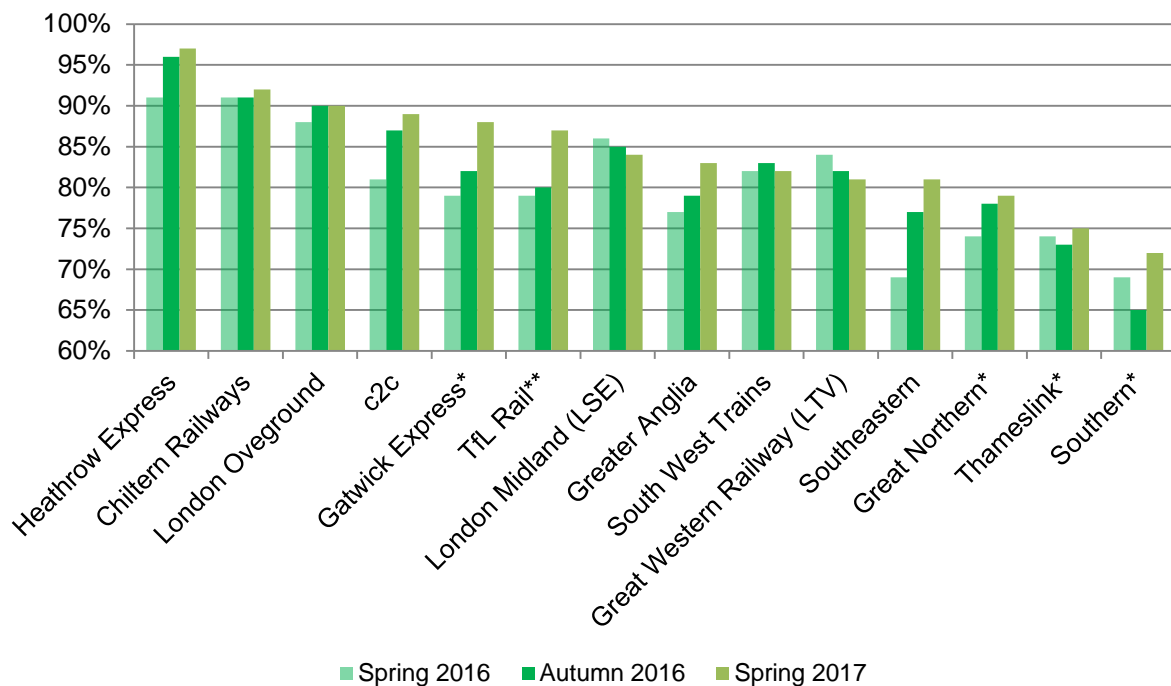
3.1 NRPS London

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 Merseyside and those in the West Midlands area were the most satisfied with their travel and those in Greater Manchester the least. London experienced a slight increase in passengers' satisfaction with their journey, compared to autumn and spring 2016.

Overall satisfaction with journey - spring 2017

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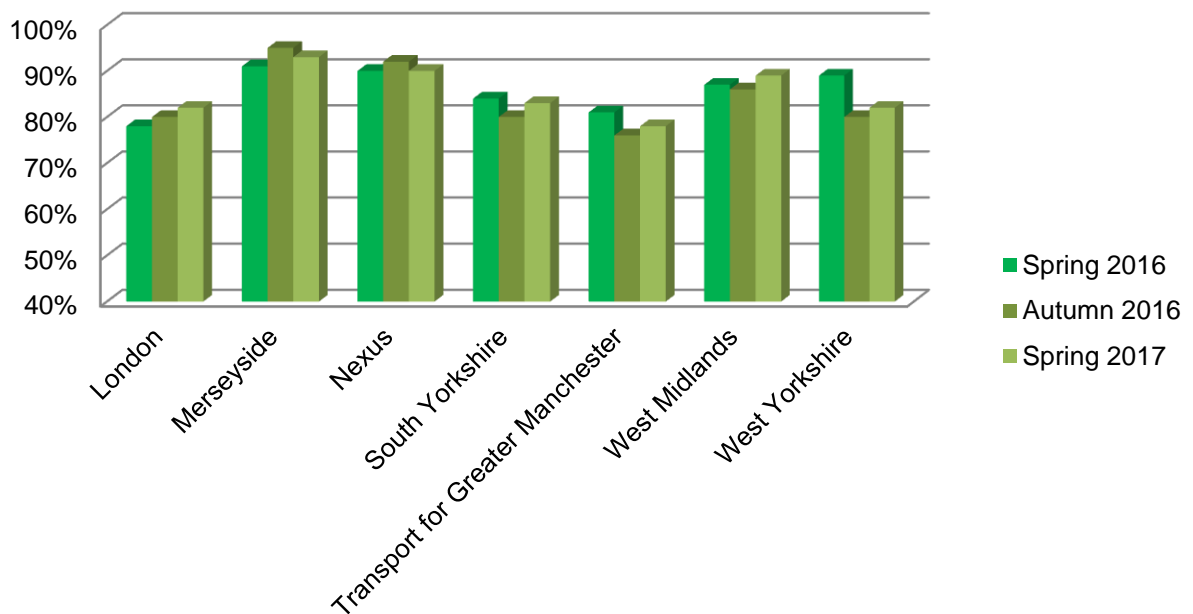
London passengers along with Greater Manchester were the least satisfied with the punctuality and reliability of their train service, when compared to the other regions. London experienced a increase in satisfaction compared to autumn and spring 2016.

Satisfaction with punctuality and reliability of the train - spring 2017
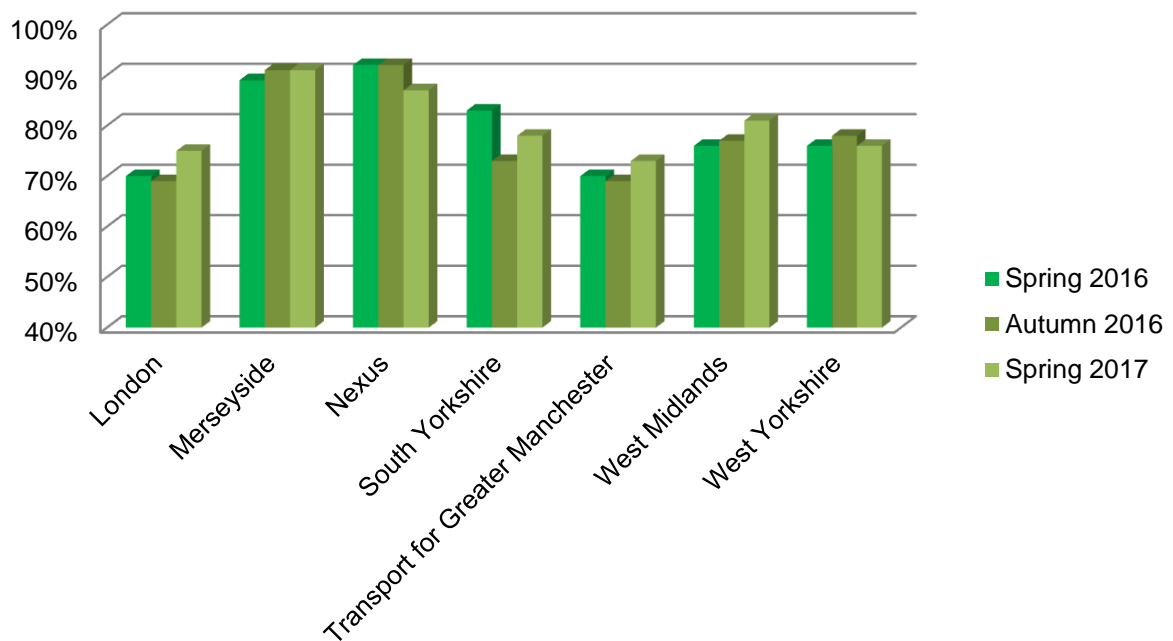
London passengers are the least satisfied with the value for money of their ticket price, compared to those in other metropolitan areas. This can be attributed to poor train service performance, the higher level of fares paid by Londoners than those in other cities, a higher dependency on public transport, 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* report[2].

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

- London
- South Yorkshire
- Merseyside
- West Midlands
- Nexus
- Transport for Greater Manchester
- West Yorkshire

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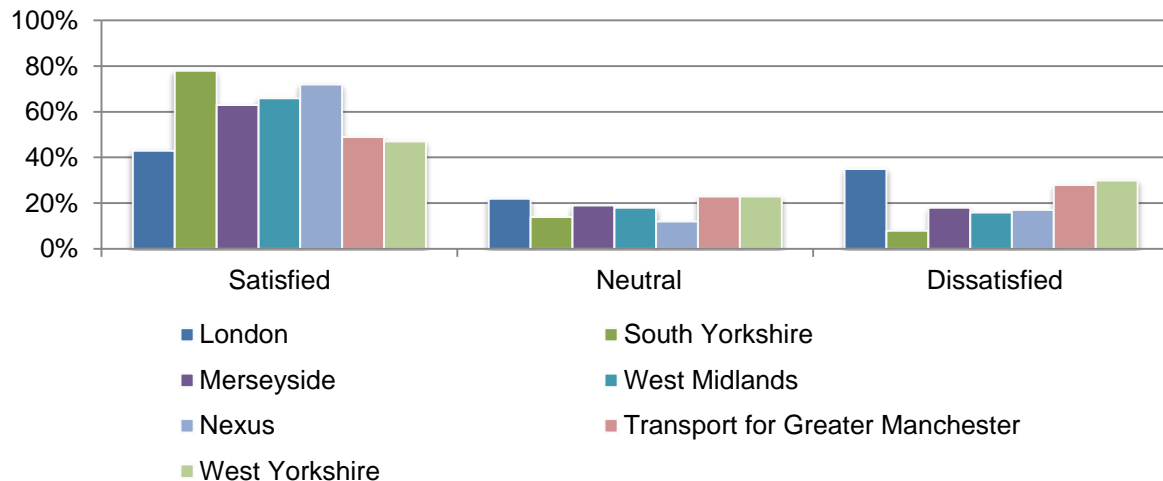
[2] Value for Money on London's transport services: what consumers think August 2013

London passengers' satisfaction level 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
spring 2017

- London
- South Yorkshire
- Merseyside
- West Midlands
- Nexus
- Transport for Greater Manchester
- West Yorkshire
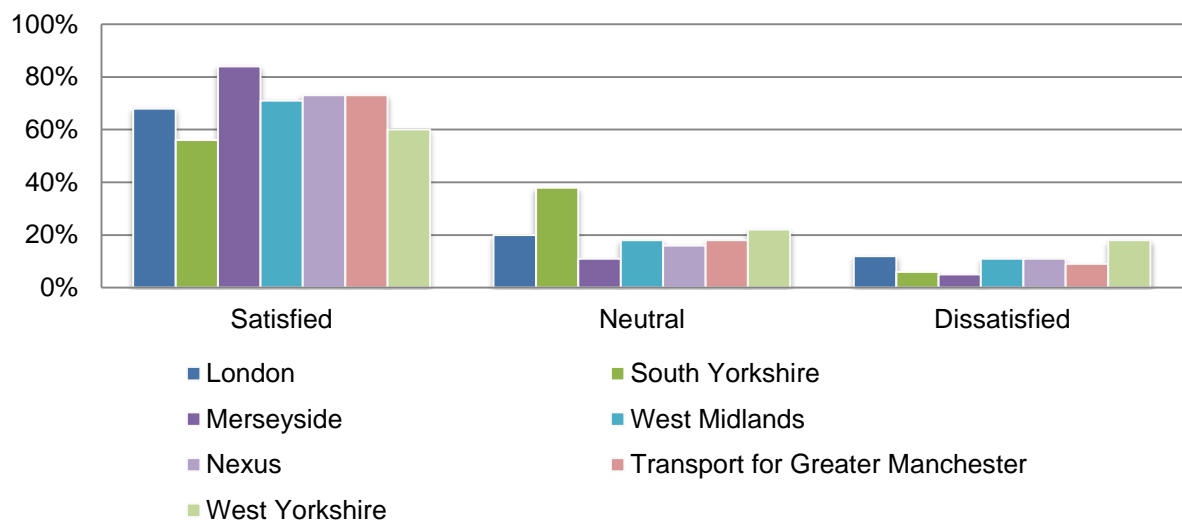
London passengers are at the lower end of reported satisfaction levels with service frequency, when compared with other metropolitan areas. In Merseyside and some other metropolitan areas most services run at least once every 15 minutes or more, and have consistent service patterns throughout the day (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 spring 2017

Legend:
- London
- Merseytravel
- Nexus
- West Yorkshire
- South Yorkshire
- West Midlands
- Transport for Greater Manchester
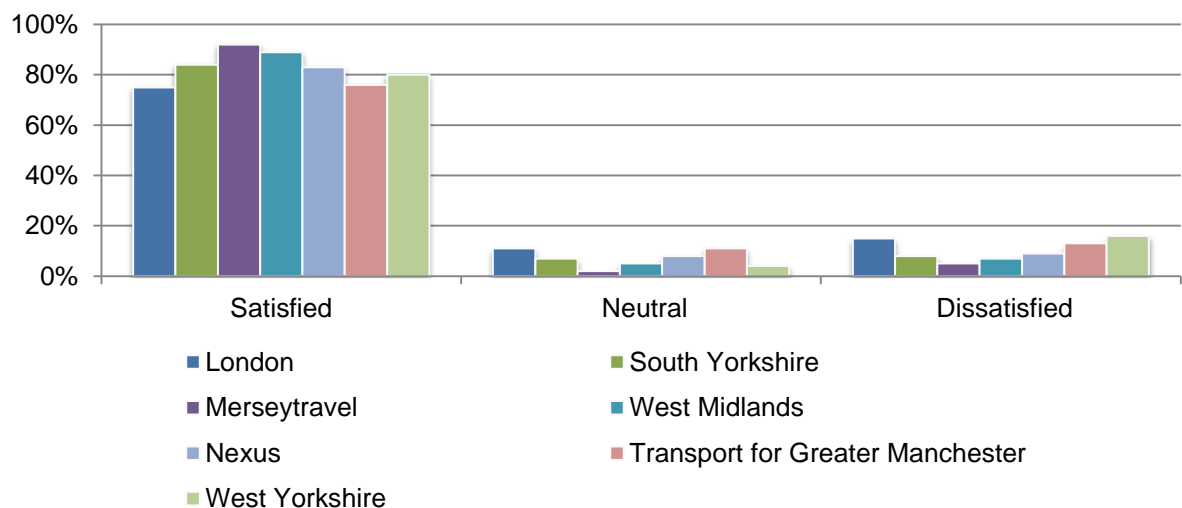
4 Passenger complaints

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 of 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.

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3.1 Complaints by operator

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q4 2016-17 (Jan to March 2017). The table shows the number of complaints passengers made about their journeys each quarter, over a three-year period, to each train operating company. The shaded column shows the overall average complaints rate per operator per 100,000 journeys. The totals cover the whole of each company's services, including those, which are outside London and the South East. Heathrow Express is an unfranchised (or "open access") operator, for which complaints data are not published, and is therefore omitted.

London Overground is conspicuous for its comparatively low rate of complaints. A number of factors probably contribute to this, including high service frequencies, short journeys, a simple ticketing system, fully staffed stations, and a generally high level of reliability. It is noteworthy that Chiltern has a high complaints rate despite its consistently good passenger satisfaction scores. This probably reflects the longer distance character of most of its services and the nature of its market, and the inclusion of "delay-repay" applications in its complaint totals, a practice which is not universal among TOCs.

Quarterly passenger complaints per 100,000 journeys

TOC	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Average
	14-15	14-15	14-15	14-15	15-16	15-16	15-16	15-16	16-17	16-17	16-17	16-17	
Chiltern Railways	63	78.5	60.5	94.8	102.2	50.7	130.7	72.3	32.7	33.1	28.9	27.8	**64.6**
Greater Anglia	30.2	35.0	33.8	28.4	34.5	62.3	57.0	50.2	49.4	51.9	67.5	67.4	**47.3**
Great Western Railway	41.8	38.3	37.9	36.9	28.7	36.1	36.3	30.8	29.4	26.9	25.8	38.7	**34.0**
London Midland	28.6	27.6	32.6	30.0	27.3	31.1	38.6	31.5	33.4	35.2	39.4	33.9	**32.4**
c2c	12.6	24.8	25.0	17.7	15.5	18.1	30.8	39.8	29.7	31.5	35.3	30.2	**25.9**
Southeastern	8.1	9.2	13.8	23.4	14.7	12.3	14.0	26.8	18.1	23.5	27.6	32.9	**18.7**
Govia Thameslink Railway	14.8	10.5	16.8	20.5	13.8	8.1	7.2	11.0	21.7	31.6	32.1	29.3	**18.1**
South West Trains	13.2	15.2	21.7	18.2	12.0	10.0	13.7	15.1	15.4	23.2	23.7	17.6	**16.6**
London Overground	2.8	2.8	3.1	2.8	3.3	4.4	4.6	5.7	2.8	2.5	1.9	1.5	**3.2**
TfL Rail	:	:	:	:	:	3.2	3.1	4.5	2.8	2.2	3.6	2.9	**3.2**

c2c

On average, there were 25.9 complaints to c2c per 100,000 journeys over the previous 12 quarters. Issues about smartcards were the most frequent cause of complaint.

c2c
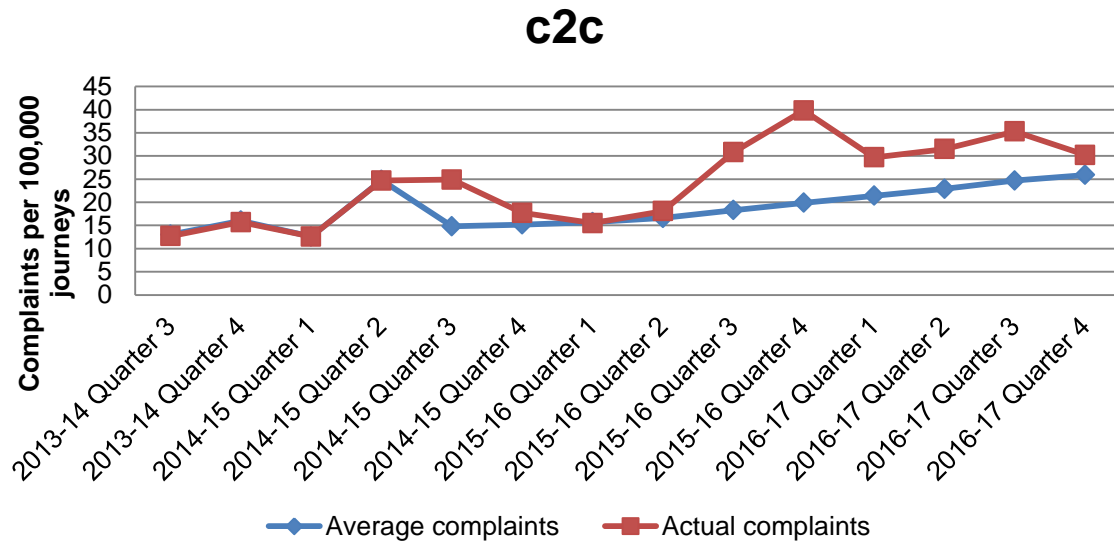
Chiltern

On average, there were 64.6 complaints to Chiltern per 100,000 journeys over the previous 12 quarters. Issues of punctuality and reliability were the most frequent cause of complaint. In Q3 2015-16, increases in complaints were due to the introduction of the revised new timetable.

Chiltern
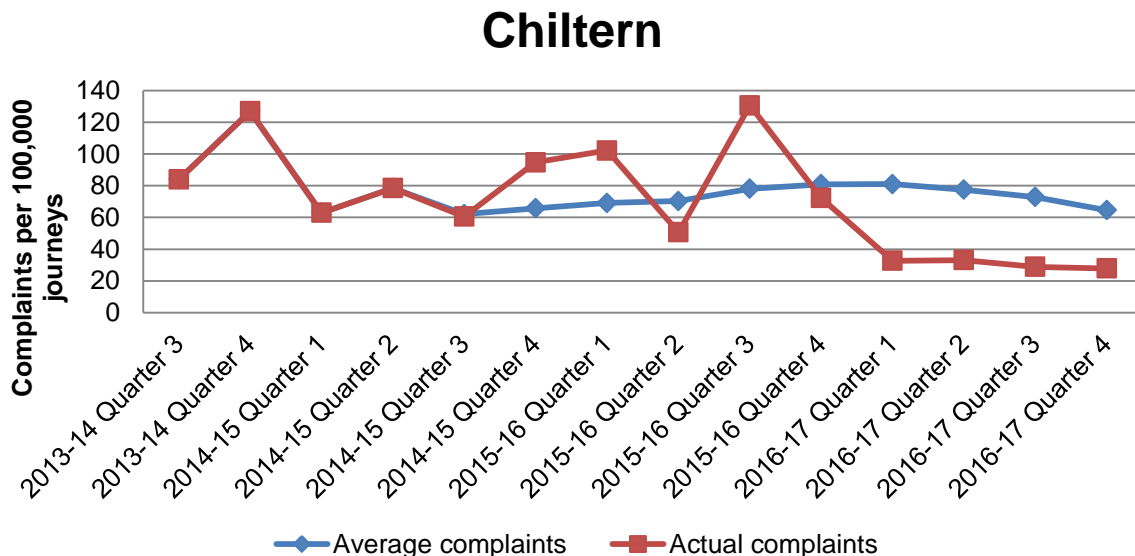
Govia Thameslink Railway

On average, there were 18.1 complaints to Govia Thameslink Railway per 100,000 journeys over the previous 12 quarters. Issues of punctuality, reliability and delay their compensation scheme were the most frequent cause of complaint.
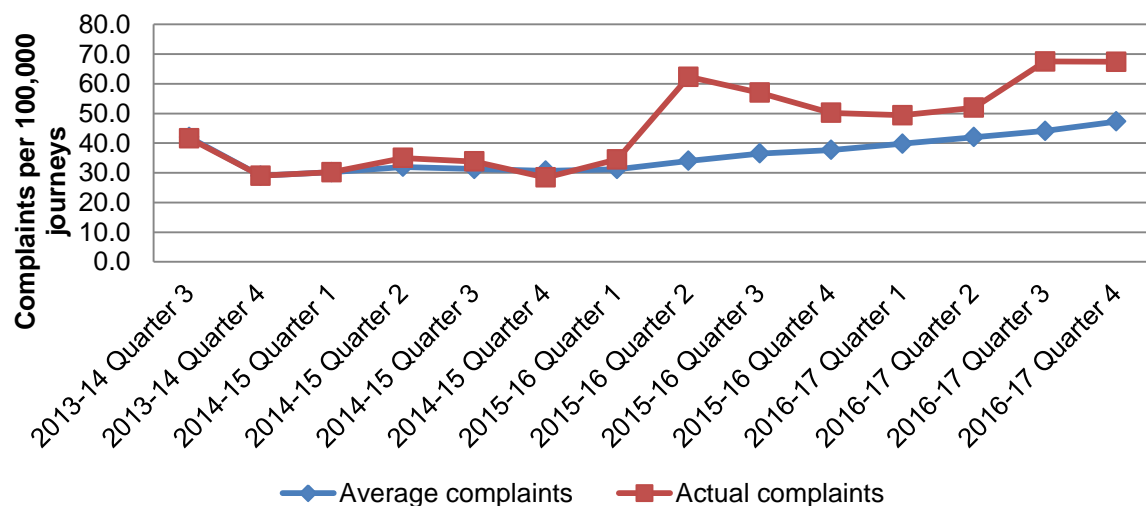
## Govia Thameslink Railway
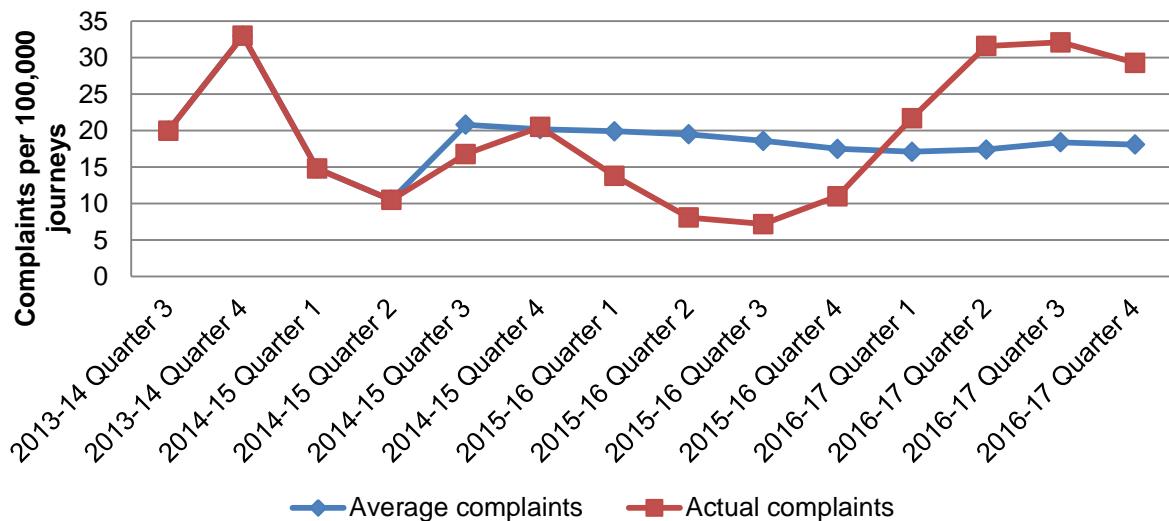
Greater Anglia

On average, there were 47.3 complaints to Greater Anglia per 100,000 journeys over the previous 12 quarters. Complaints about punctuality, reliability and their delay compensation scheme were the most common.

Greater Anglia

LondonTravelWatch

Great Western Railway

On average, there were 34.0 complaints to Great Western per 100,000 journeys over the previous 12 quarters. Company policy was the main category of complaints. This is a broad definition and would include complaints about the backlog of complaints associated with a change in call centre provider.

Great Western Railway

Average complaints   Actual complaints
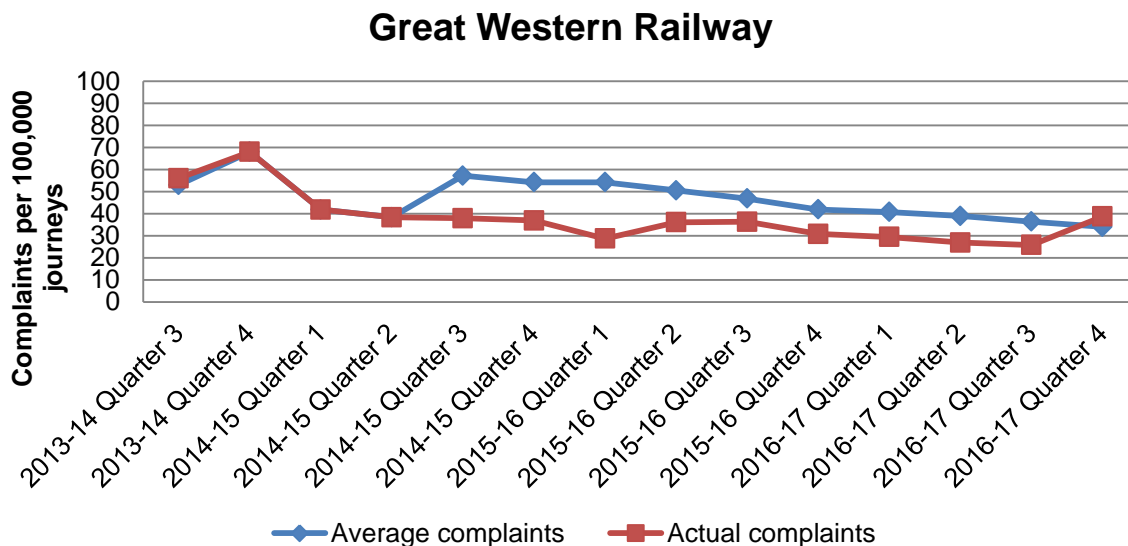
London Midland

On average, there were 32.4 complaints to London Midland per 100,000 journeys over the previous periods. Punctuality, reliability and sufficient room for passengers to sit/stand were the main source of complaints.

London Midland

Average complaints   Actual complaints

LondonTravelWatch
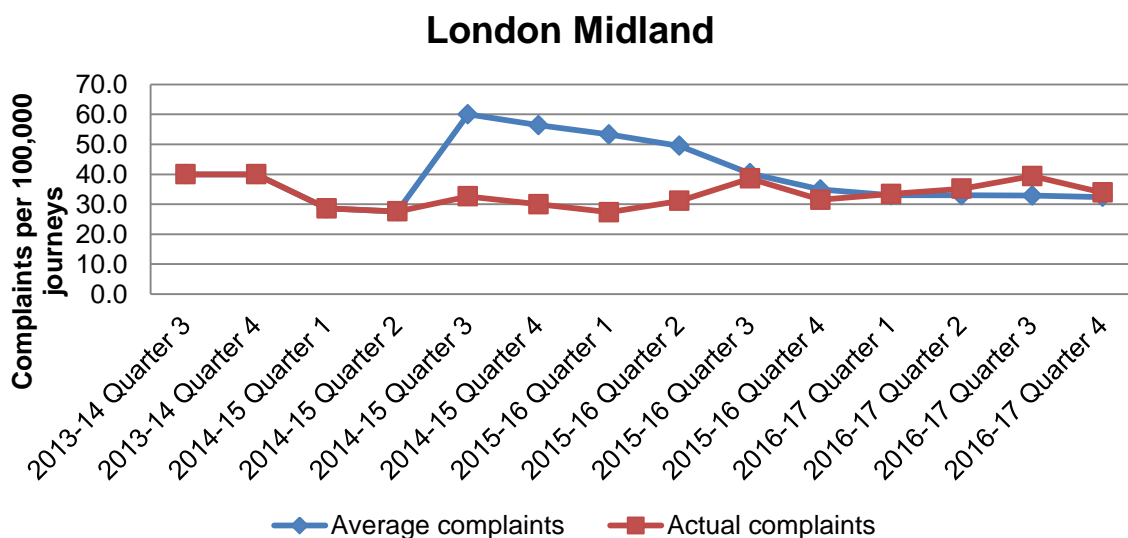
London Overground

On average, there were 3.2 complaints to London Overground per 100,000 journeys over the previous periods. Punctuality, reliability and staff conduct were the main source of complaints.

London Overground
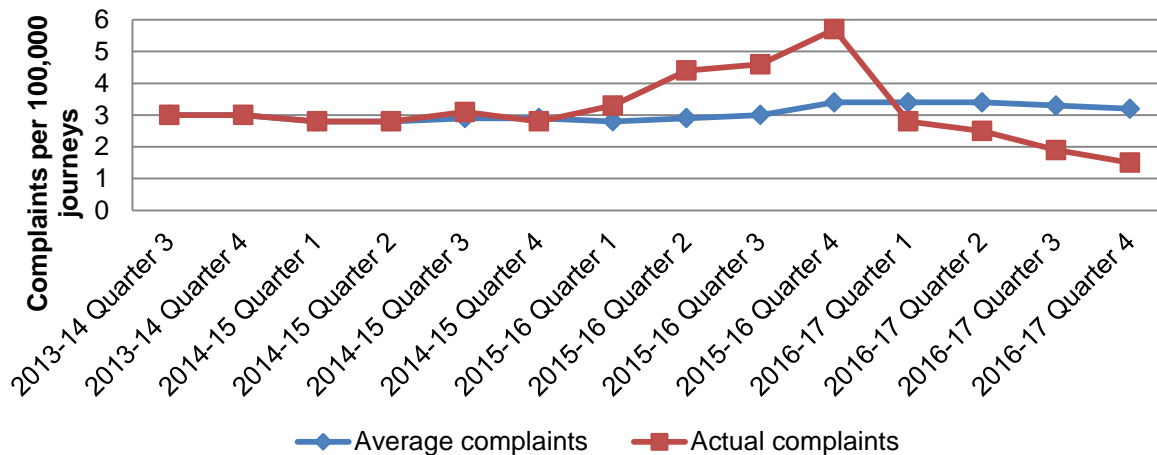
Southeastern

On average, there were 18.7 complaints to Southeastern per 100,000 journeys over the previous periods. Smart cards and delay compensation were the main source of complaints.

Southeastern
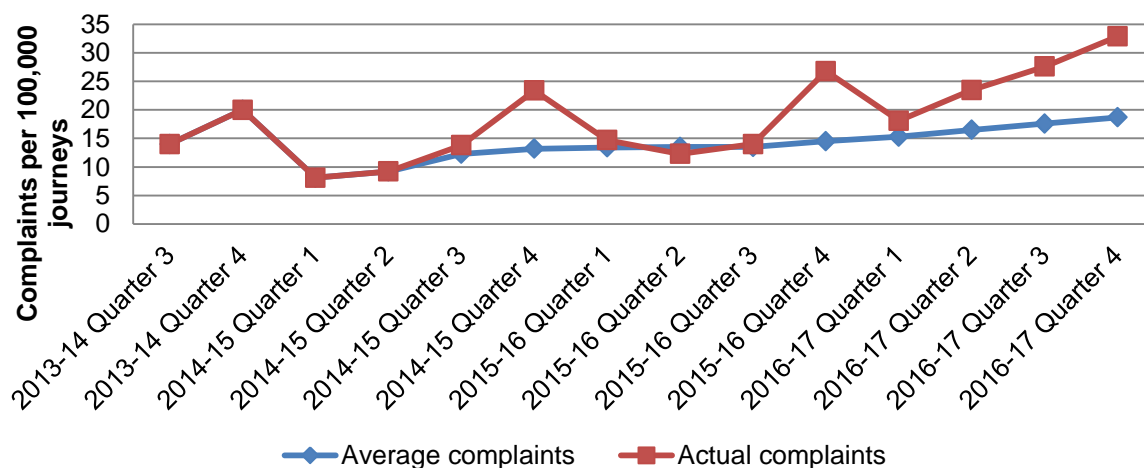
South West Trains

On average, there were 16.6 complaints to South West Trains per 100,000 journeys over the previous 12 quarters. Complaints about punctuality, reliability and ticking buying facilities were the most common.

South West Trains

TfL Rail

On average, there were 3.2 complaints to TfL Rail per 100,000 journeys. Complaints about punctuality, reliability and staff conduct were the most common.
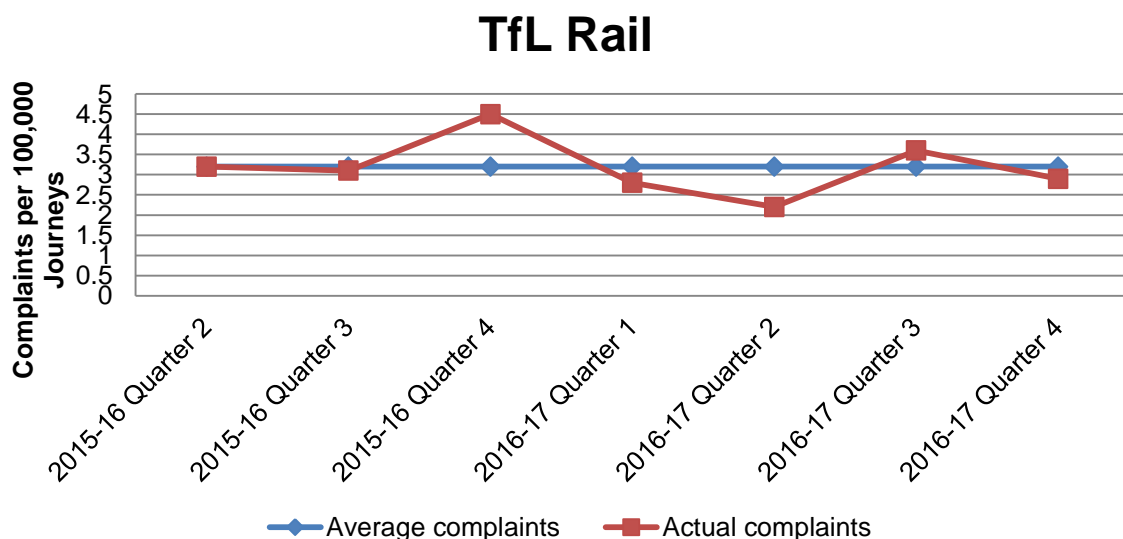
TfL Rail

LondonTravelWatch

Six operators had higher complaints rate in Q4 2016-17 compared to Q4 2015-16. Punctuality and reliability of trains was the most common cause for complaint to TOCs. Ticketing buying facilities were also a high source of complaints.

Southeastern's rise in complaints relates to an increase in smartcard complaints. Great Western Railway may relate to a backlog of complaints from earlier in the year, associated with a change in call centre provider.

Greater Anglia received the highest number of complaints per 100,000 passenger journeys in Q4 2016-17, with 67.5 complaints and Govia Thameslink Railway had the highest percentage increase in complaints compared to Q4 2015-16. Their main sources of complaints were about punctuality, reliability and delay compensation scheme. Chiltern Railways had the largest percentage reduction in complaints compared to Q4 2015-16.

London Overground and TfL Rail had the lowest complaints rate in Q4 2016-17 with 1.5 and 2.9 complaints per 100, 000 passenger journeys. 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, Q4 2015-16, Q3 2016-17 and Q4 2016-17
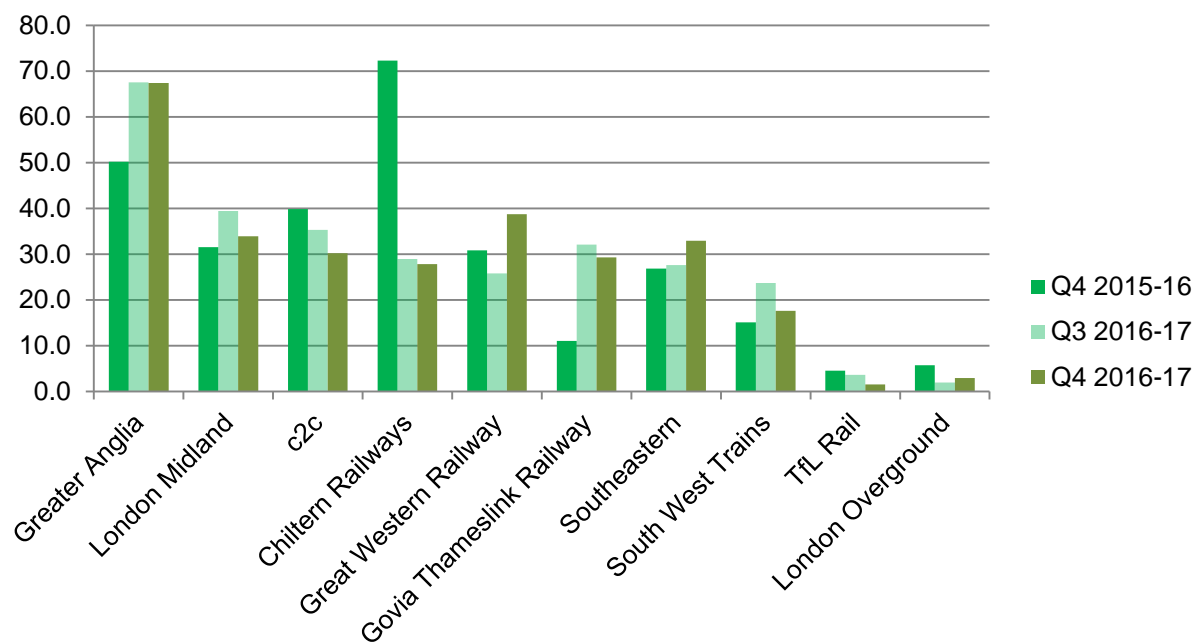
5   Passengers in excess of capacity (PiXC)

The Department for Transport has in the past, conducted an annual survey of peak train loadings on the London and South East commuter network.

A passenger in excess of capacity (PiXC) is the main measure of crowding used in these statistics. It shows the proportion of standard class passengers that are above the capacity on their service at its busiest point. The numbers comprising PiXC on each service are added together and shown as a percentage of the total number of standard class passengers on all peak services. A service's capacity includes all standard class seats, and includes a standing allowance if passengers are standing for 20 minutes or less.[3]

PiXC applies to all L&SE operators' weekday train services arriving at a London terminus during the 3-hour AM peak (07:00 to 09:59), and those departing during the 3-hour PM peak (16:00 to 18:59). The overall PiXC result is derived by combining both peaks.

A survey of peak train loadings on the London and south east commuter network is conducted annually on behalf of the Department for Transport, normally in the autumn. The following table shows the results for 2016, with 2015 peak crowding on a typical autumn weekday in London by terminal and train operator as a comparison, expressed in percentages.

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[3]   Rail passenger numbers and crowding statistics

LondonTravelWatch

Peak crowding in London by terminal and train operator: 2015 & 2016

Terminal	Train operator	2016 AM peak arrivals (07:00-09:59)			2015 AM peak arrivals (07:00-09:59)			2016 PM peak departures (16:00-18:59)			2015 PM peak departures (16:00-18:59)		
		Number of services	PiXC1	Passengers standing1	Number of services	PiXC1	Passengers standing1	Number of services	PiXC1	Passengers standing1	Number of services	PiXC1	Passengers standing1
Blackfriars (via Elephant & Castle)	Thameslink	35	16%	33%	34	17%	37%	32	10%	23%	32	6%	16%
	Southeastern	8	2%	12%	8	2%	19%	3	0%	21%	5	0%	14%
	Total	**43**	**14%**	**31%**	**42**	**15%**	**35%**	**35**	**9%**	**23%**	**37**	**5%**	**16%**
Euston	London Midland	28	7%	23%	28	7%	18%	29	7%	19%	29	6%	13%
	London Overground	8	0%	40%	8	0%	54%	9	0%	33%	9	0%	45%
	Virgin Trains West Coast	27	0%	0%	27	0%	0%	32	0%	0%	32	0%	0%
	Total	**63**	**5%**	**18%**	**63**	**4%**	**16%**	**70**	**5%**	**15%**	**70**	**4%**	**12%**
Fenchurch Street	c2c	57	6%	34%	48	9%	30%	52	2%	30%	44	4%	21%
	Total	**57**	**6%**	**34%**	**48**	**9%**	**30%**	**52**	**2%**	**30%**	**44**	**4%**	**21%**
King's Cross	Great Northern	33	8%	21%	33	5%	14%	34	5%	15%	34	3%	6%
	Virgin Train East Coast	15	0%	0%	15	0%	0%	15	0%	0%	16	0%	0%
	Total	**48**	**7%**	**17%**	**48**	**4%**	**11%**	**50**	**4%**	**12%**	**50**	**3%**	**5%**
Liverpool Street	Greater Anglia3,4	93	2%	11%	93	3%	13%	90	2%	5%	90	1%	4%
	London Overground	30	5%	17%	30	3%	13%	29	0%	1%	29	0%	2%
	TfL Rail	37	12%	31%	37	11%	29%	36	9%	27%	36	7%	25%
	Total	**160**	**6%**	**18%**	**160**	**5%**	**18%**	**155**	**4%**	**12%**	**155**	**3%**	**11%**
London Bridge	Thameslink	2	0%	12%	2	0%	29%	3	0%	16%	3	0%	26%
	Southeastern5	127	2%	20%	124	2%	23%	125	0%	14%	125	1%	12%
	Southern	62	11%	26%	62	4%	27%	51	1%	16%	54	1%	14%
	Total	**191**	**5%**	**22%**	**188**	**3%**	**24%**	**179**	**0%**	**14%**	**182**	**1%**	**13%**
Marylebone	Chiltern Railways3	45	4%	6%	44	6%	11%	44	2%	5%	44	2%	5%
	Total	**45**	**4%**	**6%**	**44**	**6%**	**11%**	**44**	**2%**	**5%**	**44**	**2%**	**5%**
Moorgate	Great Northern	32	6%	22%	32	14%	32%	33	1%	12%	33	1%	11%
	Total	**32**	**6%**	**22%**	**32**	**14%**	**32%**	**33**	**1%**	**12%**	**33**	**1%**	**11%**
Paddington	Great Western Railway6	67	7%	11%	67	9%	15%	61	7%	10%	61	4%	9%
	Total	**67**	**7%**	**11%**	**67**	**9%**	**15%**	**61**	**7%**	**10%**	**61**	**4%**	**9%**
St. Pancras International2	East Midlands Trains	14	12%	12%	14	10%	10%	15	15%	18%	15	7%	10%
	Thameslink	36	4%	26%	36	9%	33%	36	4%	19%	36	8%	27%
	Southeastern	20	1%	14%	20	1%	11%	20	1%	15%	20	0%	12%
	Total	**70**	**4%**	**22%**	**70**	**7%**	**25%**	**71**	**5%**	**18%**	**71**	**6%**	**21%**
Victoria	Southeastern	42	5%	16%	42	2%	13%	39	1%	10%	39	0%	9%
	Southern7	81	5%	27%	81	5%	28%	83	1%	17%	83	2%	18%
	Total	**123**	**5%**	**24%**	**123**	**4%**	**24%**	**122**	**1%**	**15%**	**122**	**1%**	**16%**
Waterloo	South West Trains	152	6%	30%	150	6%	31%	149	3%	22%	148	4%	25%
	Total	**152**	**5%**	**30%**	**150**	**6%**	**31%**	**149**	**3%**	**22%**	**148**	**4%**	**25%**
London total		**1,051**	**6%**	**23%**	**1,035**	**6%**	**24%**	**1,021**	**3%**	**16%**	**1,017**	**3%**	**15%**

1 As a percentage of standard class critical load.
2 For Thameslink services travelling through London, arrivals are included in the figures for the first station a service calls at and departures in the figures for the last station called at.
3 Great Northern, Southern and Thameslink are part of the Govia Thameslink Railway franchise.

4 Figures are based on only one manual count per service.

5 Includes services that terminate at Stratford (AM) and services that start at Stratford (PM).

6 Services to and from Charing Cross and Cannon Street are included in the London Bridge figures.

7 Includes Heathrow Connect services.

8 Includes Gatwick Express services.

Morning peak passengers arriving in central London have increased. Rail travel to and from London far exceeds that of other major cities across the UK.

Overall, in London and the south east, 6% of all passengers travelled in excess of train capacity using London's terminals in 2016 in the morning peak, the same percentage morning peak as 2015. In the evening peak, crowding was 3% in 2015 and 2016. The morning peak is traditionally more concentrated than in the evening, so crowding is always more acute.

In the three-hour morning peak, 23% (24% in 2015) of all services have standing passengers, reduce to 16% (15% in 2015) in the three-hour PM peak.

Blackfriars Station had the highest level of crowding of any London termini with a PiXC of 14% AM peak and 8.9% PM peak. A reduction compared to 2015 AM peak and increase compared to PM. Blackfriars Station has a very high level of overcrowding, exacerbated by London Bridge works.

Fenchurch Street had a higher percentage of standing passengers, 34%. This termini is dominated by commuter peak traffic to central London and the Docklands. There were more train services into the station during 2016 compared to 2015.

King's Cross station had a substantial PIXC increase across both AM and PM peak, with 17% and 12% of passengers standing, compared to 11% and 5% in 2015. The Thameslink programme should increase capacity at this station, once opened.

Marylebone station has seen a reduction in AM peak demand since 2015.

Appendix – Glossary & references

Glossary

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

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