

National Rail Performance Report - Quarter 4 2016-17 (January-March 2017)

June 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 2 2013-14 – July to Sept	Dec 2013
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

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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 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 has declined during the Q4 2016-17 period, with a PPM of 85.1%, 0.7 percentage points worse than Q4 2015-16. The performance decline can be attributed to weather related disruptions; a combination of TOC related issues, such as, defective rolling stock, staffing issues & station issues (such as passenger taken ill on train), and Network Rail related delays, (a combination of signal failures, broken rails and over running and emergency engineering works). There has also been an increase in some delays not being investigated and attributed because of severe disruptions.

TfL Rail had the highest PPM in the fourth quarter of 2016-17 with 96.0%, a 3.1 percentage point increase compared with the same quarter last year. Govia Thameslink Railway (GTR), with an overall PPM of 79.2%, had the worse score, a 1.3 percentage point reduction compared to the same quarter in 2015-16.

Of all the franchised peak services, which operate on weekdays between 0700 and 0959 and 1600 and 1859, TfL Rail had the highest proportion of trains within the PPM for Q4 2016-17, with a score of 93.7%, a 3.5 percentage point improvement. Southeastern had the largest improvement in its peak performance compared to the same period a year ago, 81.3%, a 4.3 percentage points increase.

GTR recorded a score of 73.6%, the lowest peak PPM, a 0.7 percentage points reduction. The overall peak PPM score for Q4 2016-17 was 81.3%, 0.5 percentage point lower than in Q4 2015-16.

The overall rate of CaSL was 4.9% in Q4 2016-17, 1.6 percentage point lower than the previous quarter and 0.7 percentage points higher than in Q4 2015-16. Chiltern Railways achieved the lowest (best) score, with 1.2%, a 0.3 percentage point increase.

GTR, with an overall score of 6.4%, had the largest increase, 1.3 percentage point, and the worst level of services cancelled or late. Most of the increase relates to train crew issues, resulting in the services being delayed or cancelled.

The overall rate of RTA was 60.5% in Q4 2016-17, 0.4 percentage points higher than Q4 2015-16, and 6.3 percentage points higher than Q3 2016-17. TfL Rail had the highest RTA, with 88.5% of its trains arriving on time, a 7.6 percentage points increase compared to the previous quarter and 6.6 percentage points higher than Q4 2015-16.

Even with a slight increase in RTA, GTR has the worst score compared to other L&SE operators, with 51.1% in Q4 2016-17, 0.8 percentage points higher than Q4 2015-16.

Complaints

Punctuality and reliability of trains was the most common cause for complaint to TOCs in Q3 2016-17. Ticketing buying facilities were also a high source of complaints.

Greater Anglia received the highest number of complaints per 100,000 passenger journeys in Q3 2016-17, with 67.5 complaints and Govia Thameslink Railway had the highest percentage increase in complaints compared to Q3 2015-16.

Chiltern Railways had the largest percentage reduction in complaints compared to Q3 2015-16. London Overground and TfL Rail had the lowest complaints rate in Q3 2016-17

Changes to train operating companies

In September 2014, Govia Thameslink Railway first became fully operational (based 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, May 31 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 4 2016-17

Overall, L&SE performance has declined during the Q4 2016-17 period, with a PPM of 85.1%, 0.7 percentage points worse than Q4 2015-16. The performance decline can be attributed to weather related disruptions; a combination of TOC related issues, such as, defective rolling stock, staffing issues & station issues (such as passenger taken ill on train), and Network Rail related delays, (a combination of signal failures, broken rails and over running and emergency engineering works). There has also been an increase in some delays not being investigated and attributed because of severe disruptions.

It is estimated, that performance failures across GTR services were responsible for 49% of the regions decline in PPM figures in the fourth quarter of 2016-17, despite operating only 15% of services in the L&SE sector.¹

Most operators' PPM scores increased when compared with the previous quarter (Q3 16-17), but experience a reduction compared to the same period a year ago (Q4 2015-16). TfL Rail had the highest PPM in the fourth quarter of 2016-17 with 96.0%, a 3.1 percentage point increase compared with the same quarter last year. GTR, with an overall PPM of 79.2%, had the worse score, a 1.3 percentage point reduction compared to the same quarter in 2015-16. When analysed individually, all TOCs within the GTR franchise, with the exception of Great Northern,

¹ Figure obtained from the ORR

performed worse than any other TOC operating in the L&SE area (see PPM graph below).

Staffing issues affecting some of its services, as well as Storm Doris contributing to delays have affected GTR ongoing poor performance. Whilst industrial action has affected performance, the PPM statistics mask the full impact of the dispute. This is because GTR implemented a revised timetable on strike days. Trains excluded from the plan of the day before 22:00 on the previous day are not included in the PPM calculations

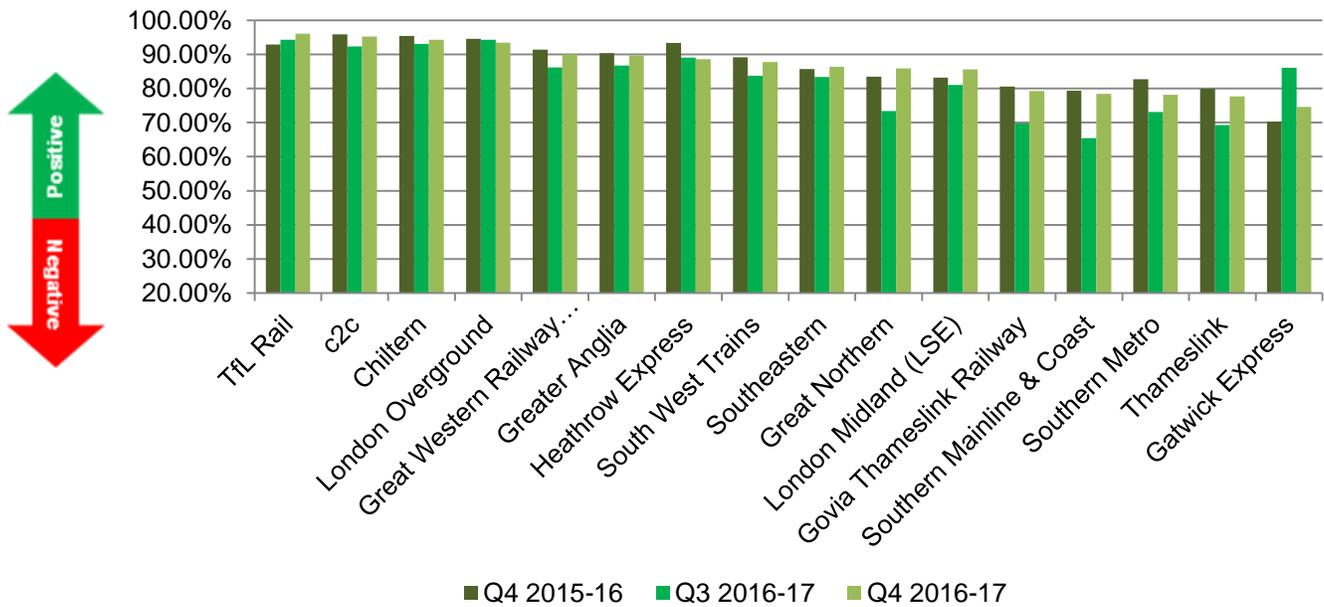
Heathrow Express recorded the largest deduction, with their PPM falling from 93.3% in Q4 2015-16 to 88.6% in Q4 2016-17, a 4.7 percentage point reduction. Track and signalling failures resulted in a large decrease in PPM.

Great Western Railway had a reduction in performance, with PPM falling from 91.4% in Q4 2015-16 to 90.0% in Q4 2016-17, a 1.4 percentage point decrease. Increases in signal related failures had an impact on the service as well as disruption caused by other TOCs.

South West Trains again recorded reduction in performance, with their PPM falling from 89.1% in Q4 2015-16 to 87.7% in Q4 2016-17, a 1.3 percentage point reduction. An increase in track faults, delays at stations and objects being struck on the line contributed a fall in its PPM.

London Midland, with their PPM increasing from 83.1% in Q4 2015-16 to 85.6% in Q4 2016-17, a 2.4 percentage increase, was still the second worst performing TOC outside of the GTR franchise.

Graph 2 – Public Performance Measure Q4 2015-16, Q3 2016-17 & Q4 2016-17



2

2.1.2 Peak services

Of all the franchised peak services, which operate on weekdays between 0700 and 0959 and 1600 and 1859, TfL Rail had the highest proportion of trains within the PPM for Q4 2016-17, with a score of 93.7%, a 3.5 percentage point improvement. Southeastern had the largest improvement in its peak performance compared to the same period a year ago, 81.3%, a 4.3 percentage points increase.

GTR recorded a score of 73.6%, the lowest peak PPM, a 0.7 percentage points reduction. Great Western Railway with a score of 80.5% had the largest decrease, 4.8 percentage points reduction.

The overall peak PPM score for Q4 2016-17 was 81.3%, 0.5 percentage point lower than in Q4 2015-16.

² *Govia Thameslink Railway from 14 September 2014 (previously First Capital Connect). 26th July 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.

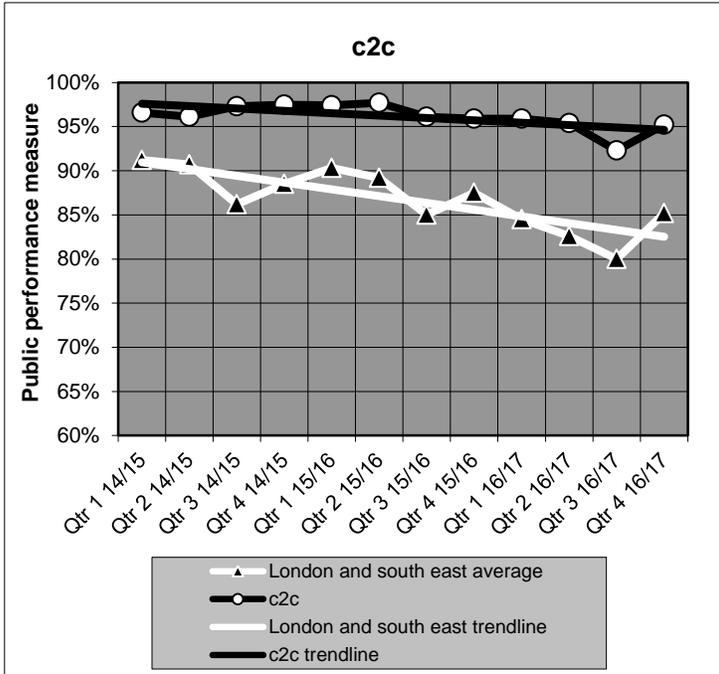
The performance of individual train companies is partially dependent on the ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably, and operators managing the service elements (such as rolling stock and train crews) for which they are wholly responsible.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

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

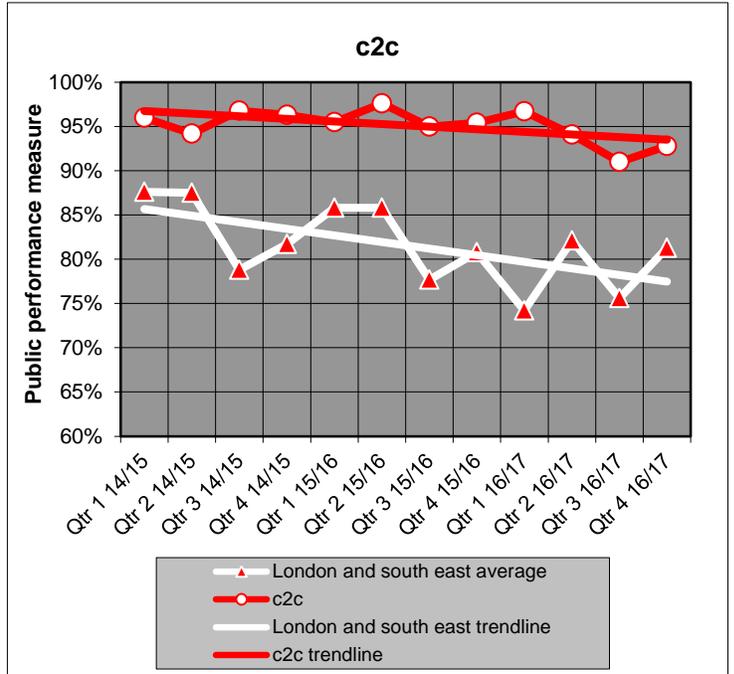
London Overground previously experienced some deterioration in its performance due to the knock-on effects of the works at London Bridge and the poor performance of other TOCs, but has seen a reversal in this trend over the last three quarters.

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

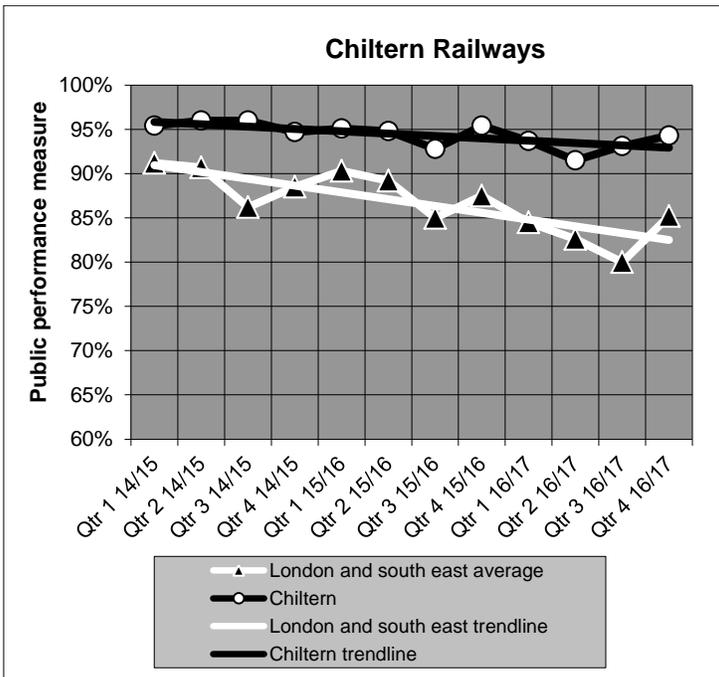
All trains performance



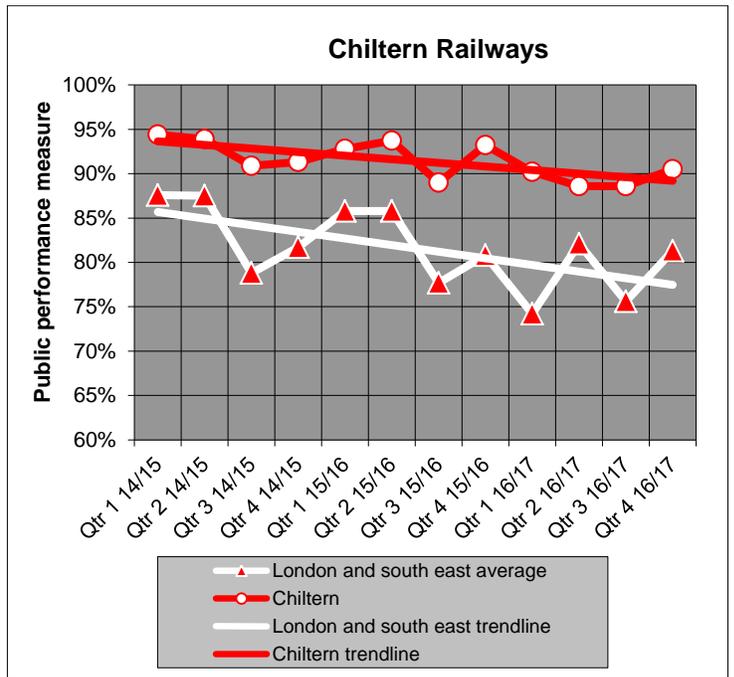
Peak trains performance



Chiltern Railways

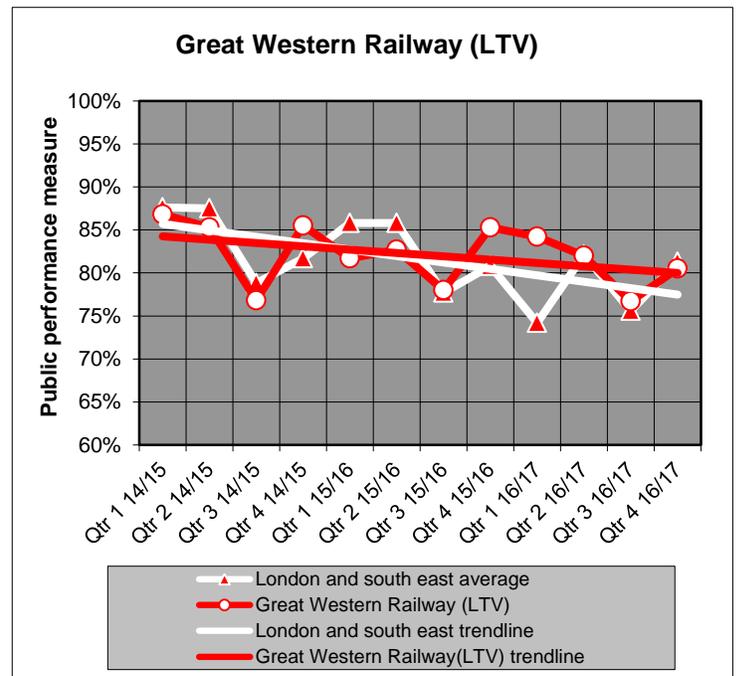
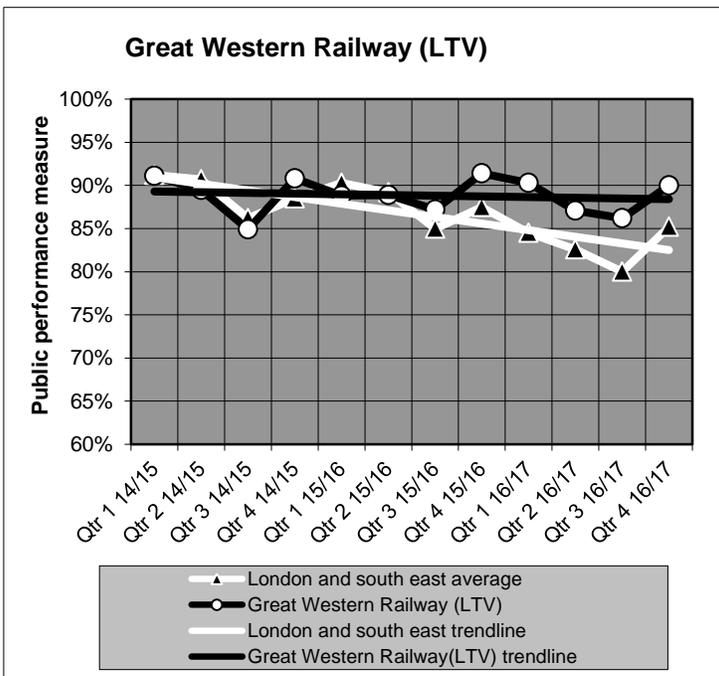
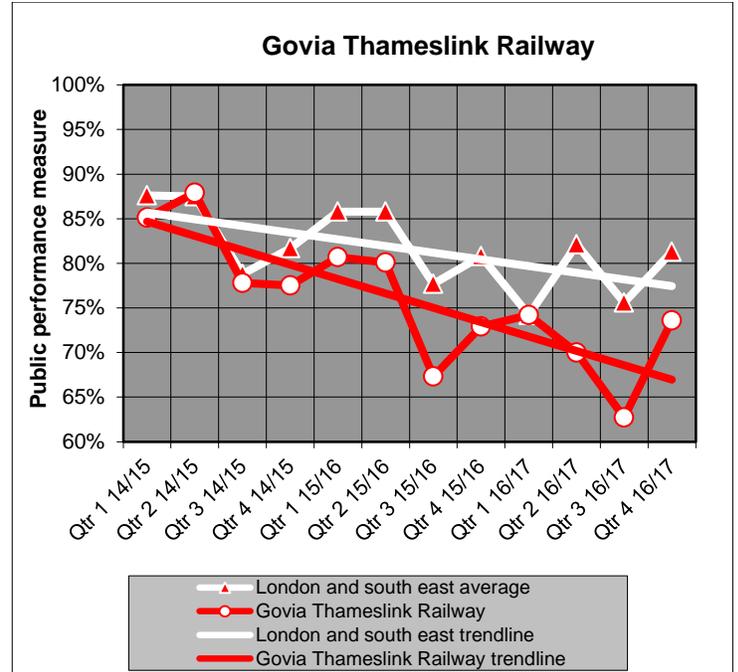
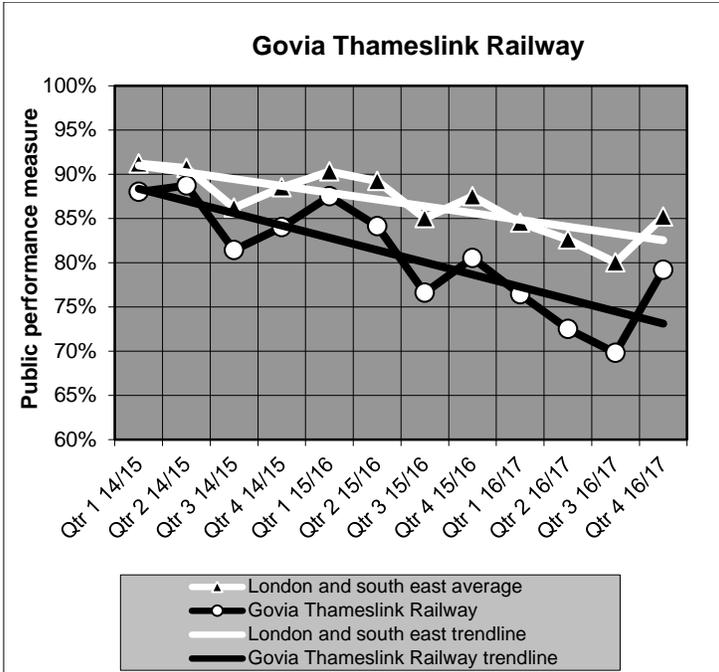


Chiltern Railways

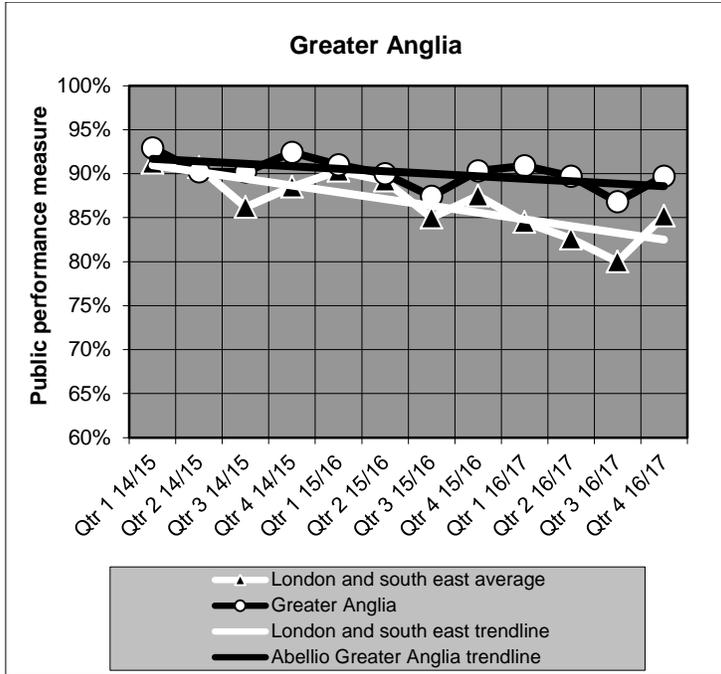


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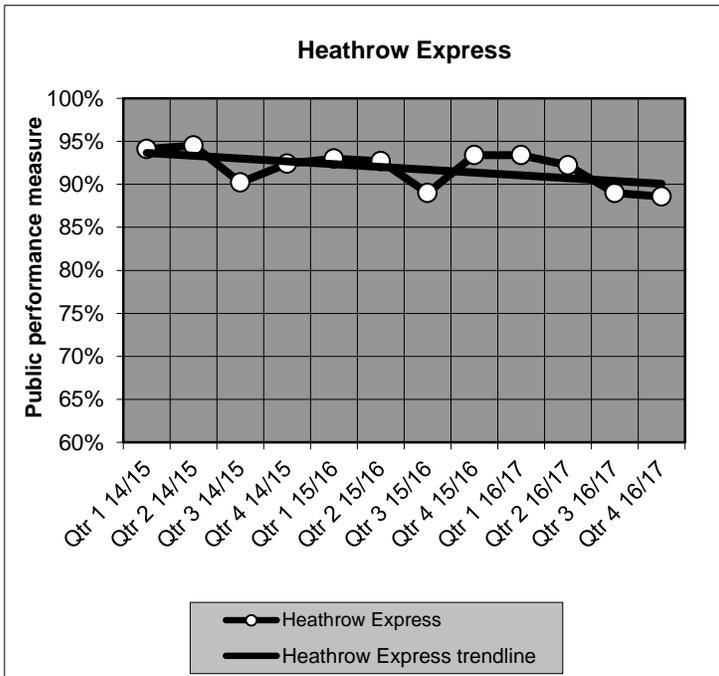
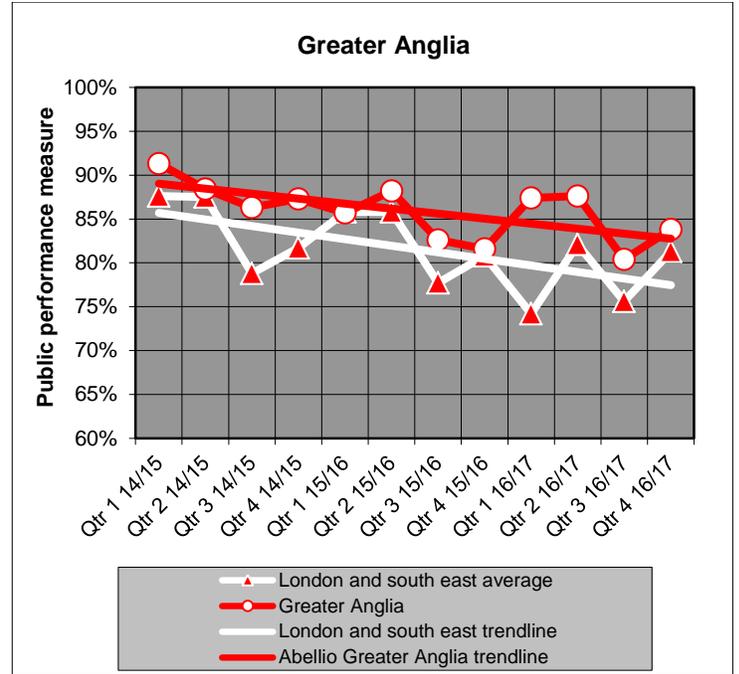
Peak trains performance



All trains performance



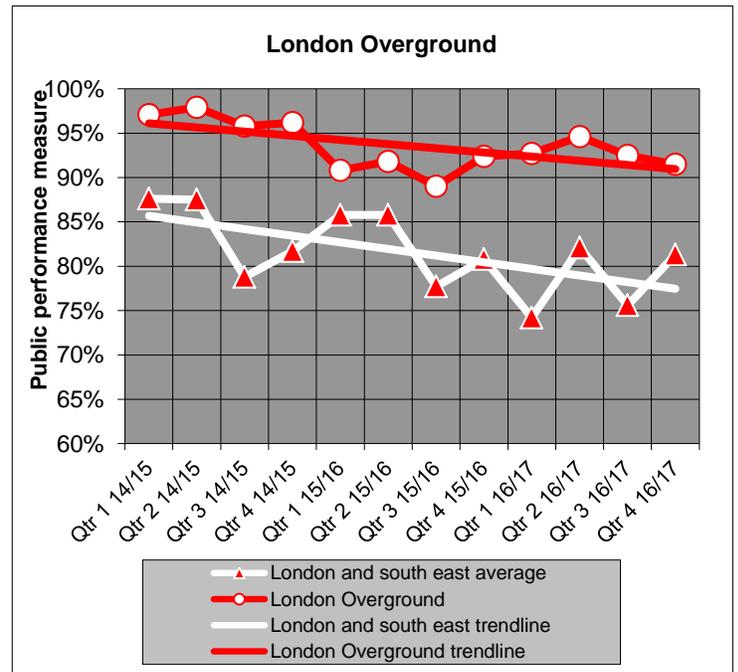
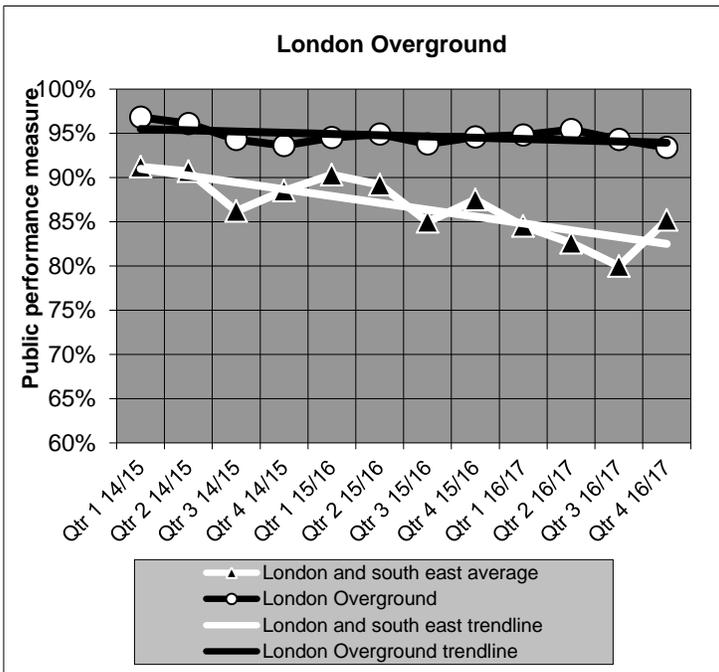
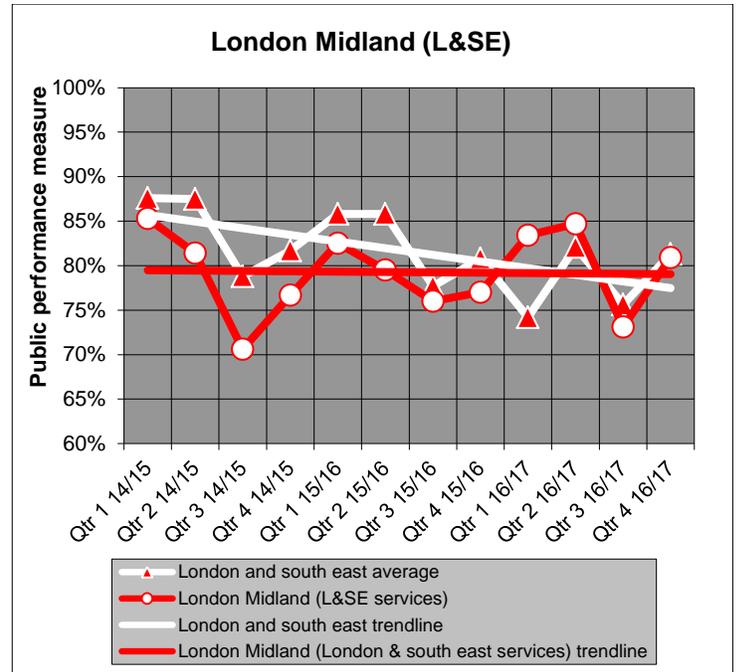
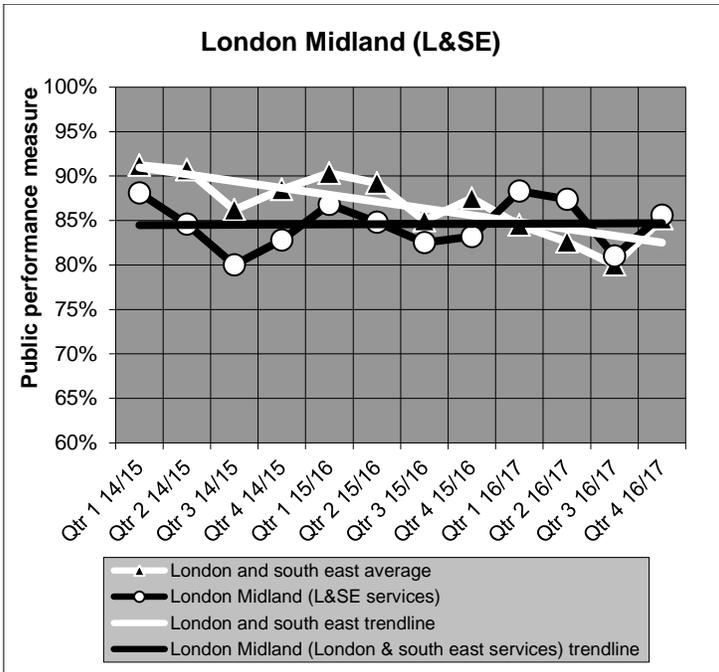
Peak trains performance



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

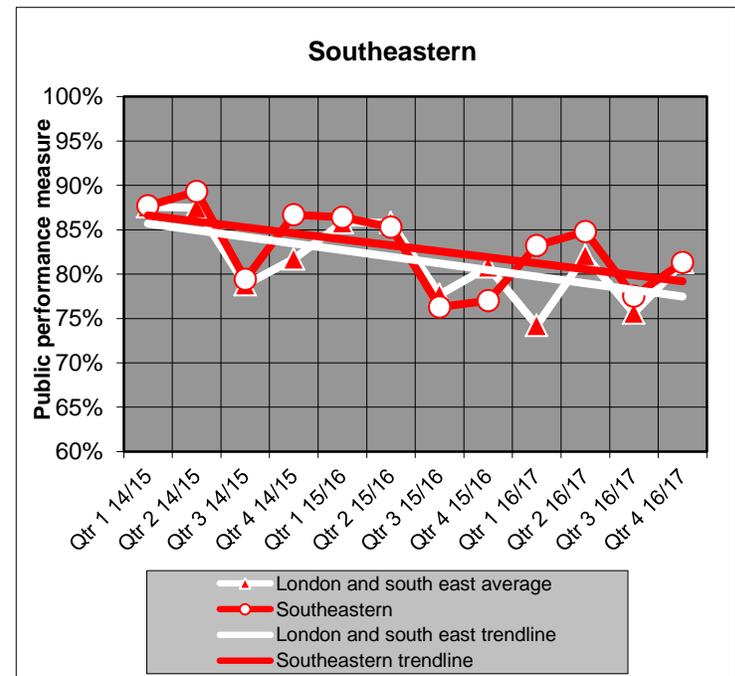
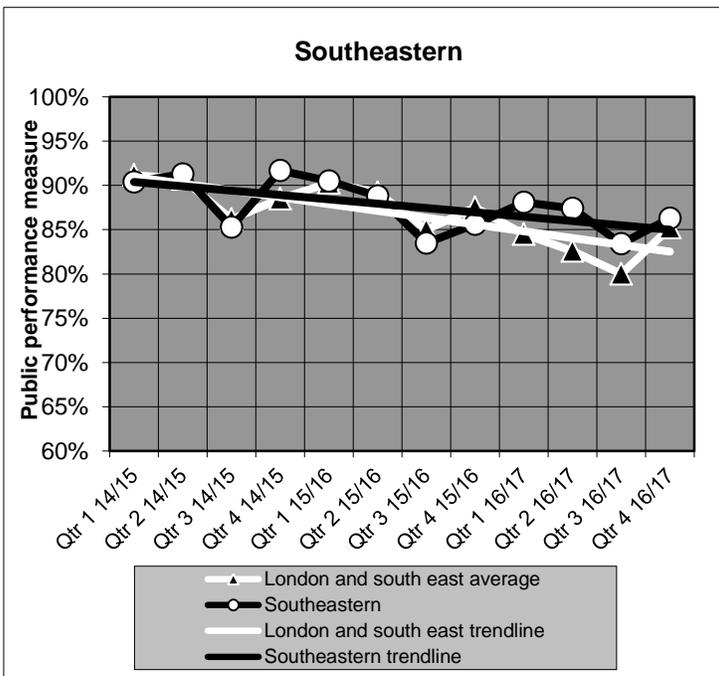
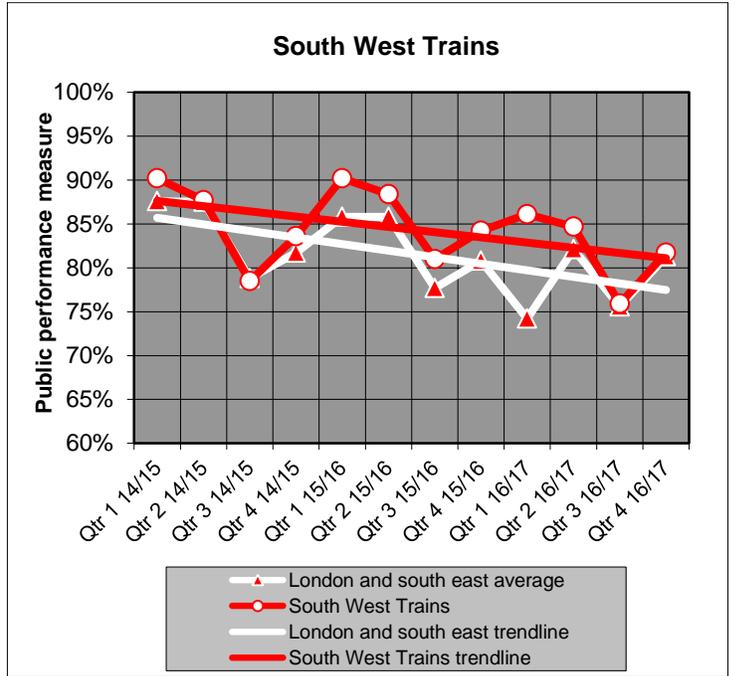
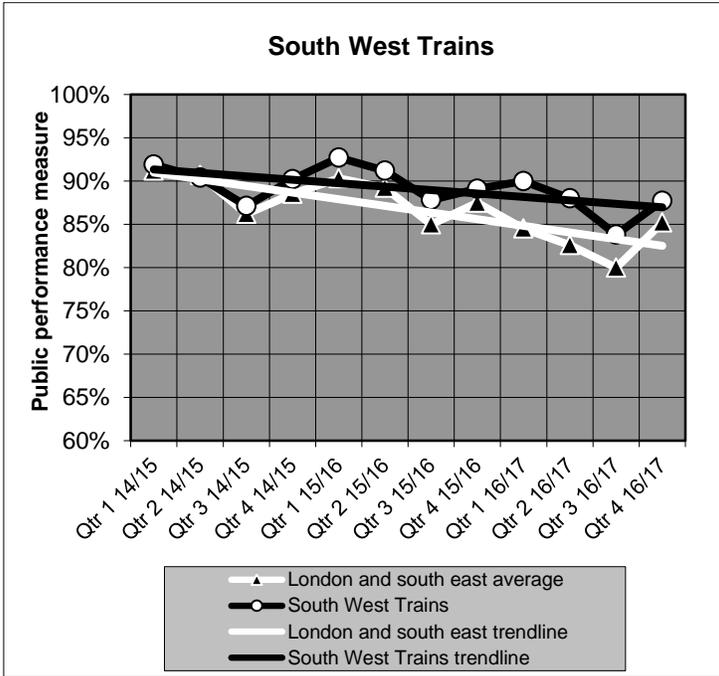
All trains performance

Peak trains performance



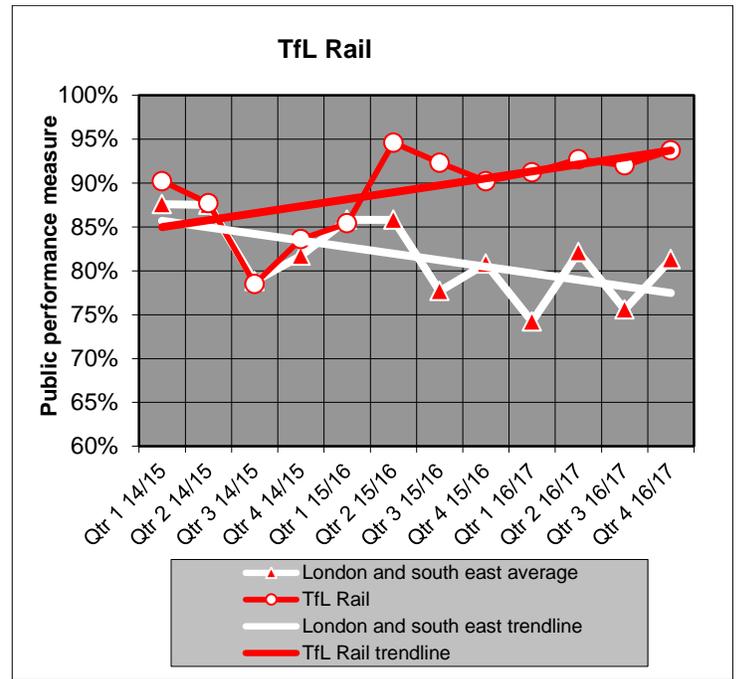
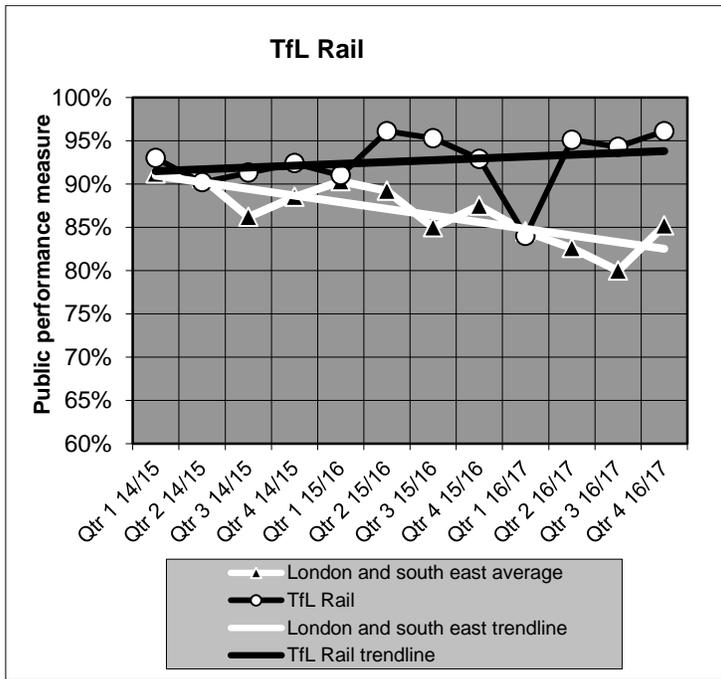
All trains performance

Peak trains performance

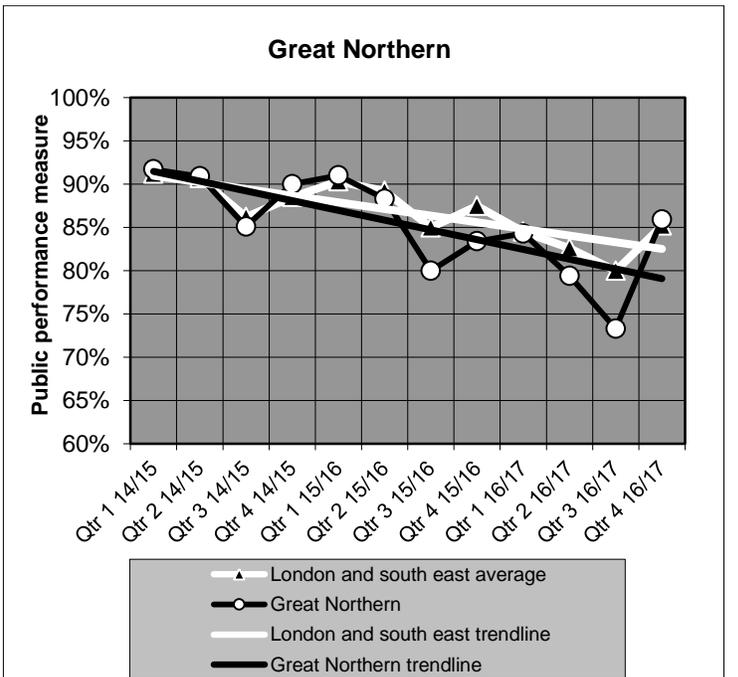
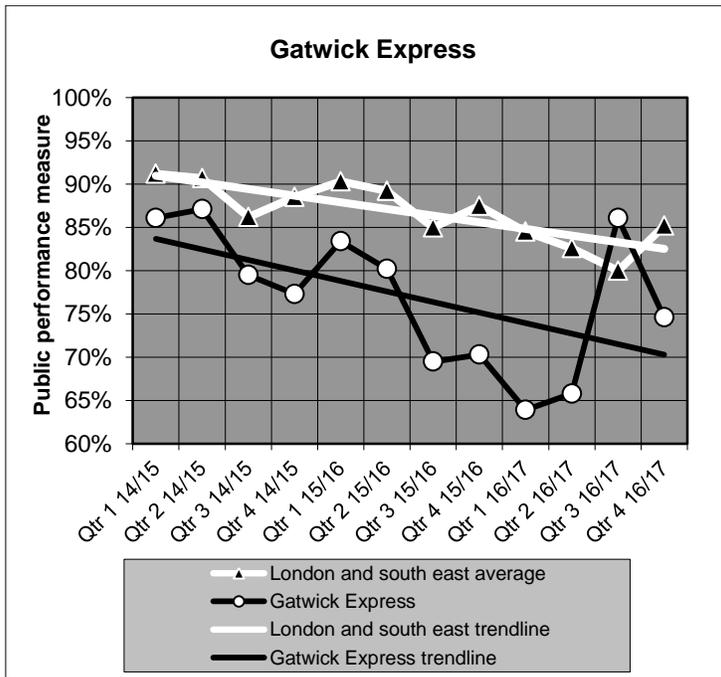


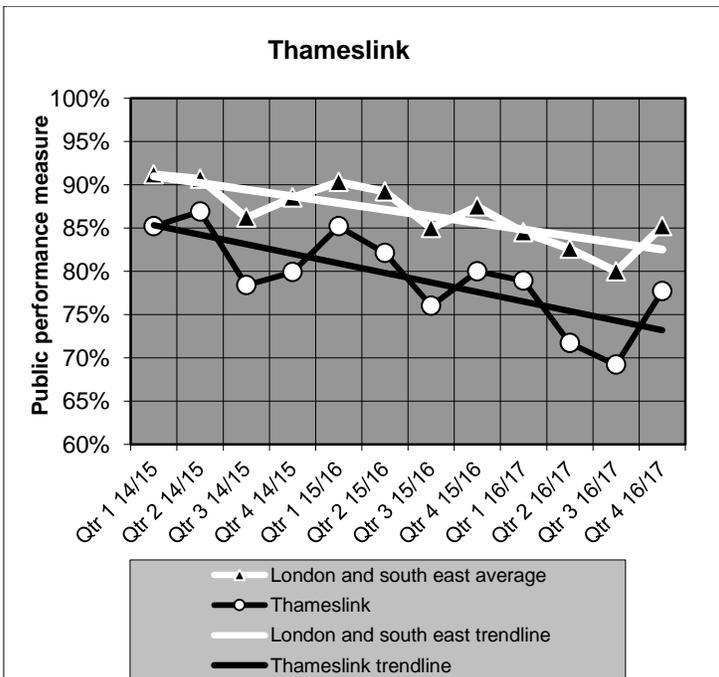
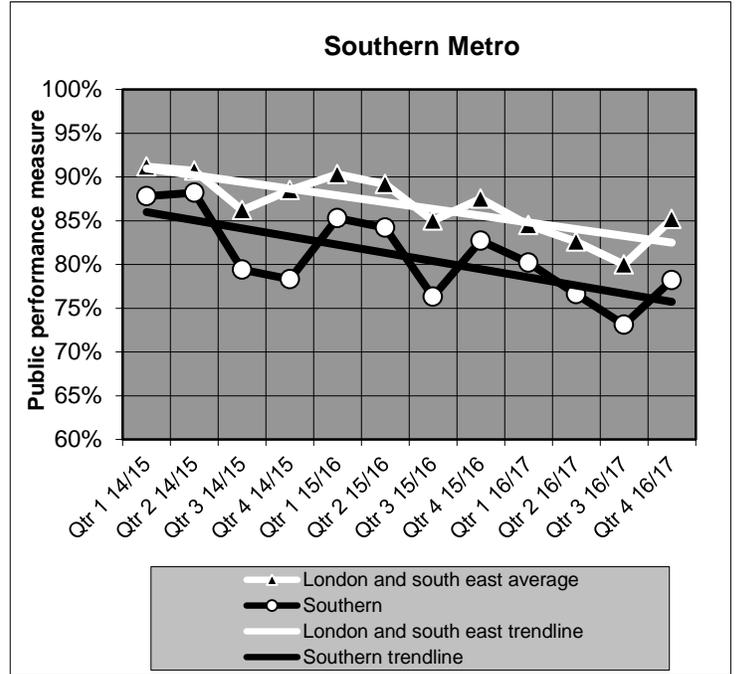
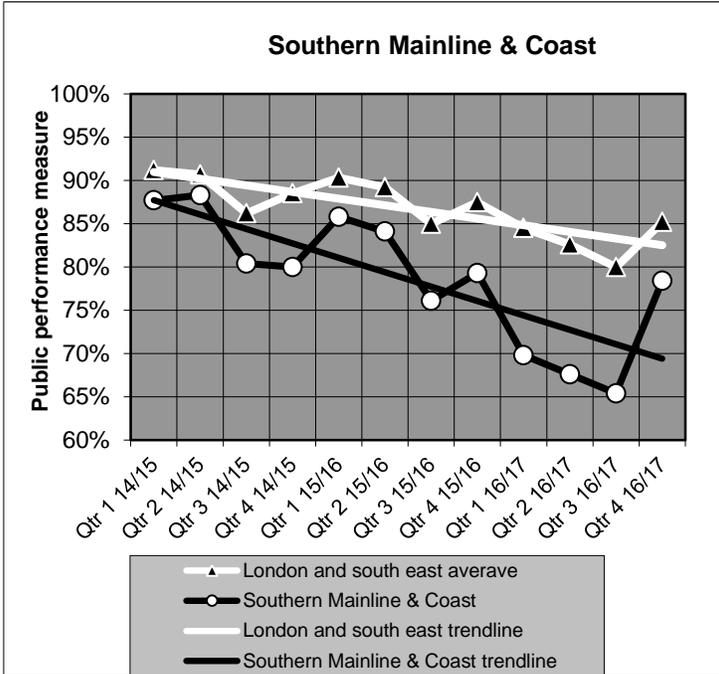
All trains performance

Peak trains performance



The below charts show the long term trains performance for the sub-groups operating under the GTR franchise. Peak service data separate from GTR franchise are not available.





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.

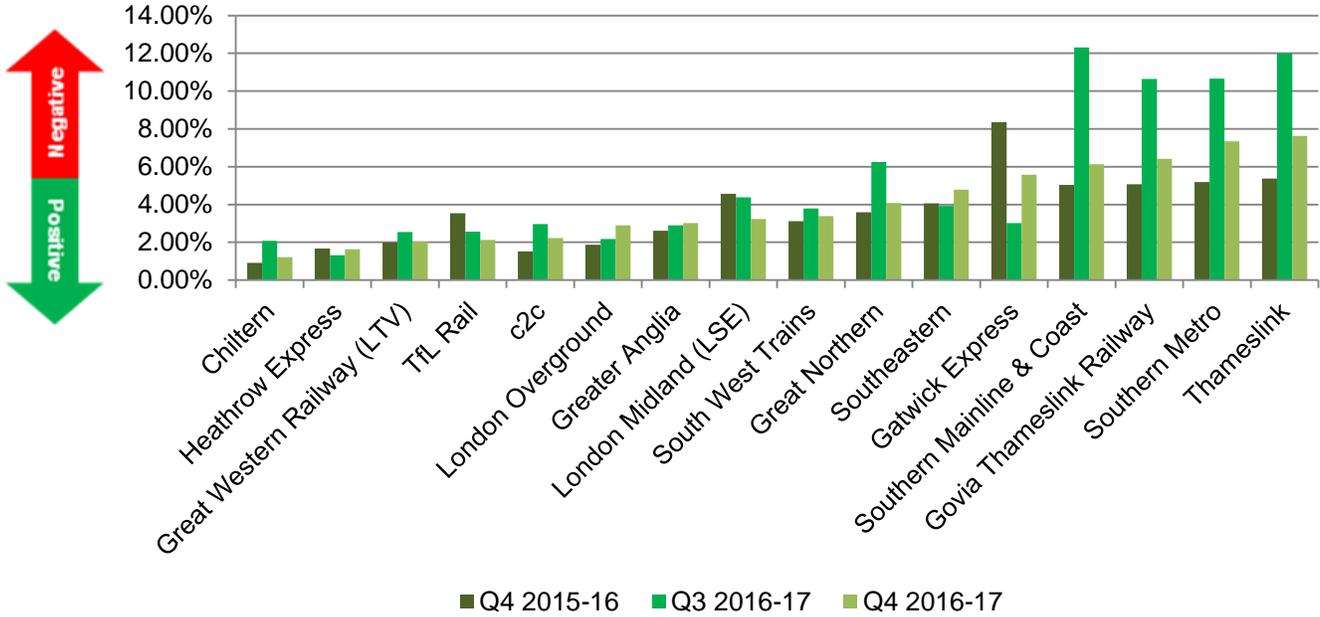
The overall rate of CaSL was 4.9% in Q4 2016-17, 1.6 percentage point lower than the previous quarter and 0.7 percentage points higher than in Q4 2015-16. Chiltern Railways achieved the lowest (best) score, with 1.2%, a 0.3 percentage point increase.

GTR, with an overall score of 6.4%, had the largest increase, 1.3 percentage point, and the worst level of services cancelled or late. Most of the increase relates to train crew issues, resulting in the services being delayed or cancelled. Individually, all services within the GTR franchise - with the exception of Great Northern - performed worse than any other TOC, with Thameslink having the worst cancellations within the franchise, 7.63%.

Southeastern had the second worst CaSL figures outside the GTR franchise, with 4.7% of trains cancelled or late, a 0.7 percentage point increase. This is in part due to the derailment of a freight train in Lewisham.

London Overground had an increase in its CaSL figures due to the closure of the Romford and Upminster Line during Storm Doris, with 2.8%, a 1.0 percentage point increase compared to Q4 2015-16.

Graph 3 – Cancellations and significant lateness Q4 2015-16, Q3 2016-17 & Q4 2016-17



2.4 Right time arrivals

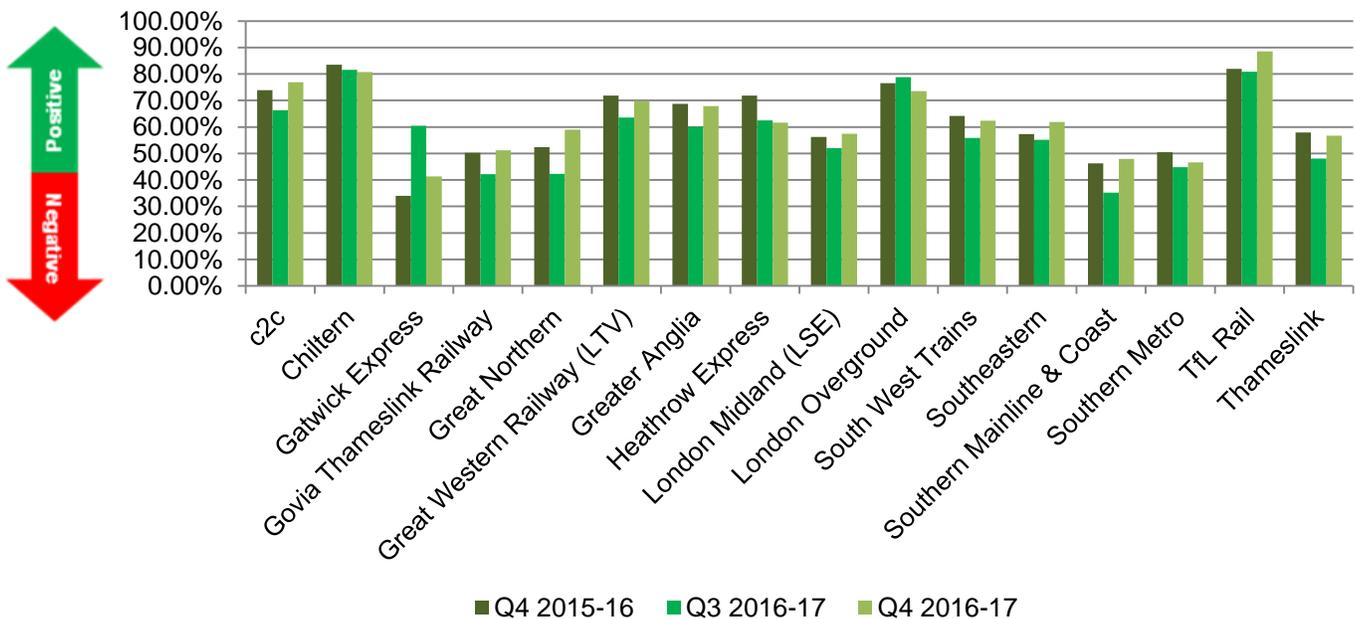
Right time arrival (RTA) is a measure of the percentage of trains that arrive at their final destination either on time or early. Right time is defined as less than one minute late (and should not be confused with “on time”, as defined for PPM purposes).

The overall rate of RTA was 60.5% in Q4 2016-17, 0.4 percentage points higher than Q4 2015-16, and 6.3 percentage points higher than Q3 2016-17. TfL Rail had the highest RTA, with 88.5% of its trains arriving on time, a 7.6 percentage points increase compared to the previous quarter and 6.6 percentage points higher than Q4 2015-16.

Even with a slight increase in RTA, GTR has the worst score compared to other L&SE operators, with 51.1% in Q4 2016-17, 0.8 percentage points higher than Q4 2015-16. Individually, all services within the GTR franchise - with the exception of Great Northern - performed worse than any other TOC, with Gatwick Express having the worst RTA within the franchise, 41.3%.

Heathrow Express had the largest reduction in RTA, with 61.7% of its services arriving on time, a disappointing 10.1 percentage points reduction compared to Q4 2015-16 and 0.8 percentage points reduction compared to Q3 2016-17. This was partly due to an increase in track and signalling failures.

Graph 4 – Right time arrivals Q4 2015-16, Q3 2016-17 & Q4 2016-17



3 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.

3.1 Complaints by operator

The complaints data below is the latest available from the Office of Rail & Road. It relates to Q3 2016-17 (Oct to Dec 2016). 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.

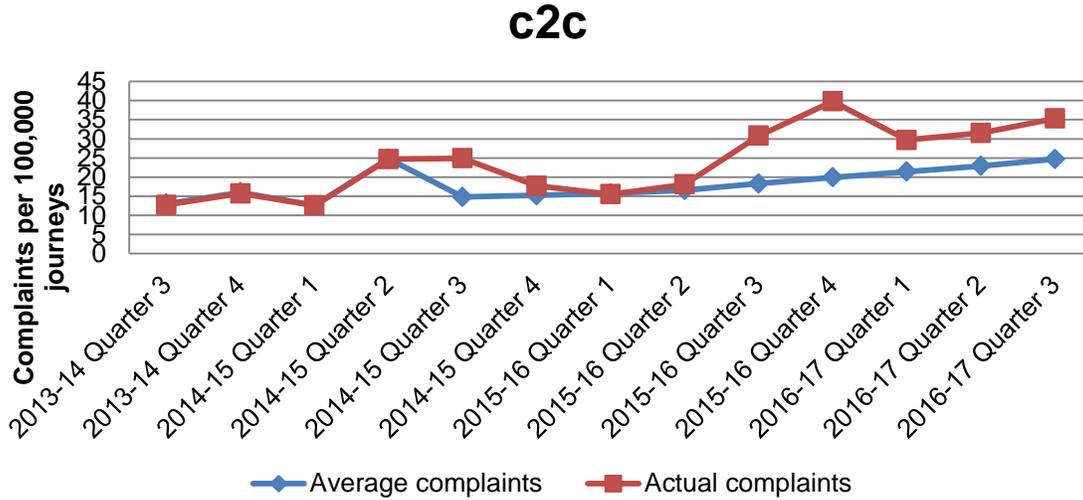
London Overground is conspicuous for its comparatively low rate of complaints. A number of factors probably contribute to this, including high service frequencies, short journeys, a simple ticketing system, fully staffed stations, and a generally high level of reliability. It is noteworthy that Chiltern 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	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Average
	13-14	14-15	14-15	14-15	14-15	15-16	15-16	15-16	15-16	16-17	16-17	16-17	
Chiltern Railways	127	63	78.5	60.5	94.8	102.2	50.7	130.7	72.3	32.7	33.1	28.9	72.9
Greater Anglia	29	30.2	35.0	33.8	28.4	34.5	62.3	57.0	50.2	49.4	51.9	67.5	44.1
Great Western Railway	68	41.8	38.3	37.9	36.9	28.7	36.1	36.3	30.8	29.4	26.9	25.8	36.4
London Midland	40	28.6	27.6	32.6	30.0	27.3	31.1	38.6	31.5	33.4	35.2	39.4	32.9
c2c	16	12.6	24.8	25.0	17.7	15.5	18.1	30.8	39.8	29.7	31.5	35.3	24.7
Govia Thameslink Railway	33	14.8	10.5	16.8	20.5	13.8	8.1	7.2	11.0	21.7	31.6	32.1	18.4
Southeastern	20	8.1	9.2	13.8	23.4	14.7	12.3	14.0	26.8	18.1	23.5	27.6	17.6
South West Trains	17	13.2	15.2	21.7	18.2	12.0	10.0	13.7	15.1	15.4	23.2	23.7	16.5
London Overground	3	2.8	2.8	3.1	2.8	3.3	4.4	4.6	5.7	2.8	2.5	1.9	3.3
TfL Rail	:	:	:	:	:	:	3.2	3.1	4.5	2.8	2.2	3.6	3.2

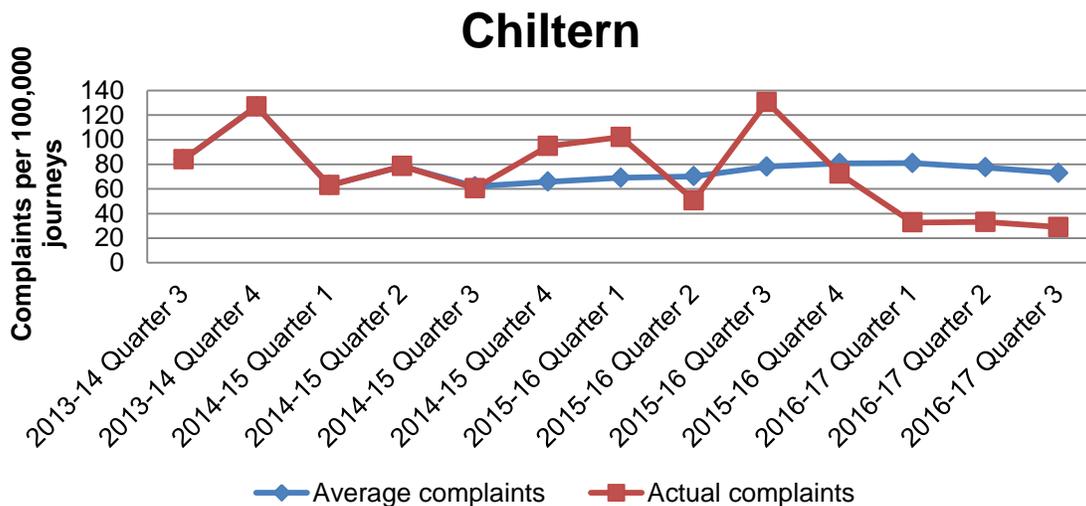
c2c

On average, there were 24.7 complaints to c2c per 100,000 journeys over the previous 12 quarters. Issues about smartcards were the most frequent cause of complaint.



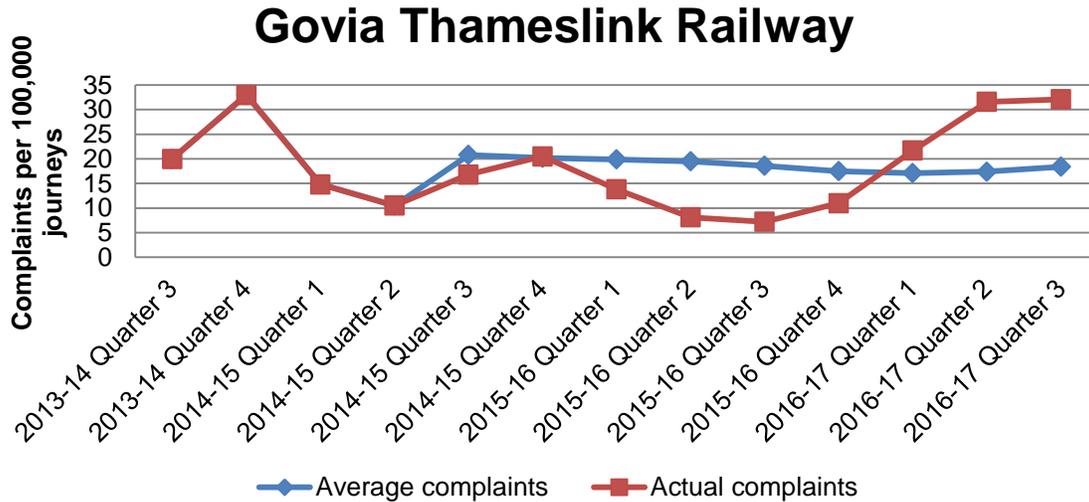
Chiltern

On average, there were 72.9 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.



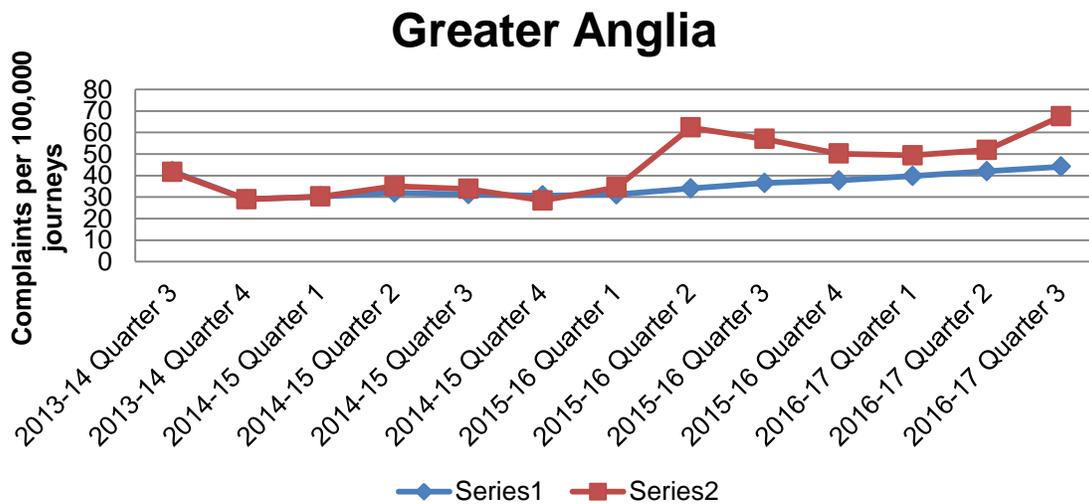
Govia Thameslink Railway

On average, there were 18.4 complaints to Govia Thameslink Railway per 100,000 journeys over the previous 12 quarters. Issues of punctuality & reliability and delay compensation scheme were the most frequent cause of complaint.



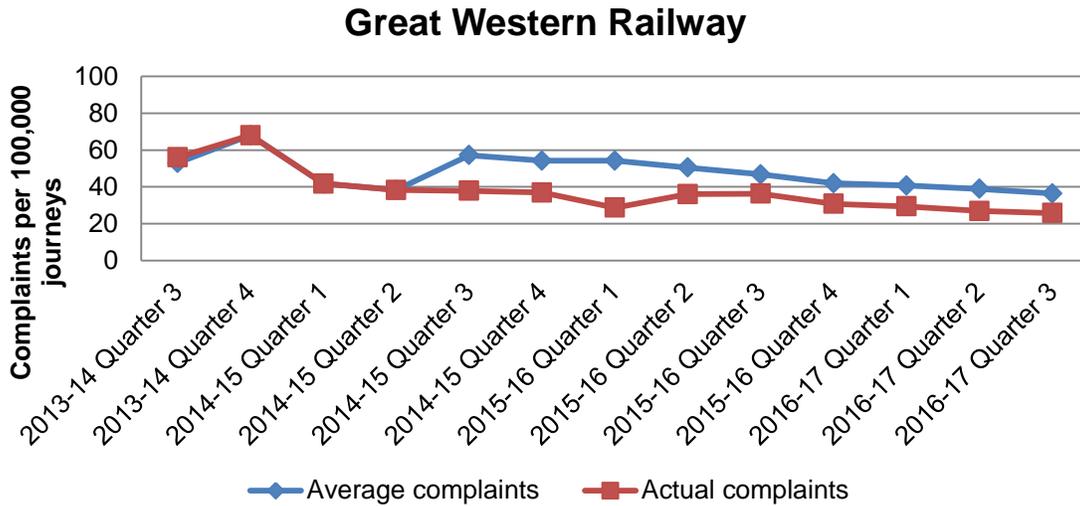
Greater Anglia

On average, there were 44.1 complaints to Greater Anglia per 100,000 journeys over the previous 12 quarters. Complaints about punctuality & reliability and delay compensation scheme were the most common.



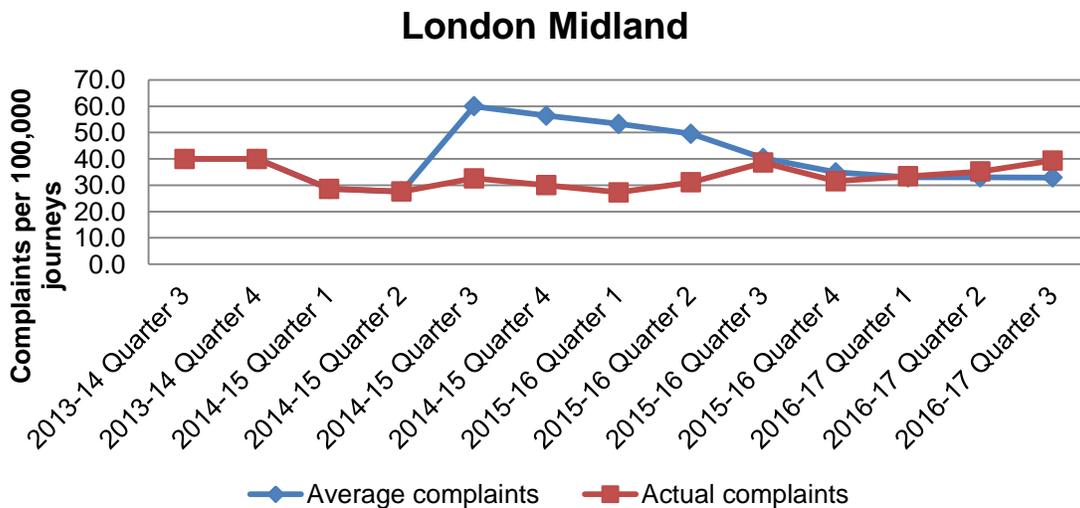
Great Western Railway

On average, there were 36.4 complaints to Great Western per 100,000 journeys over the previous 12 quarters. Company policy was the main source of complaints.



London Midland

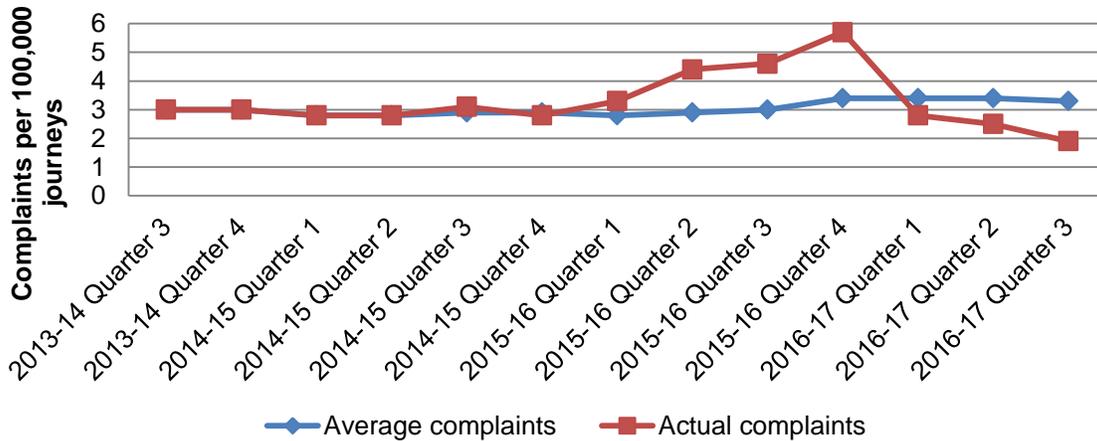
On average, there were 32.9 complaints to London Midland per 100,000 journeys over the previous periods. Sufficient room for passengers to sit/stand and punctuality and reliability were the main source of complaints.



London Overground

On average, there were 3.3 complaints to London Overground per 100,000 journeys over the previous periods. Punctuality & reliability and staff conduct were the main source of complaints.

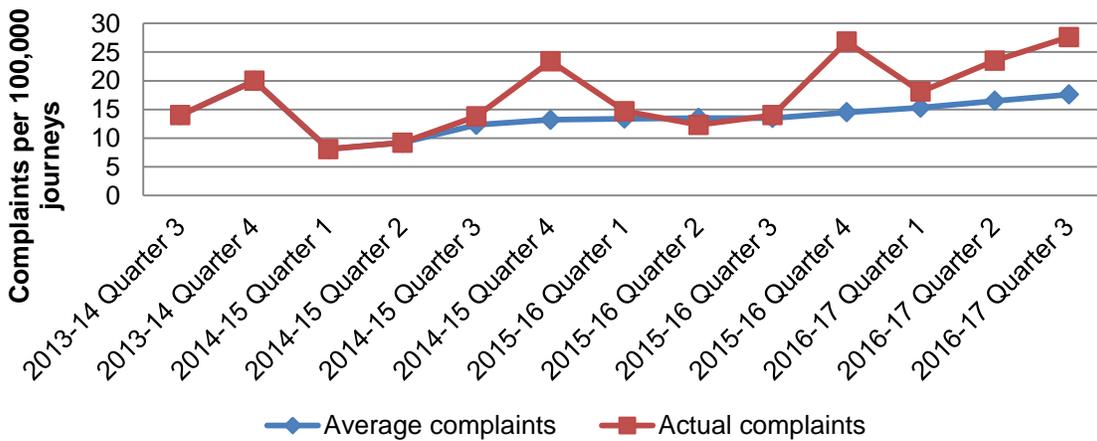
London Overground



Southeastern

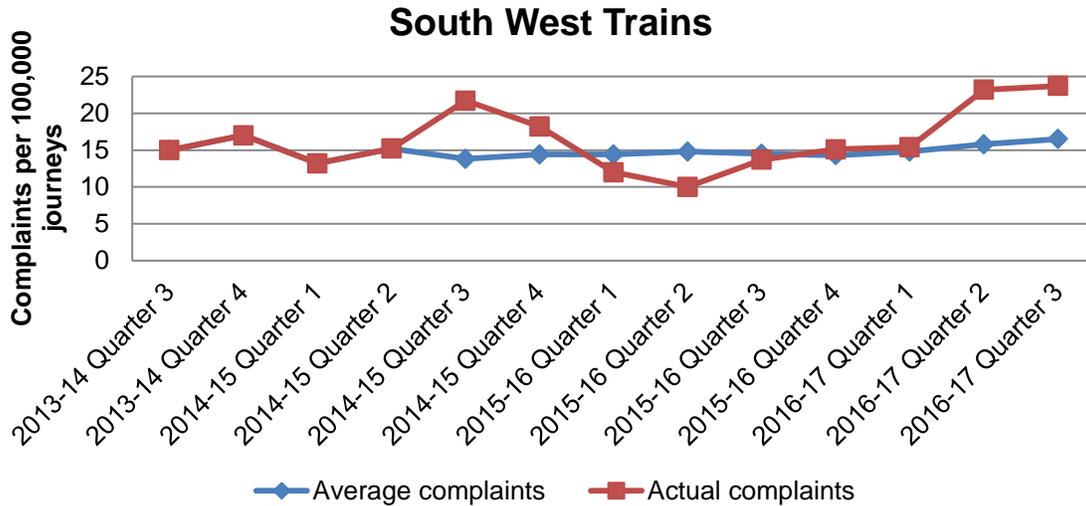
On average, there were 17.6 complaints to Southeastern per 100,000 journeys over the previous periods. Punctuality & reliability, delay compensation being rejected and smart cards were the main source of complaints.

Southeastern



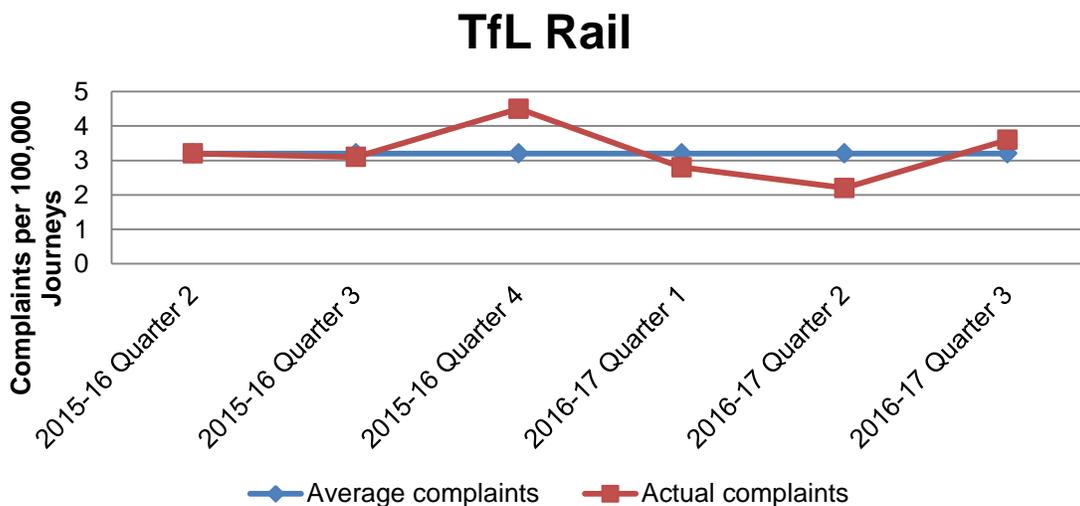
South West Trains

On average, there were 16.5 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.



TfL Rail

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

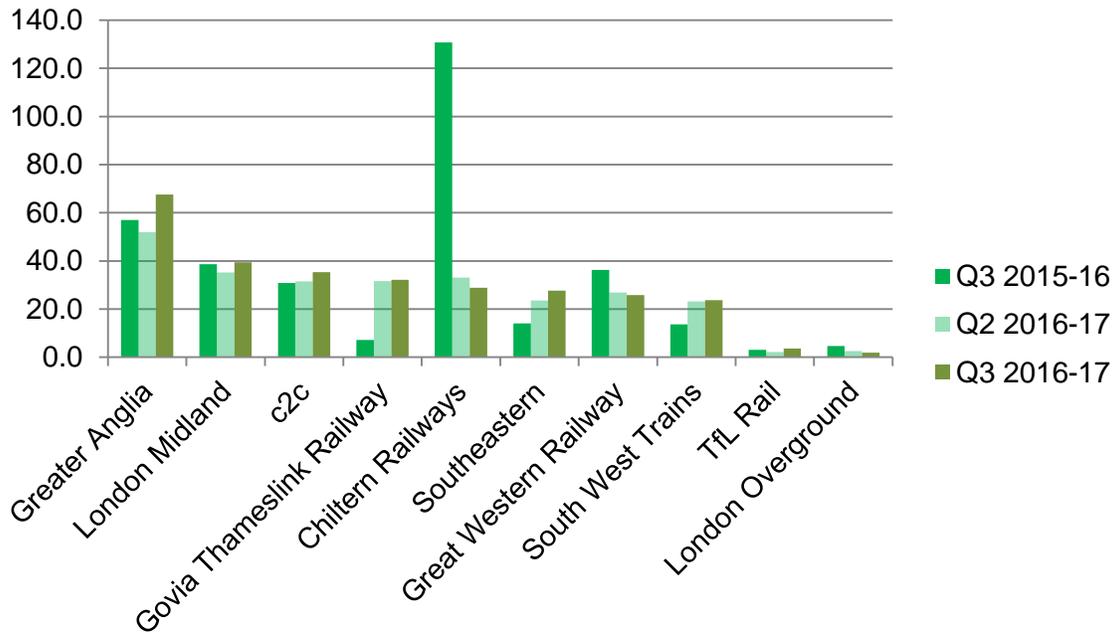


Punctuality and reliability of trains was the most common cause for complaint to TOCs in Q3 2016-17. Ticketing buying facilities were also a high source of complaints.

Greater Anglia received the highest number of complaints per 100,000 passenger journeys in Q3 2016-17, with 67.5 complaints and Govia Thameslink Railway had the highest percentage increase in complaints compared to Q3 2015-16. Their main source of complaints were about punctuality & reliability and delay compensation scheme. Chiltern Railways had the largest percentage reduction in complaints compared to Q3 2015-16.

London Overground and TfL Rail had the lowest complaints rate in Q3 2016-17 with 1.9 and 3.6 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, Q3 2015-16, Q2 2016-17 and Q3 2016-17



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
LOROL	London Overground
LTV	London Thames Valley

References

- Network Rail
- Office of Rail and Road