Policy Committee
14 March 2017
Ref: PC108

National Rail Performance Report - Quarter 3 2016-17 (October-December 2016)

March 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

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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 third quarter (October to December) 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 been disappointing during this period. It had a PPM of 80.1% during the third quarter, which was 2.8 percentage points worse than Q3 2015-16 and 2.6 percentage points worse than Q2 2016-17. The performance decline was attributed to a combination of, TOC related issues, such as, strike action, staffing shortages and defective rolling stock. Network Rail related delays, (a combination of signal failures, broken rails and over running and emergency engineering works).

London Overground had the highest PPM in the third quarter of 2016-17 with 94.2%, a 0.4 percentage point increase compared with the same quarter last year. Govia Thameslink Railway (GTR), with a PPM of 69.7%, had the lowest score, a 6.8 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, London Overground had the highest proportion of trains within the PPM and the highest increase for Q3 2016-17, with 92.5%, a 3.5 percentage point increase. Southeastern was the only other TOC to have an improvement in its peak performance compared to the same period a year ago, a 1.2 percentage point increase to 77.5%,

The overall rate of CaSL was 6.2% in Q3 2016-17, which was 0.4 percentage points higher than the previous quarter and 1.7 percentage points higher than in Q3 2015-16. This was the worst Q3 score recorded by this sector since 2000-01 (9.3%).[1] GTR performance contributed to the majority of the increase in the L&SE CaSL.

[1] Figures obtained from the ORR

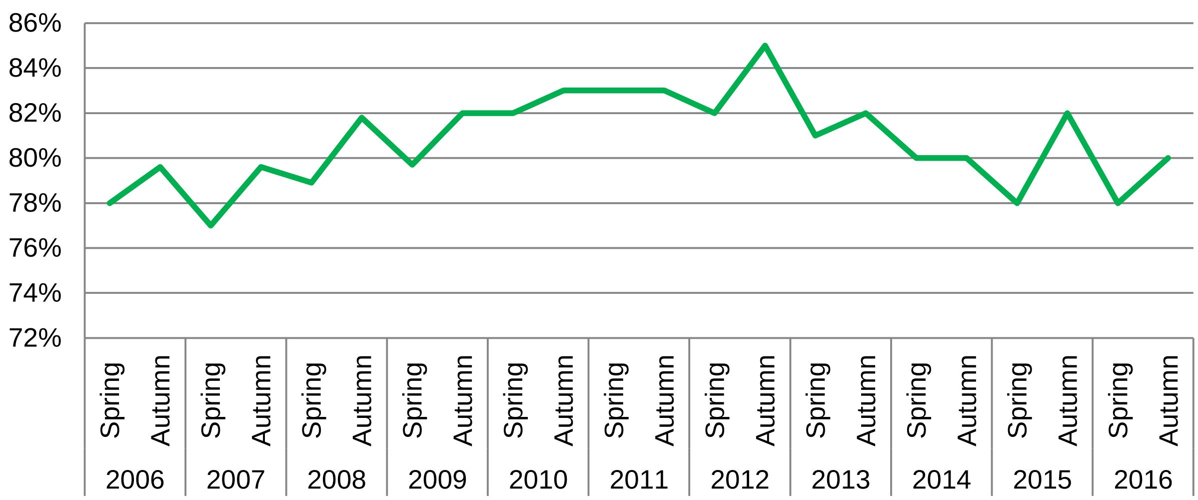
The overall rate of RTA was 54.1% in Q3 2016-17, 2.1 percentage points lower than Q3 2015-16, and 5.9 percentage points lower than Q2 2016-17. Chiltern Railway had the highest RTA, with 81.5% of its trains arriving on time, a 6.5 percentage point increase compared to the previous quarter and 0.3 percentage points higher than Q3 2015-16.

London & South East (L&SE) passenger satisfaction

Overall the percentage of satisfied passengers, taking all L&SE operators together, increased since the autumn 2015 survey, and increased when compared to spring 2015 survey. The operator with the highest satisfaction rate was Heathrow Express, 96% of whose users rated the service as satisfactory or good. This is one percentage point higher than in autumn 2015.

Southern (part of GTR) had the lowest level of passenger satisfaction and the largest reduction, with only 65% of its passengers satisfied, a 13 percentage points reduction compared to autumn 2015.

Graph of L&SE Overall Passenger Satisfaction



Complaints

Punctuality and reliability of trains was the most common cause for complaint to TOCs in Q2 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 Q2 2016-17, with 51.9 complaints and Govia Thameslink Railway had the highest percentage increase in complaints. Chiltern Railways had the largest percentage reduction in complaints compared to Q2 2015-16.

Changes to train operating companies

In September 2014, Govia Thameslink Railway first became fully operational (based on the previous First Capital Connect and First Great Northern franchises). 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 First Great Western, 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 3 2016-17

Overall, L&SE performance has been disappointing during this period. It had a PPM of 80.1% during the third quarter, which was 2.8 percentage points worse than Q3 2015-16 and 2.6 percentage points worse than Q2 2016-17. The performance decline was attributed to a combination of TOC related issues, such as, strike action, staffing shortages and defective rolling stock, and Network Rail related delays, (a combination of signal failures, broken rails and over running and emergency engineering works).

It is estimated, that performance failures across GTR services were responsible for 86% of the regions decline in PPM figures in the third quarter of 2016-17, despite operating only 15% of services in the L&SE sector. [2]

Most operators' PPM scores decreased in this quarter, when compared with the previous quarter (Q2 16-17), and the same period a year ago (Q3 2015-16). London Overground had the highest PPM in the third quarter of 2016-17 with 94.2%, a 0.4 percentage point increase compared with the same quarter last year. GTR, with an overall PPM of 69.7%, had the lowest score, a very disappointing 6.8 percentage point reduction compared to the same quarter in 2015-16. When analysed individually, all TOCs within the GTR franchise, with the exception of Gatwick Express, performed worse than any other TOC operating in the L&SE area (see PPM graph below).

[2] Figure obtained from the ORR

The increase in Gatwick Express performance can be attributed to a very low starting point in previous performance figures, as well as a revised timetable and the substantial increase in the number of planned trains operating on the route

In all of the last six quarters, GTR have had the worst PPM score compared to other L&SE operators. Its poor performance has been adversely affected by ongoing strike action and staffing issues affecting Southern services. This has been an extremely disruptive experience for passengers using this operator.

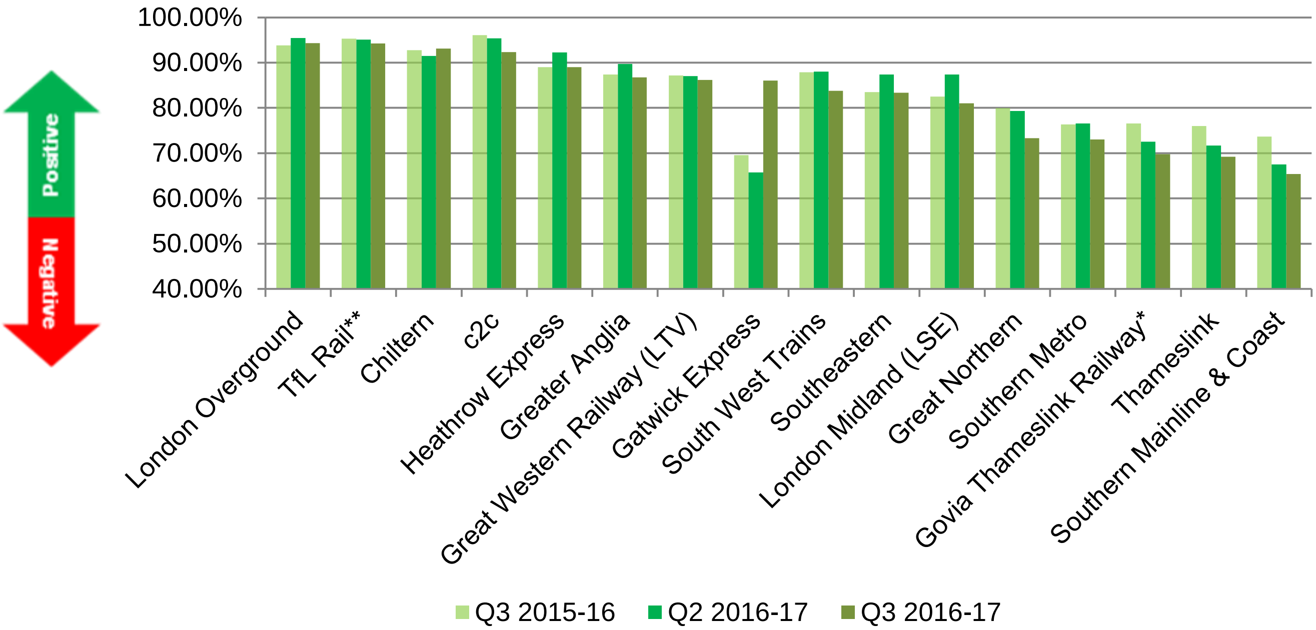
While the industrial action has affected performance, the PPM statistics mask the full impact of the dispute. This is because GTR implemented a revised timetable on strike days. Trains excluded from the plan of the day before 22:00 on the previous day are not included in the PPM calculations

South West Trains recorded the largest reduction outside of the GTR franchise, with their PPM falling from 87.8% in Q3 2015-16 to 83.7% in Q3 2016-17, a 4.0 percentage point reduction. Signalling systems failure across its network, and a number of broken rails between Surbiton and London Waterloo resulted in a large increase in PPM failures caused by technical faults associated with their train fleet.

London Midland, with their PPM falling from 82.4% in Q3 2015-16 to 80.9% in Q3 2016-17, a 1.5 percentage point reduction, was the second worst performing TOC outside of the GTR franchise.

c2c, with a PPM of 92.3%, had a poorer performance this quarter, compared to the previous quarter (Q2 2016-17), a 3.0 percentage point reduction, and the same period in 2015-16, a 3.7 percentage point reduction. This was partly due to an increase in track faults on the route, and an increase in the number of technical faults with their train fleet.

Graph 2 – Public Performance Measure Q3 2015-16, Q2 2016-17 & Q3 2016-17



[3]

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 and the highest increase for Q3 2016-17, with a score of 92.5%, a 3.5 percentage point improvement. Southeastern was the only other TOC to have an improvement in its peak performance compared to the same period a year ago, 77.5%, a 1.2 percentage point increase.

GTR recorded a score of 62.7%, the lowest peak PPM, a 4.6 percentage points reduction. South West Trains with a score of 75.9% had the largest decrease, 5.1 percentage point reduction.

The overall peak PPM score for Q3 2016-17 is 75.6%, 2.1 percentage points lower than in Q3 2015-16.

[3] *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.

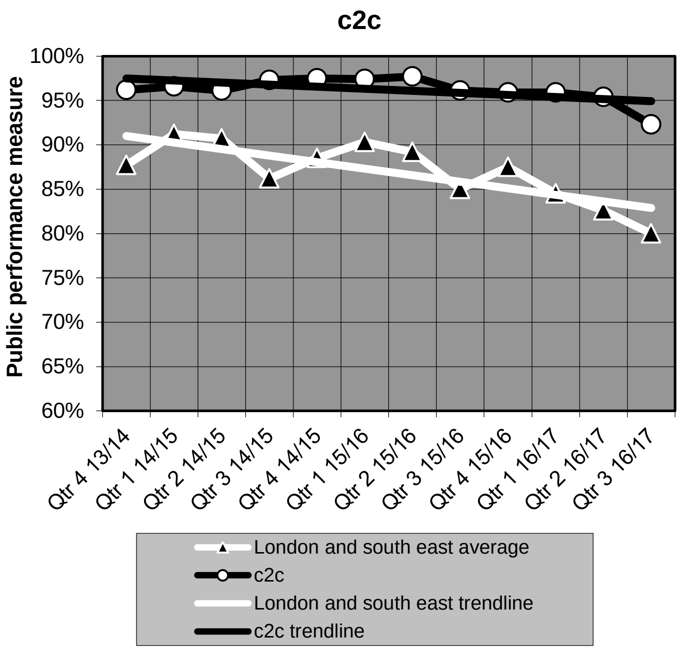
The performance of c2c, Chiltern, Greater Anglia and London Overground has been on a stable or upward trend over the three-year period.

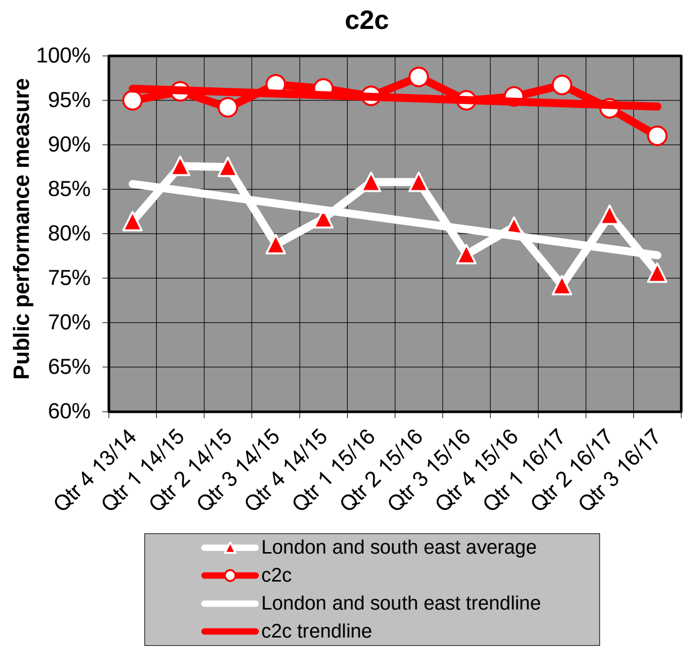
London Overground previously experienced some deterioration in its performance due to the knock-on effects of the works at London Bridge and the poor performance of other TOCs, but has seen a reversal in this trend over the last three quarters.

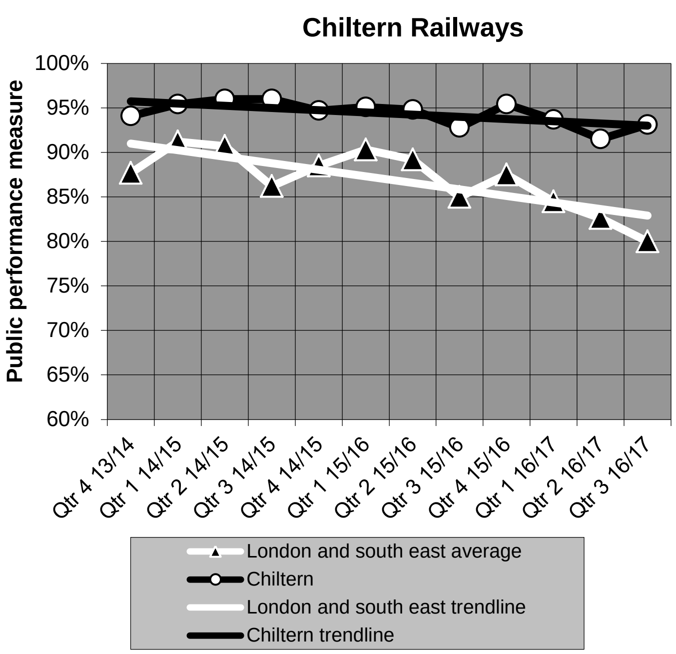
The performance of Govia Thameslink Railway, including all of the sub-groups in its franchise, Great Western Railway, London Midland and Southeastern was on or below the average of the London & SE group as a whole.

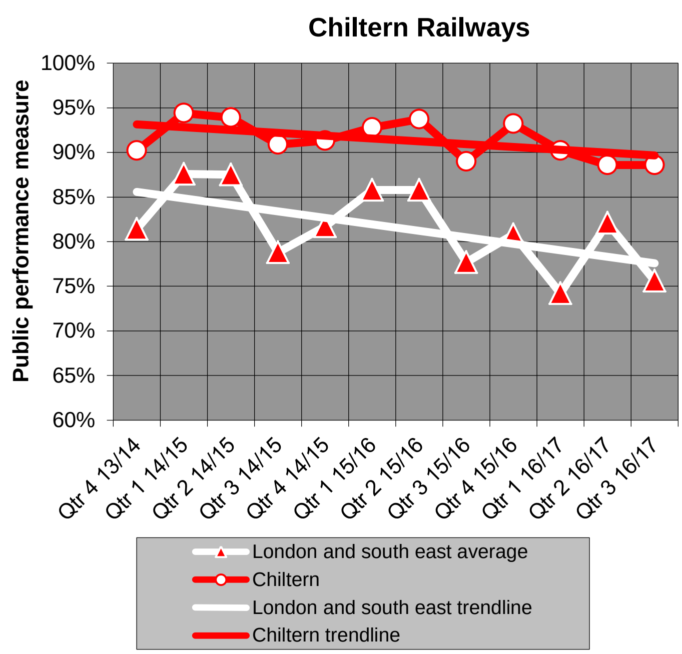
All trains performance

Peak trains performance





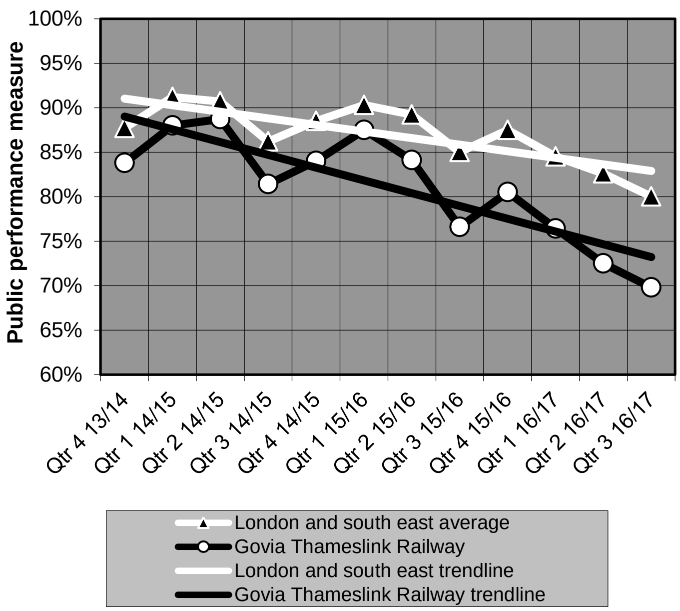




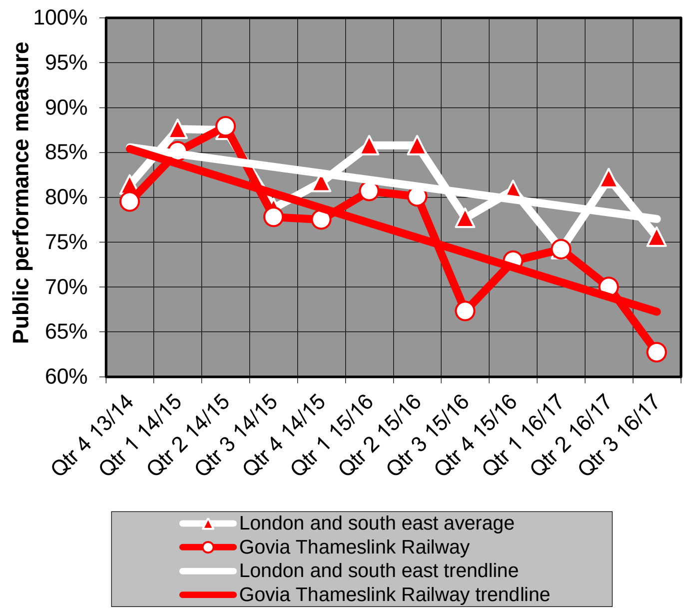
All trains performance

Peak trains performance

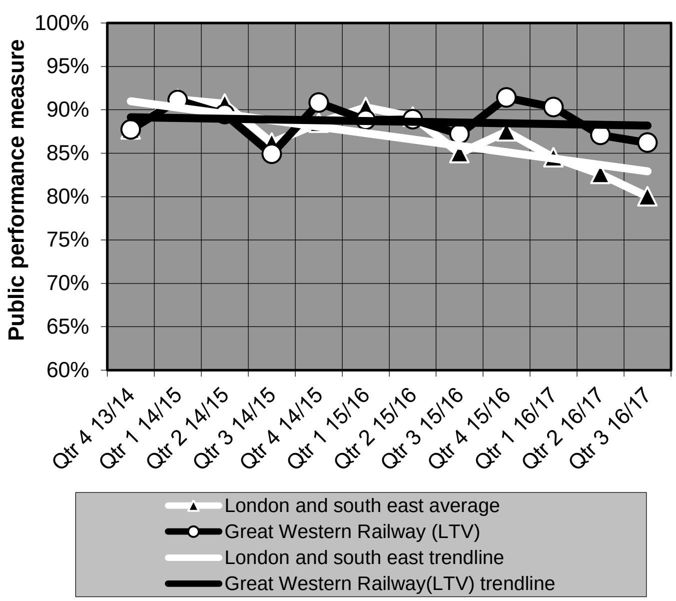
Govia Thameslink Railway



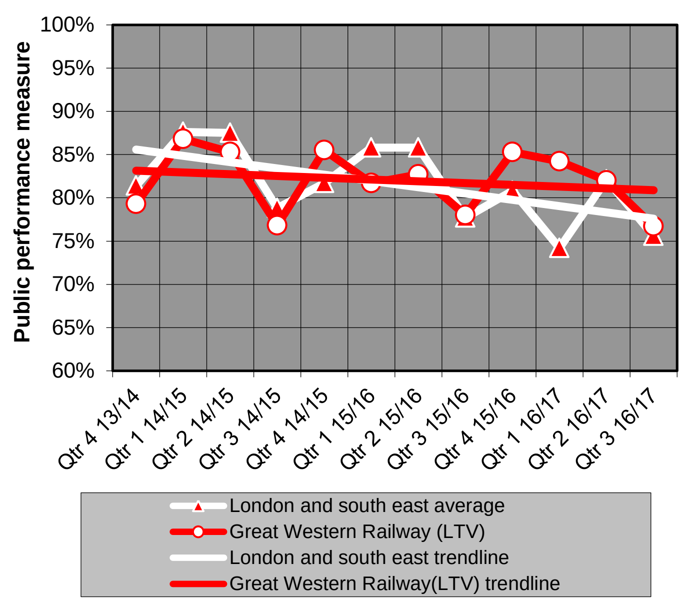
Govia Thameslink Railway



Great Western Railway (LTV)

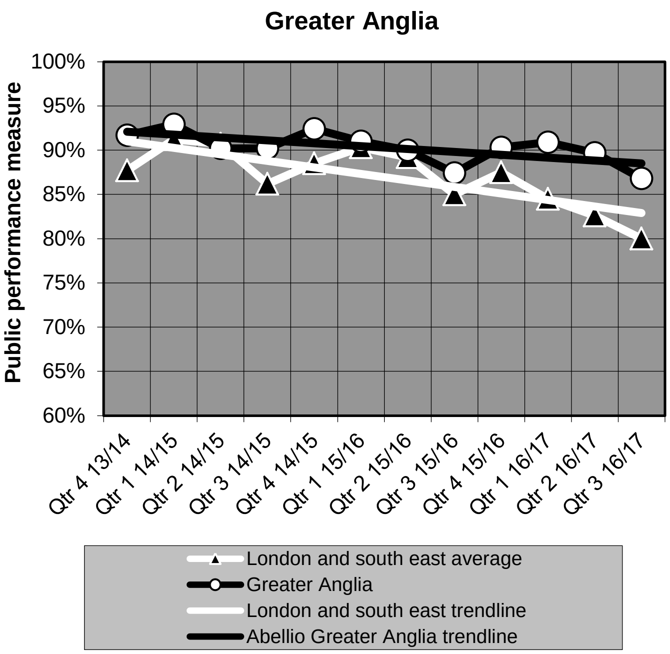


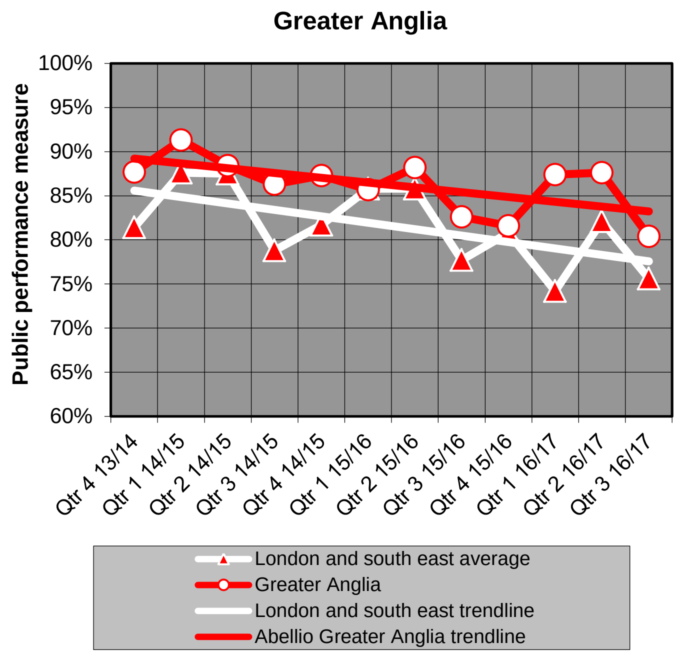
Great Western Railway (LTV)

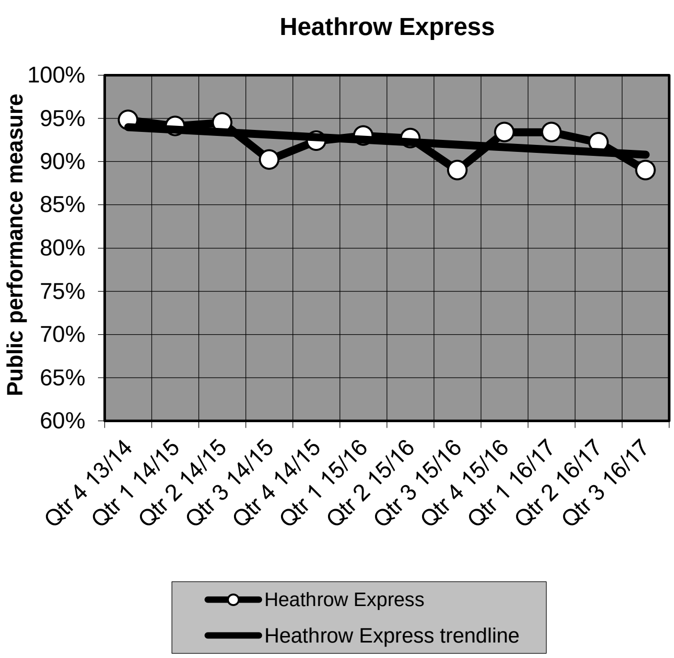


All trains performance

Peak trains performance



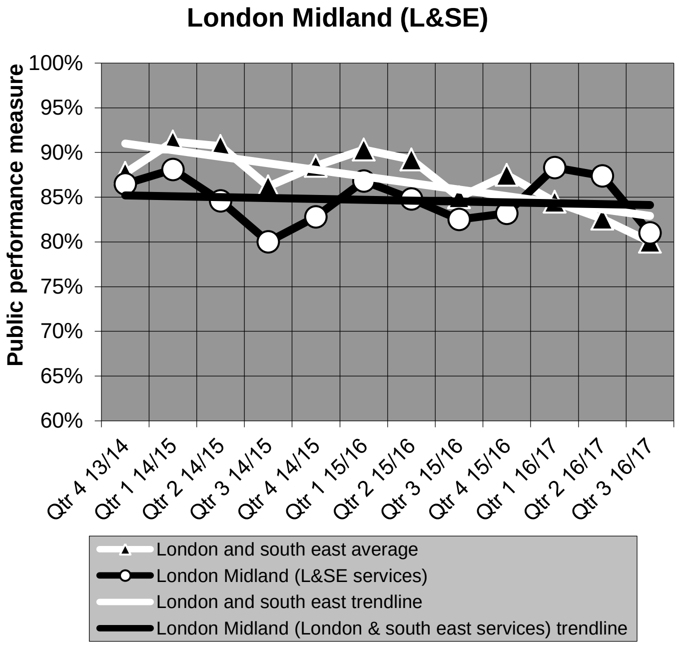


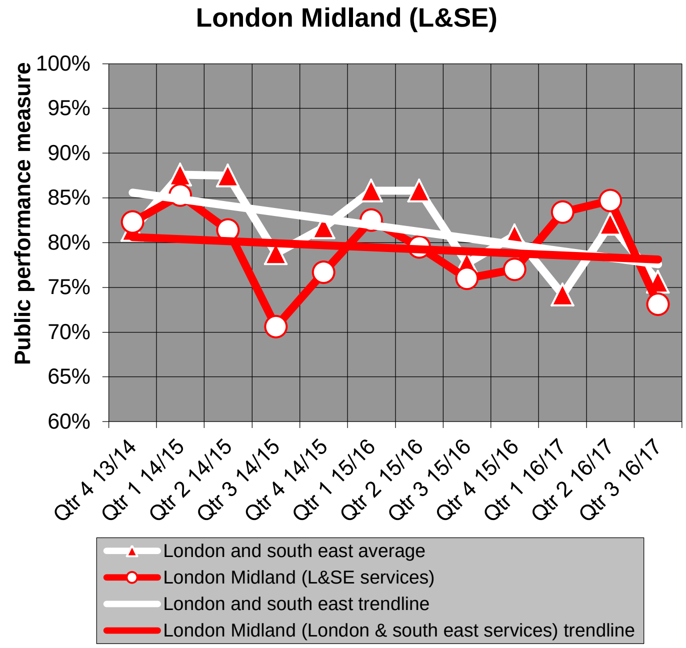


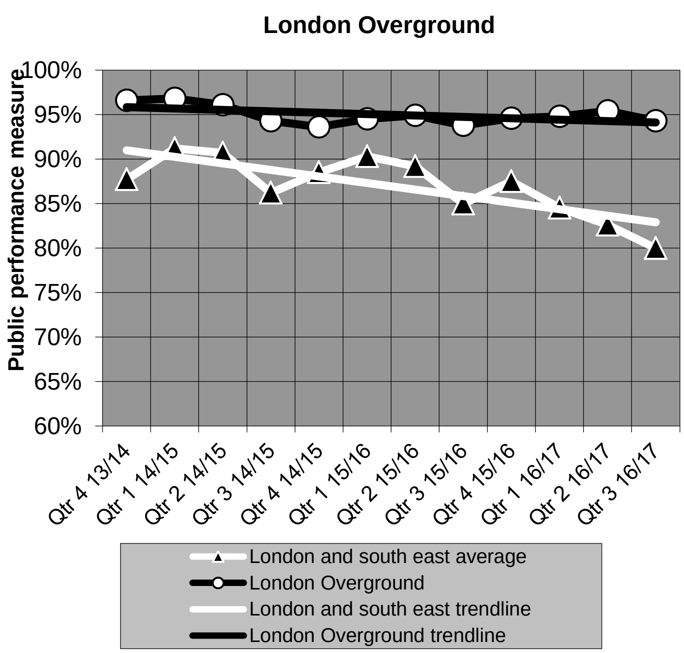
Note: As it is an unfranchised operator, Heathrow Express services are not included in the overall average for London and the South East shown on other charts, and peak trains on this route are not monitored separately

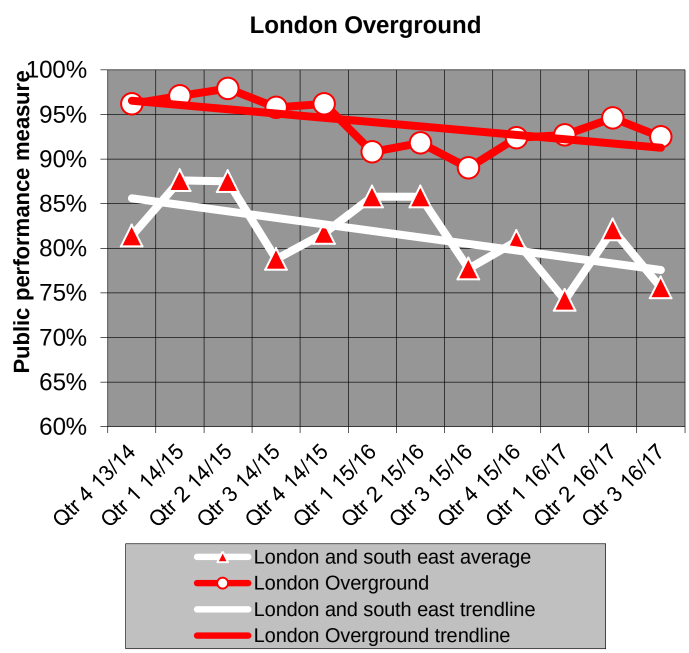
All trains performance

Peak trains performance



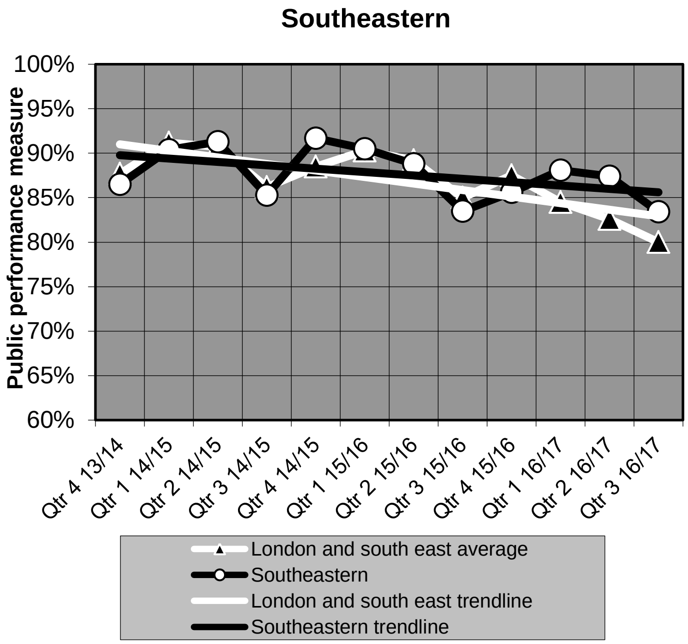


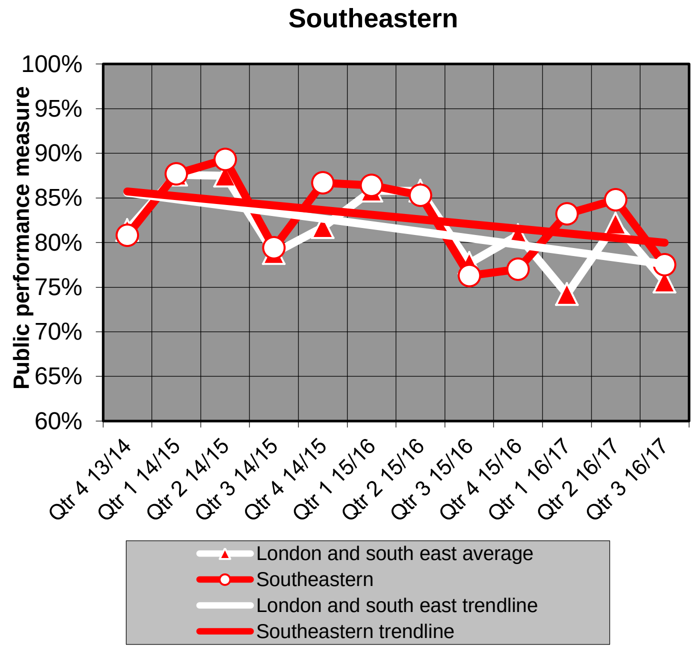


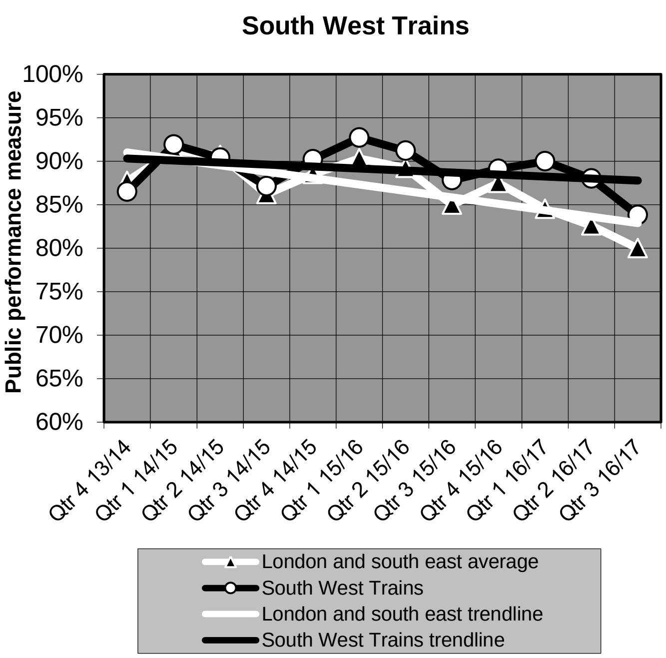


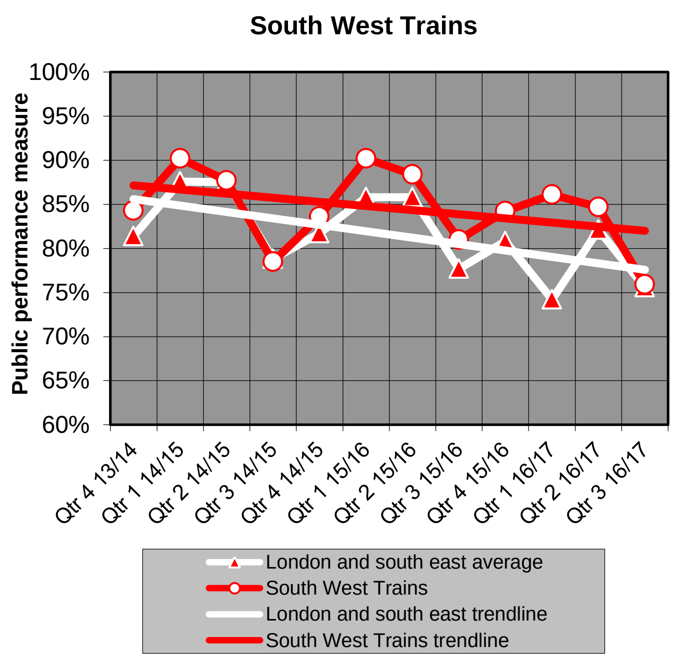
All trains performance

Peak trains performance





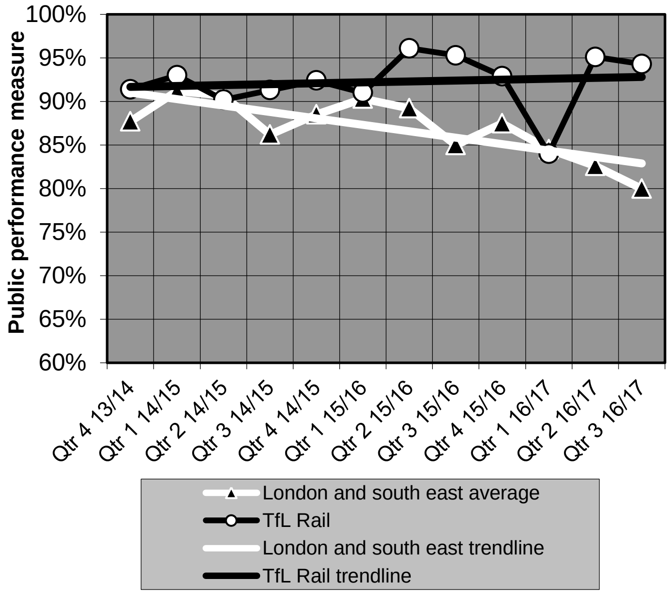




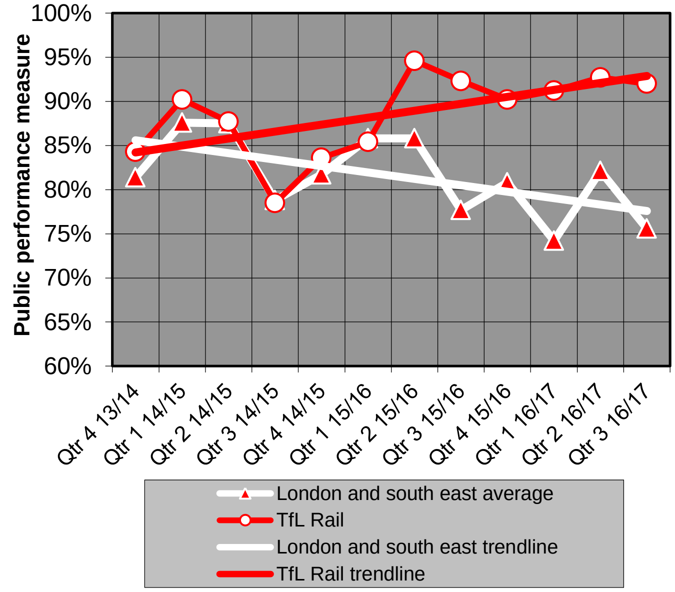
All trains performance

Peak trains performance

TfL Rail

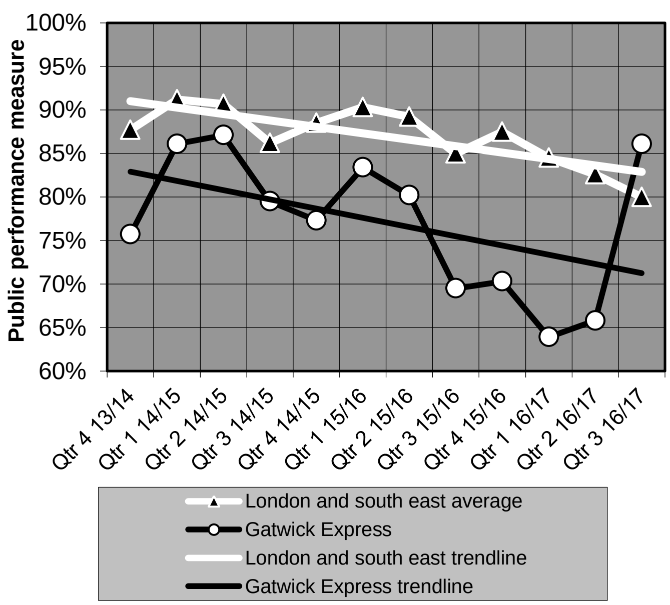


TfL Rail

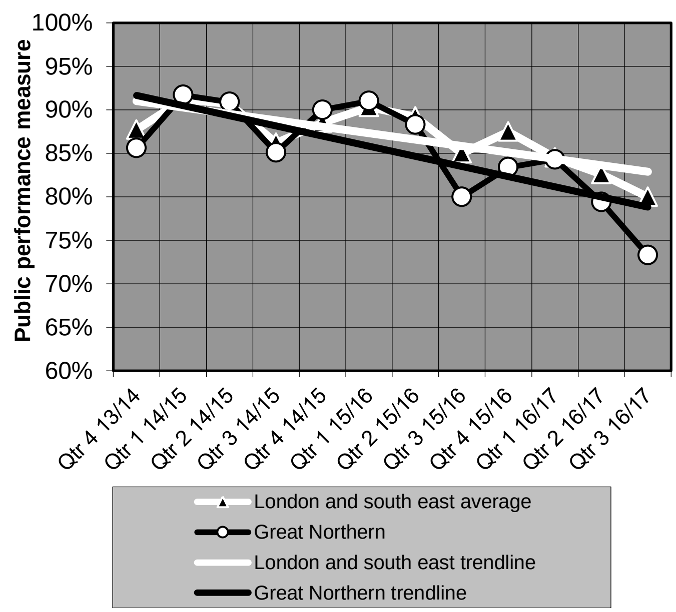


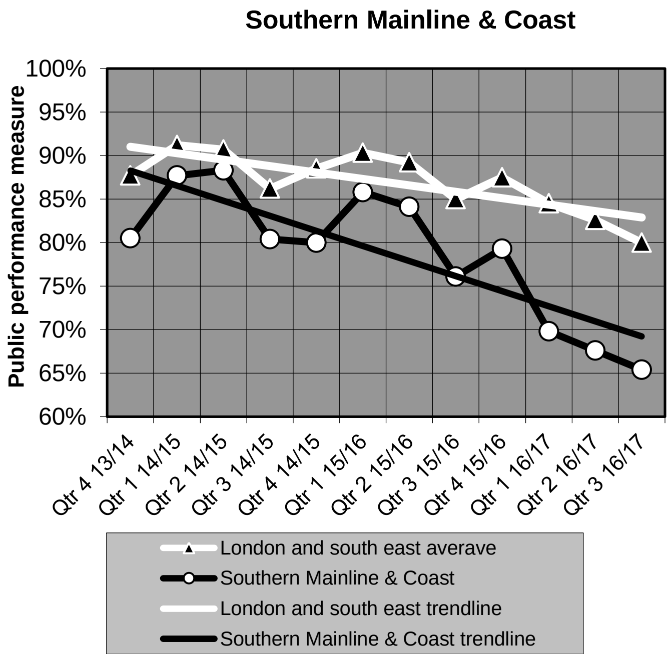
The below charts show the long term trains performance for the sub-groups operating under the GTR franchise. Peak service data separate from GTR franchise are not available.

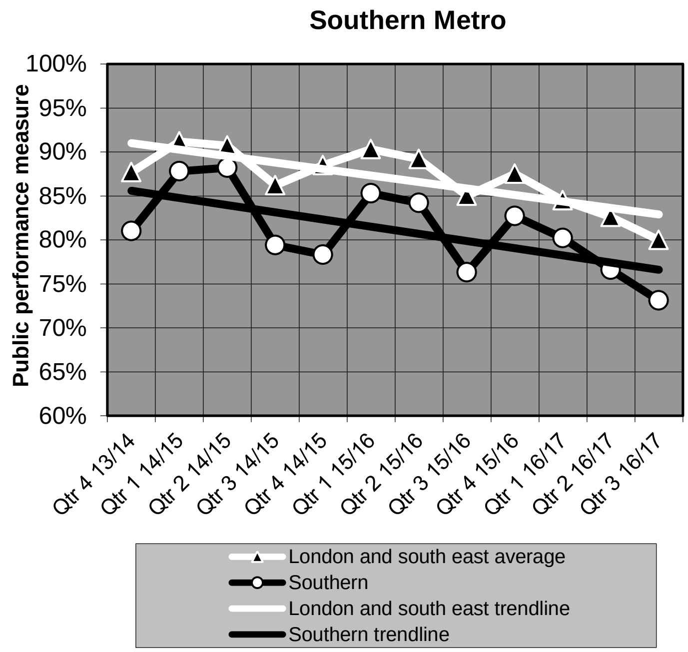
Gatwick Express



Great Northern




Southern Mainline & Coast
Public performance measure
100%
95%
90%
85%
80%
75%
70%
65%
60%
Qtr 4 13/14
Qtr 1 14/15
Qtr 2 14/15
Qtr 3 14/15
Qtr 4 14/15
Qtr 1 15/16
Qtr 2 15/16
Qtr 3 15/16
Qtr 4 15/16
Qtr 1 16/17
Qtr 2 16/17
Qtr 3 16/17
London and south east averave
Southern Mainline & Coast
London and south east trendline
Southern Mainline & Coast trendline


Southern Metro
Public performance measure
100%
95%
90%
85%
80%
75%
70%
65%
60%
Qtr 4 13/14
Qtr 1 14/15
Qtr 2 14/15
Qtr 3 14/15
Qtr 4 14/15
Qtr 1 15/16
Qtr 2 15/16
Qtr 3 15/16
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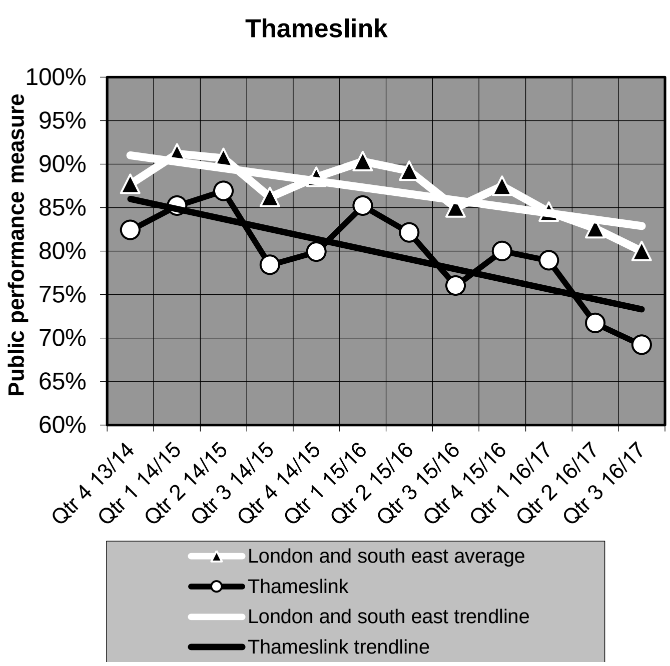
London and south east average
Southern
London and south east trendline
Southern trendline


Thameslink
Public performance measure
100%
95%
90%
85%
80%
75%
70%
65%
60%
Qtr 4 13/14
Qtr 1 14/15
Qtr 2 14/15
Qtr 3 14/15
Qtr 4 14/15
Qtr 1 15/16
Qtr 2 15/16
Qtr 3 15/16
Qtr 4 15/16
Qtr 1 16/17
Qtr 2 16/17
Qtr 3 16/17
London and south east average
Thameslink
London and south east trendline
Thameslink trendline

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 6.2% in Q3 2016-17, which was 0.4 percentage points higher than the previous quarter and 1.7 percentage points higher than in Q3 2015-16. This was the worst Q3 score recorded by this sector since 2000-01 (9.3%).[4] GTR performance contributed to the majority of the increase in the LSE CaSL.

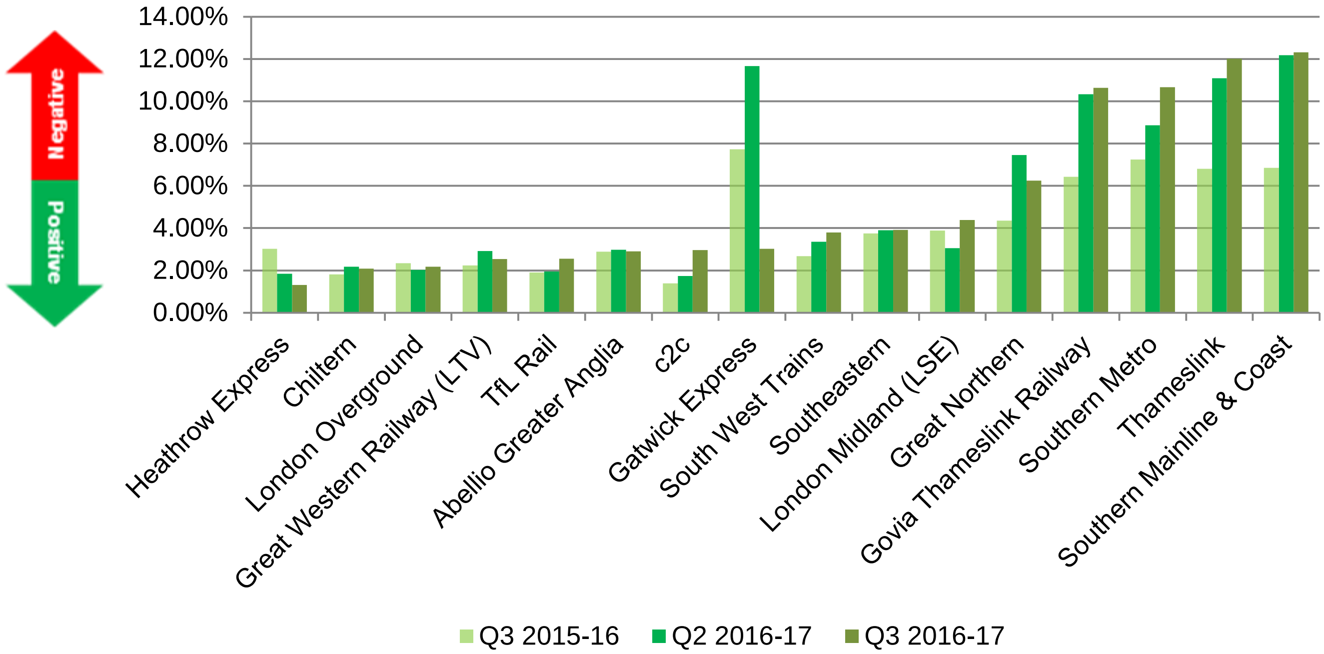
Heathrow Express achieved the lowest (best) score, with 1.3%, a 1.7 percentage point reduction.

GTR, with an overall score of 10.6%, had the largest increase, 4.2 percentage point, and the worst level of services cancelled or late. This is worse than the previous quarter and the same period in 2015-16. Most of the increase relates to strike action, resulting in the services being delayed or cancelled. Individually, all services within the GTR franchise - with the exception of Gatwick Express, which had the largest reduction, due to a revised timetable and much poorer performance - performed worse than any other TOC, with Southern Mainline & Coast having the worst cancellations within the franchise, 12.3%.

It should also be noted that GTR planned to run nearly 26,200 fewer trains in Q3 2016-17 compared with the same quarter the previous year and these trains are not included in the figures.

[4] Figures obtained from the ORR

Graph 3 – Cancellations and significant lateness Q3 2015-16, Q2 2016-17 & Q3 2016-17



2.4 Right time arrivals

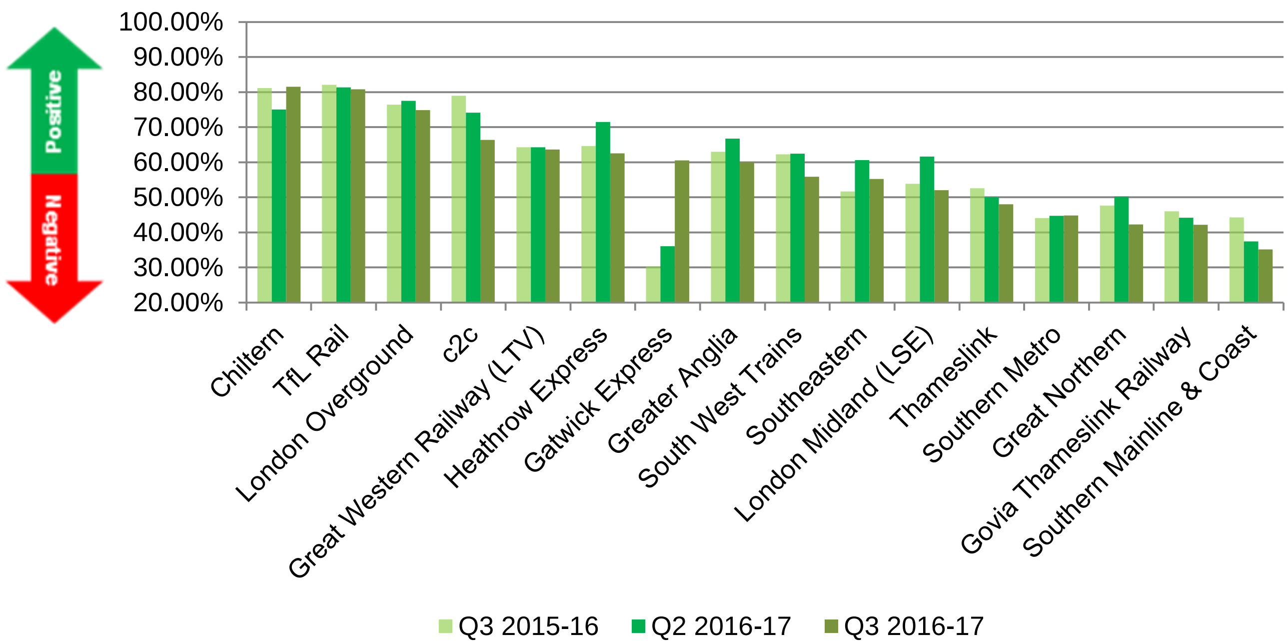
Right time arrival (RTA) is a measure of the percentage of trains that arrive at their final destination either on time or early. Right time is defined as less than one minute late (and should not be confused with “on time”, as defined for PPM purposes).

The overall rate of RTA was 54.1% in Q3 2016-17, 2.1 percentage points lower than Q3 2015-16, and 5.9 percentage points lower than Q2 2016-17. Chiltern Railway had the highest RTA, with 81.5% of its trains arriving on time, a 6.5 percentage point increase compared to the previous quarter and 0.3 percentage points higher than Q3 2015-16.

GTR has the worst RTA score compared to other L&SE operators, with 42.1% in Q3 2016-17, 3.8 percentage points lower than Q3 2015-16. Most of the decrease relates to strike action and staff shortages, resulting in the services being delayed or cancelled. Individually, all services within the GTR franchise - with the exception of Gatwick Express - performed worse than any other TOC, with Southern Mainline & Coast having the worst RTA within the franchise, 35.2%.

c2c had the largest reduction in RTA, with 66.3% of its services arriving on time, a disappointing 12.5 percentage points reduction compared to Q3 2015-16 and 7.8 percentage points reduction compared to Q2 2016-17. This was partly due to an increase in track faults on the route, and an increase in the number of technical faults with their train fleet.

Graph 4 – Right time arrivals Q3 2015-16, Q2 2016-17 & Q3 2016-17



3 London & South East passenger satisfaction

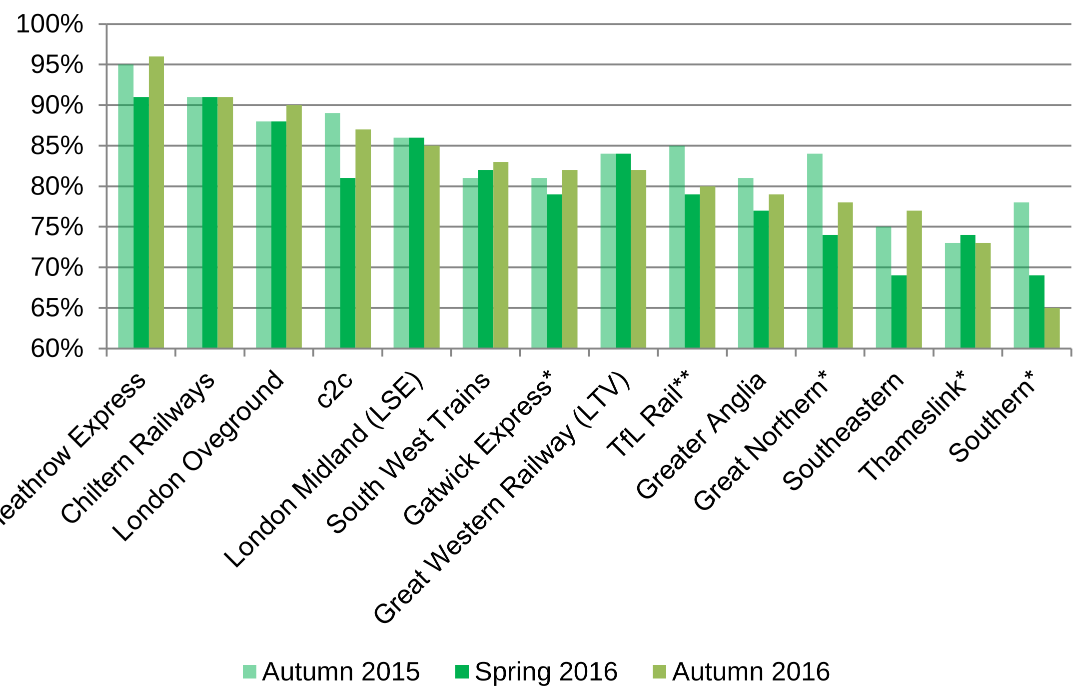
The national passenger watchdog, Transport Focus conducts a survey of National Rail passengers in the autumn and spring of each year. The National Rail Passenger Survey (NRPS) provides a network-wide picture of passengers' satisfaction with rail travel, and this report focuses on a snapshot of the London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

In autumn 2016, the percentage of satisfied passengers, taking all London and South East operators together, had decreased since they were surveyed in autumn 2015. The operator with the highest satisfaction rate was Heathrow Express, 96% of whose users rated the service as satisfactory or good. This is 1 percentage point higher than in autumn 2015.

Southern (part of GTR) had the lowest level of passenger satisfaction and the largest reduction, with only 65% of its passengers satisfied, a 13 percentage points reduction compared to autumn 2015.

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

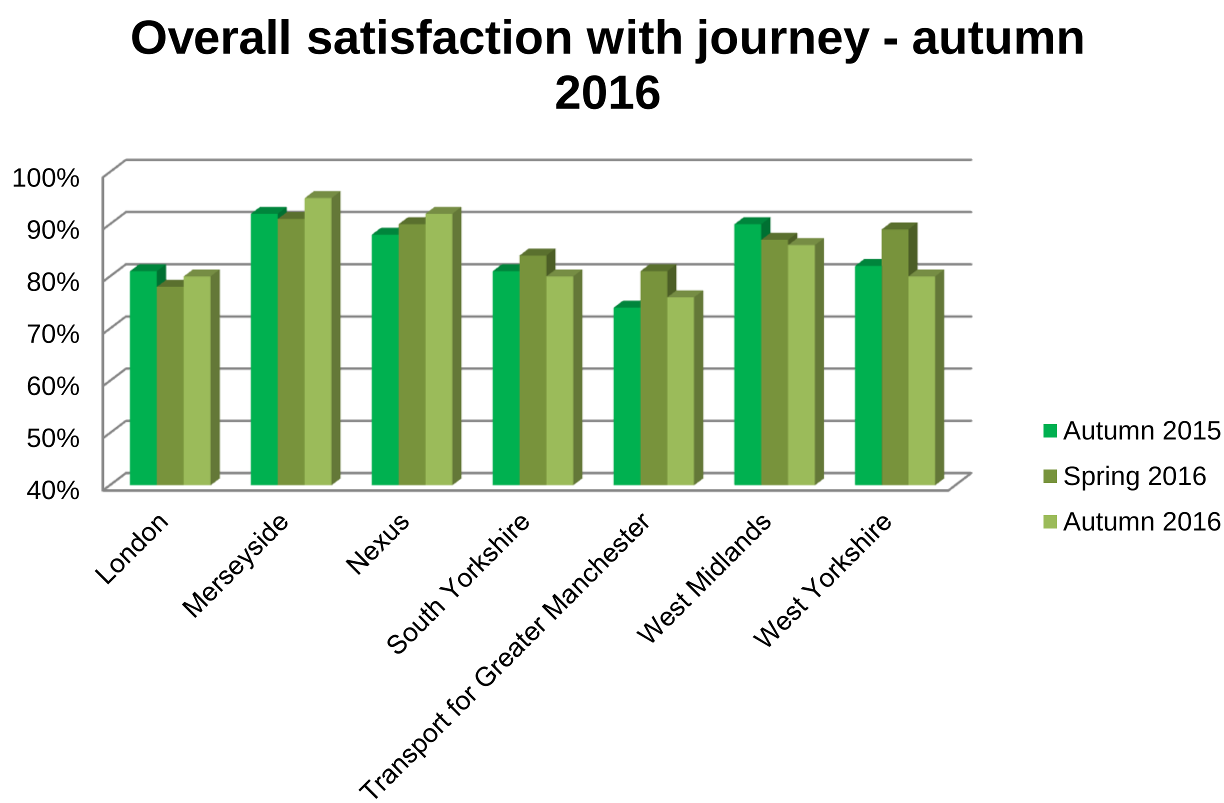
Graph 5 – L & SE National Rail Passenger Survey



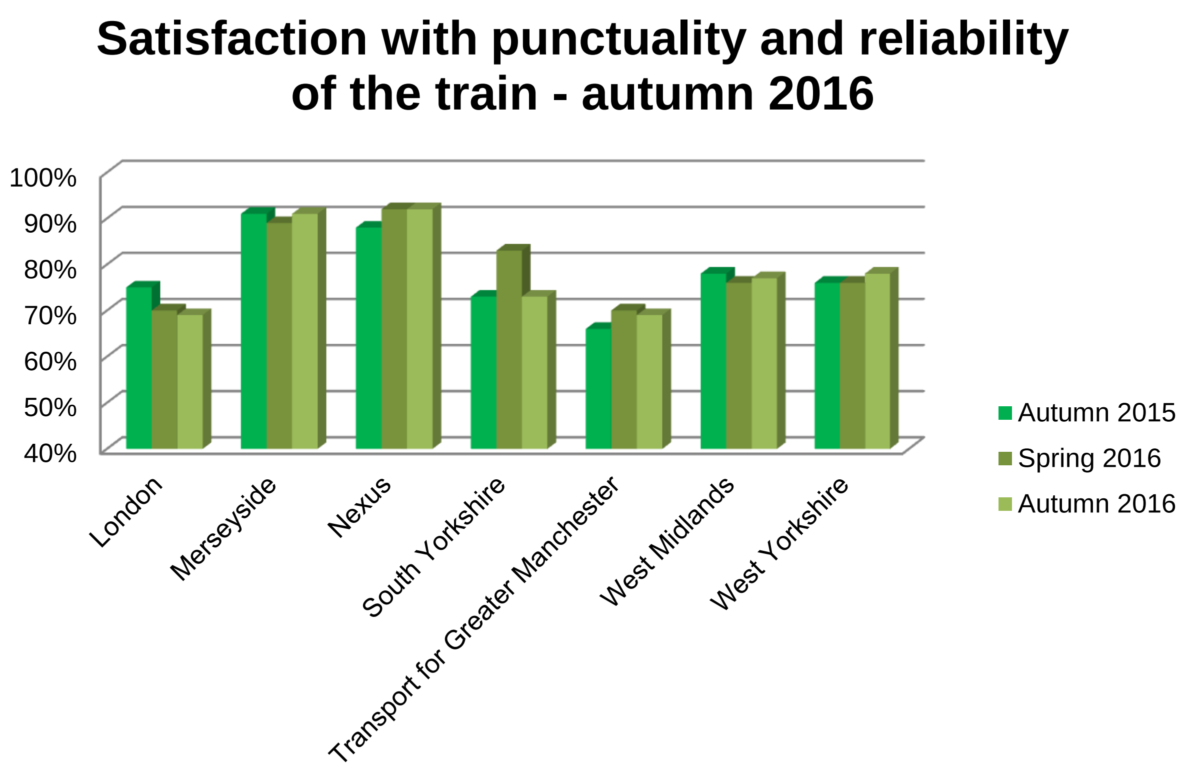
3.1 NRPS London

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.

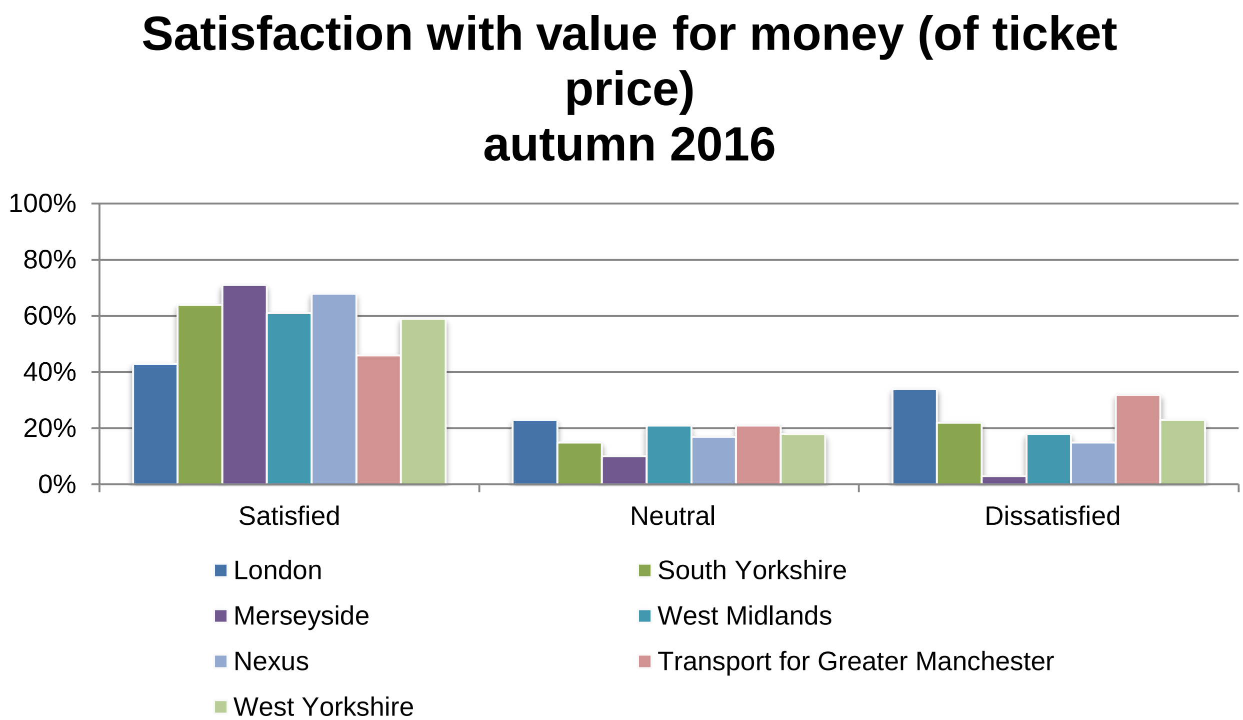
The overall satisfaction with journey table shows that passengers in Merseyside and those in the West Midlands area were the most satisfied with their travel and those in Greater Manchester the least. London experienced a slight reduction in passengers' satisfaction with their journey, compared to autumn 2015, but had an increase compared to spring 2015.



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 significant reduction in satisfaction compared to autumn 2015, and a slight reduction compared to spring 2015.

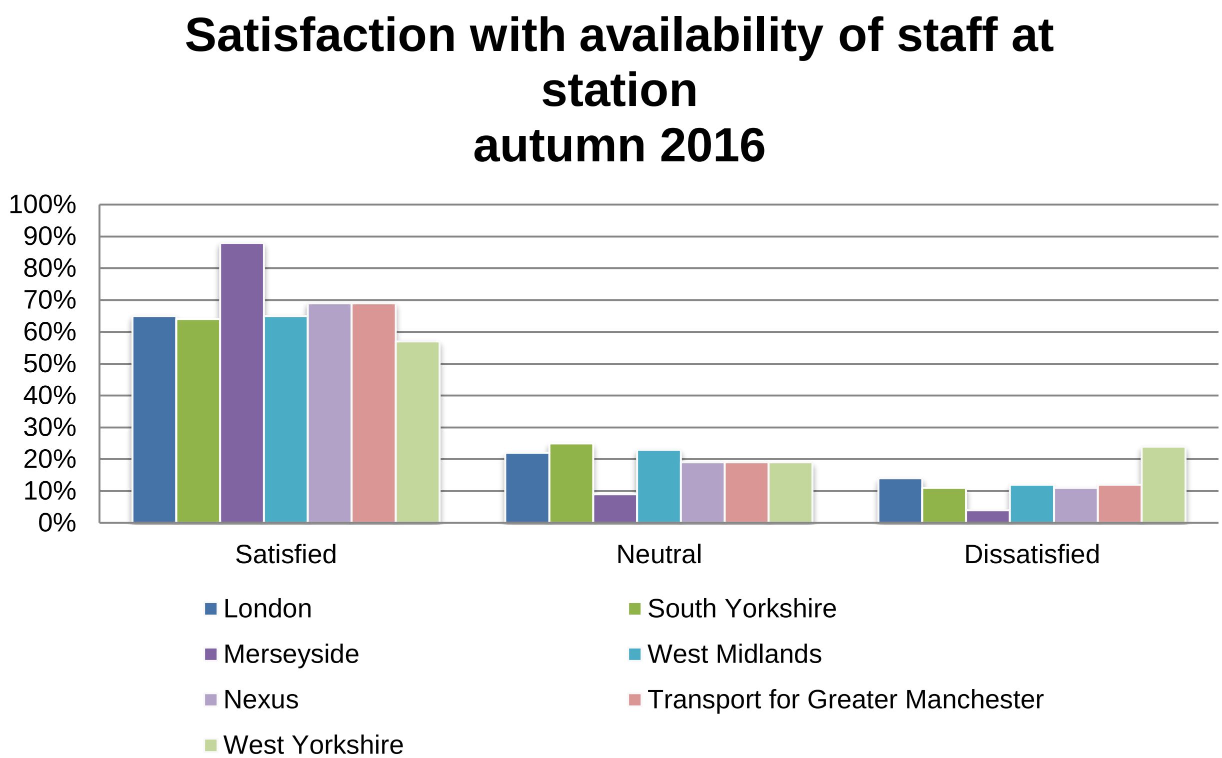


London passengers are the least satisfied with the value for money of their ticket price, compared to those in other metropolitan areas. This can be attributed to poor train service performance, the higher level of fares paid by Londoners than those in other cities, a higher dependency on public transport, 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[5].



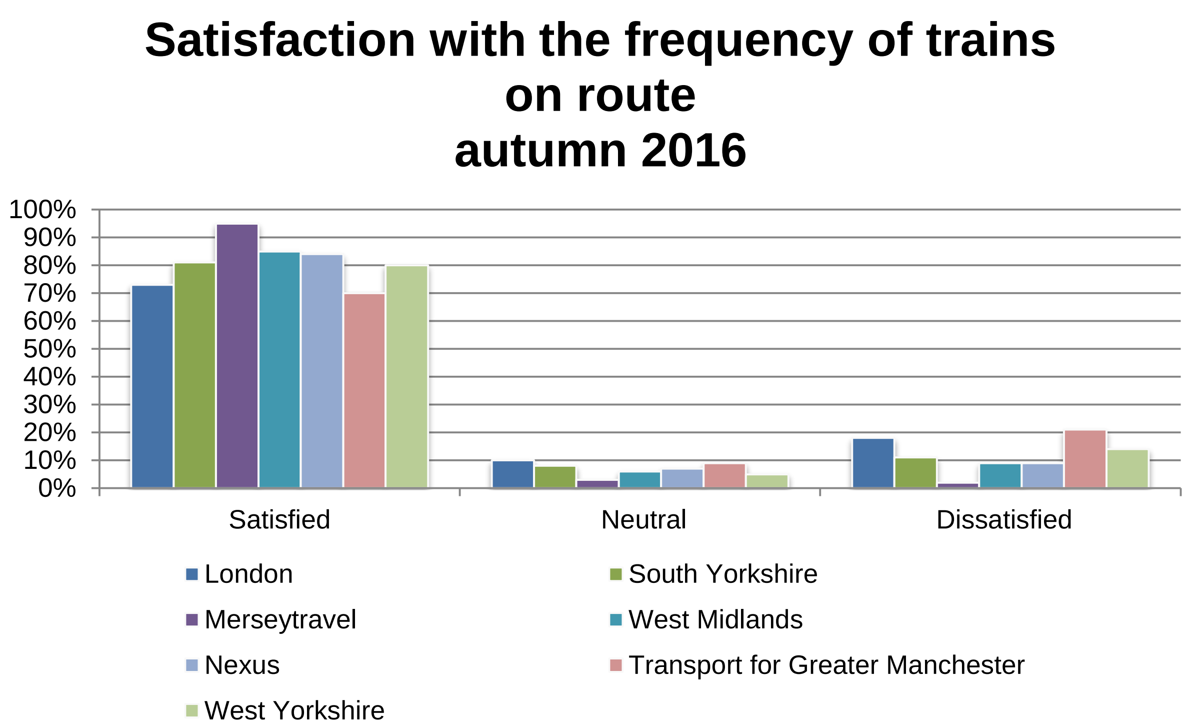
[5] Value for Money on London's transport services: what consumers think August 2013

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.



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).



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, 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 Q2 2016-17 (July to Sept 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.

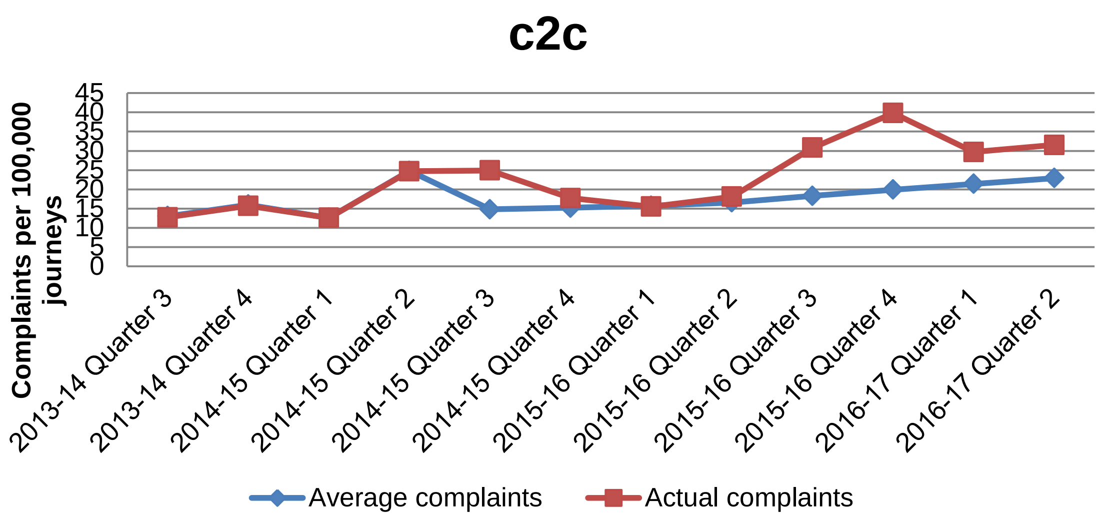
London Overground is conspicuous for its comparatively low rate of complaints. A number of factors probably contribute to this, including high service frequencies, short journeys, a simple ticketing system, fully staffed stations, and a generally high level of reliability. It is noteworthy that Chiltern 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	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Average
	13-14	13-14	14-15	14-15	14-15	14-15	15-16	15-16	15-16	15-16	16-17	16-17	
Chiltern Railways	84	127	63	78.5	60.5	94.8	102.2	50.7	130.7	72.3	32.7	33.1	77.5
Greater Anglia	42	29	30.2	35.0	33.8	28.4	34.5	62.3	57.0	50.2	49.4	51.9	42.0
Great Western Railway	56	68	41.8	38.3	37.9	36.9	28.7	36.1	36.3	30.8	29.4	26.9	38.9
London Midland	40	40	28.6	27.6	32.6	30.0	27.3	31.1	38.6	31.5	33.4	35.2	33.0
c2c	13	16	12.6	24.8	25.0	17.7	15.5	18.1	30.8	39.8	29.7	31.5	22.9
Govia Thameslink Railway	20	33	14.8	10.5	16.8	20.5	13.8	8.1	7.2	11.0	21.7	31.6	17.4
Southeastern	14	20	8.1	9.2	13.8	23.4	14.7	12.3	14.0	26.8	18.1	23.5	16.5
South West Trains	15	17	13.2	15.2	21.7	18.2	12.0	10.0	13.7	15.1	15.4	23.2	15.8
London Overground	3	3	2.8	2.8	3.1	2.8	3.3	4.4	4.6	5.7	2.8	2.5	3.4
TfL Rail	:	:	:	:	:	:	:	3.2	3.1	4.5	2.8	2.2	3.2

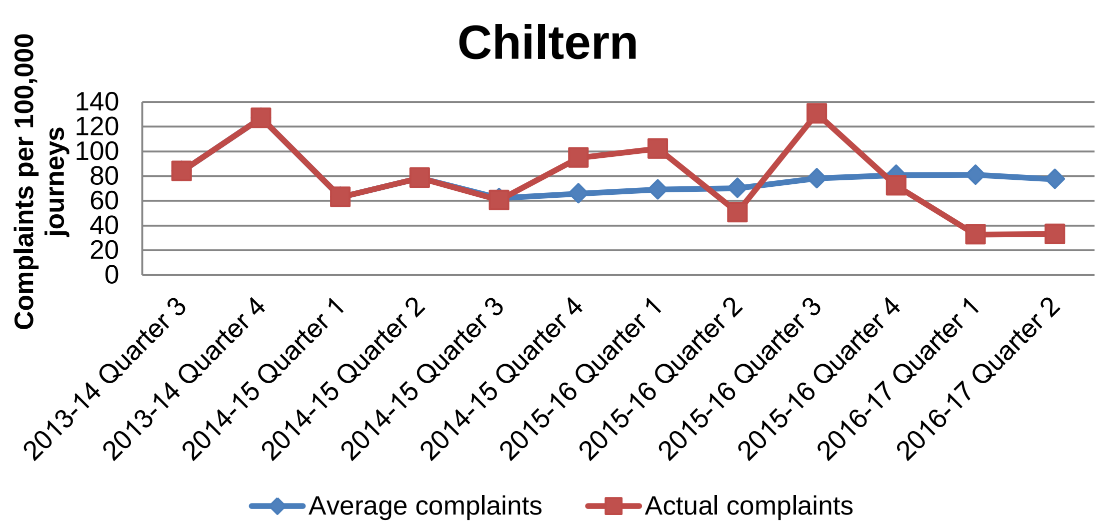
c2c

On average, there were 22.9 complaints to c2c per 100,000 journeys over the previous 12 quarters. Issues about smartcards were the most frequent cause of complaint.



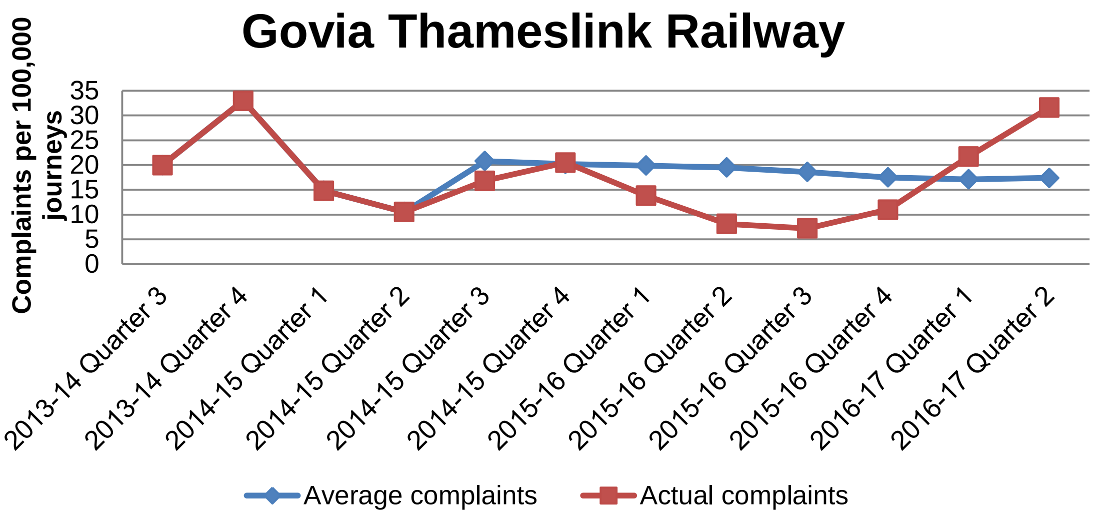
Chiltern

On average, there were 77.5 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.



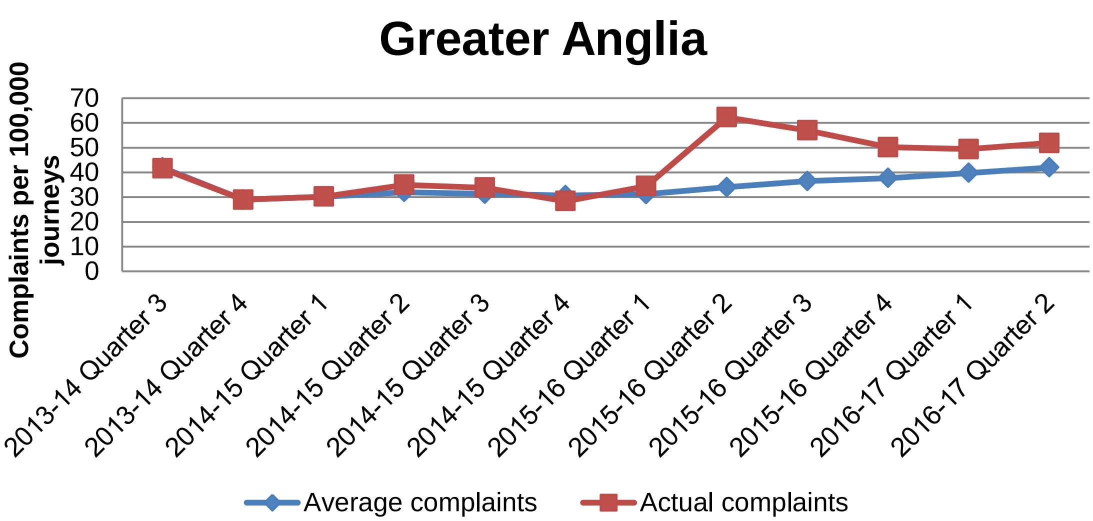
Govia Thameslink Railway

On average, there were 17.4 complaints to Govia Thameslink Railway per 100,000 journeys over the previous 12 quarters. Issues of punctuality and reliability and ticket buying facilities were the most frequent cause of complaint.



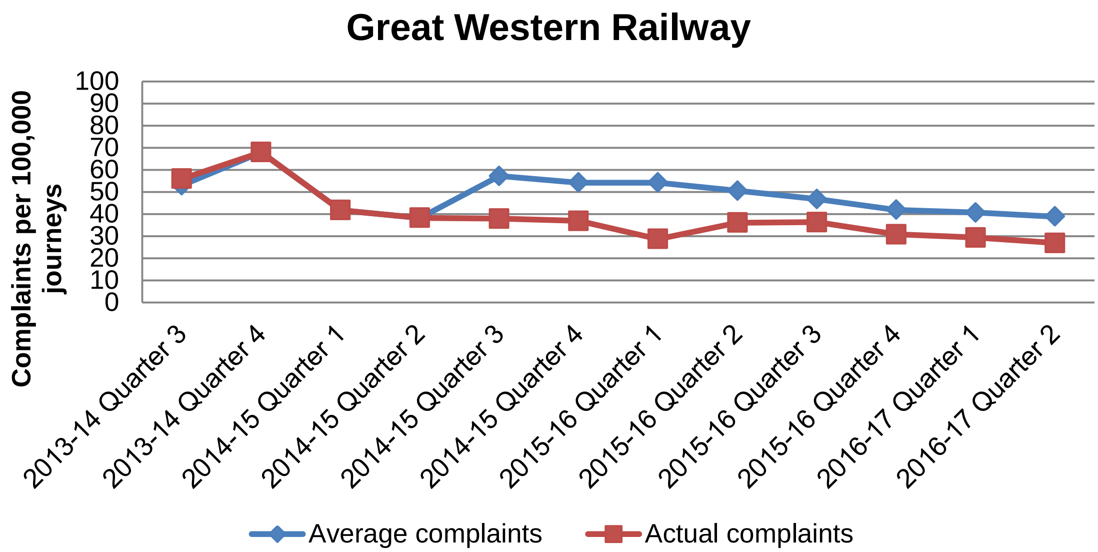
Greater Anglia

On average, there were 42.0 complaints to Greater Anglia per 100,000 journeys over the previous 12 quarters. Complaints about punctuality and reliability, ticking buying facilities and ticketing and refund policy were the most common.



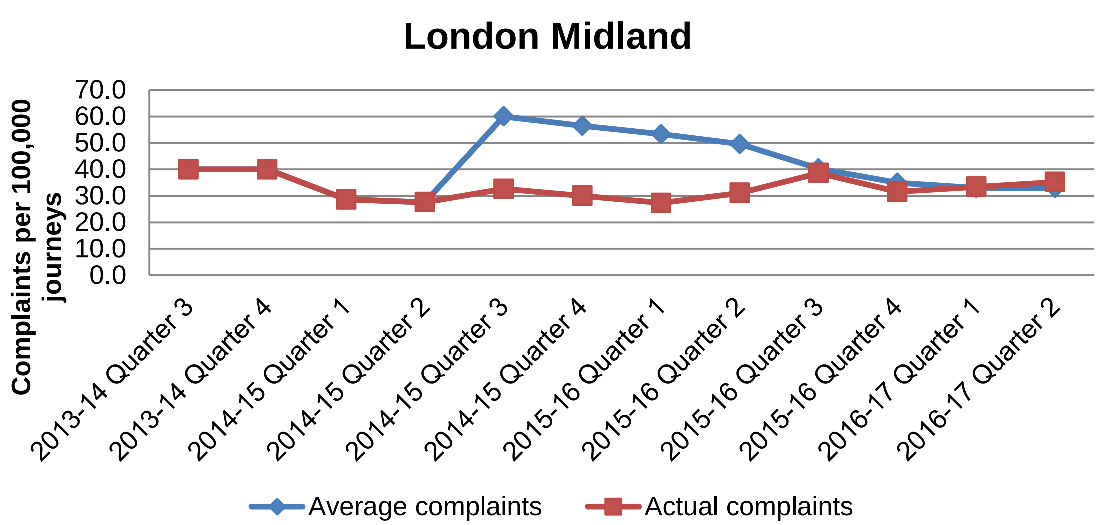
Great Western Railway

On average, there were 38.9 complaints to Great Western per 100,000 journeys over the previous 12 quarters. Company policy was the main source of complaints.



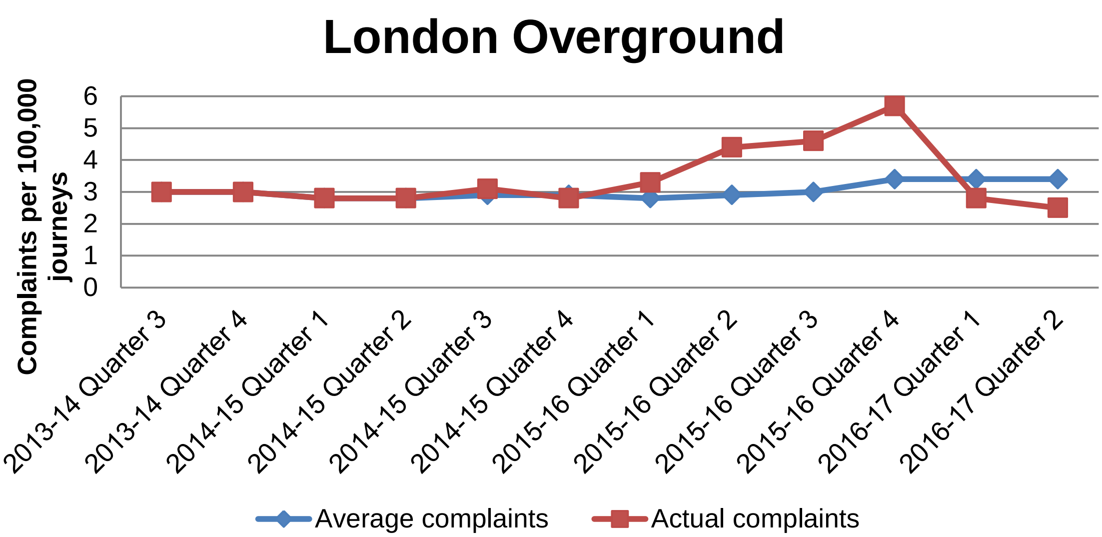
London Midland

On average, there were 33.0 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.



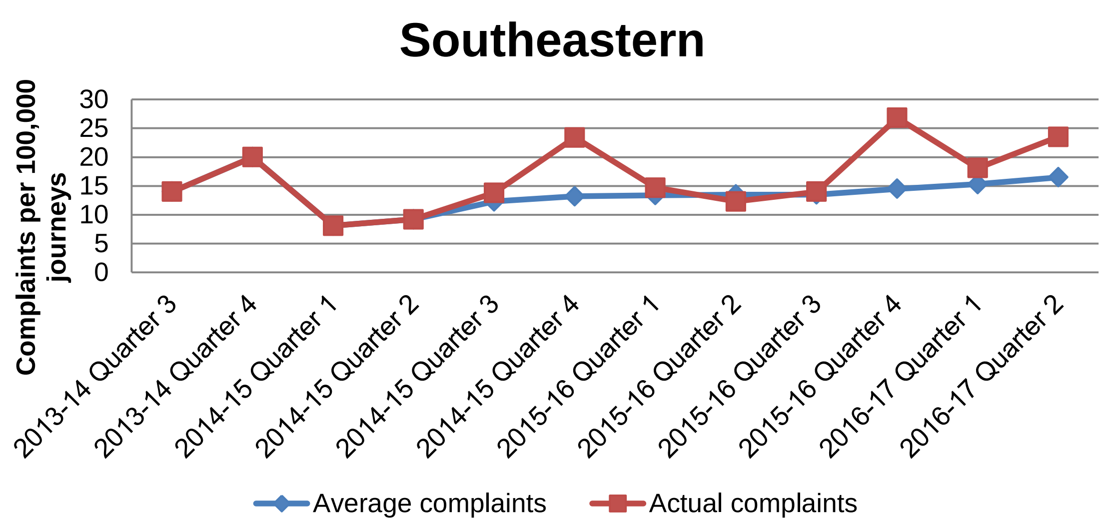
London Overground

On average, there were 3.4 complaints to London Overground per 100,000 journeys over the previous periods. Punctuality & reliability and staff conduct were the main source of complaints.



Southeastern

On average, there were 16.5 complaints to Southeastern per 100,000 journeys over the previous periods. Punctuality, reliability, and ticketing and refund policy were the main source of complaints.

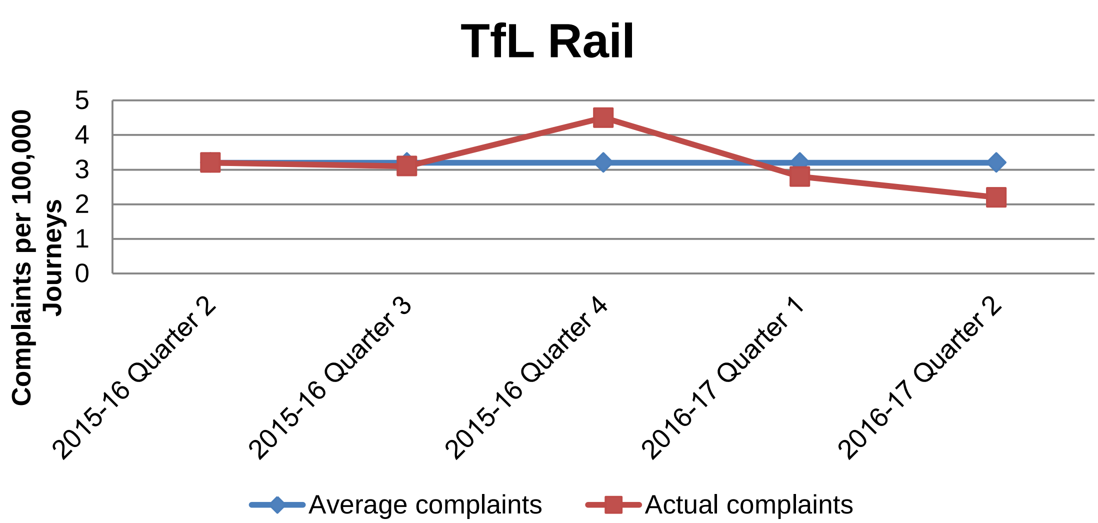


South West Trains

On average, there were 15.8 complaints to South West Trains per 100,000 journeys over the previous 12 quarters. Complaints about punctuality and reliability and ticking buying facilities were the most common.

TfL Rail

TfL Rail had the lowest complaints rate in Q2 2016-17. 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.

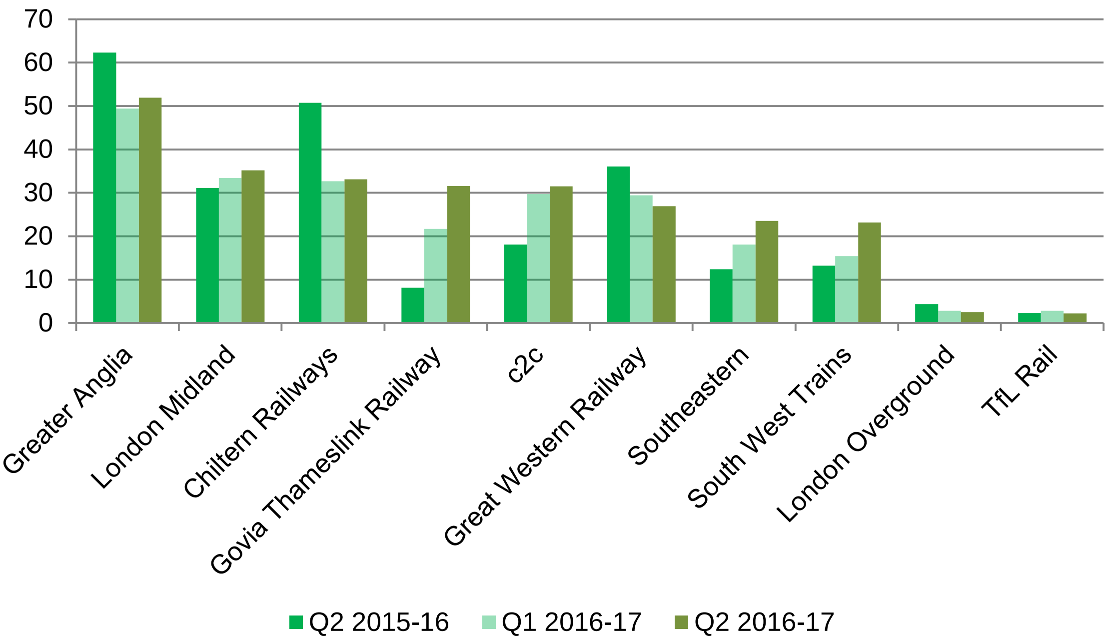


Punctuality and reliability of trains was the most common cause for complaint to TOCs in Q2 2016-17. Ticketing buying facilities were also a high source of complaints.

Greater Anglia received the highest number of complaints per 100,000 passenger journeys in Q2 2016-17, with 51.9 complaints and Govia Thameslink Railway had the highest percentage increase in complaints. Chiltern Railways had the largest percentage reduction in complaints compared to Q2 2015-16.

TfL Rail and London Overground had the lowest complaints rate with 2.2 and 2.5 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, Q2 2015-16, Q1 2016-17 and Q2 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