

National Rail Performance Report - Quarter 1 2015-16 (April-June 2015)

October 2015



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

Published by:

London TravelWatch
169 Union Street
London SE1 0LL

Phone: 020 3176 2999

Contents

1	Overview	1
2	London & South East train service performance	4
2.1	Public performance measure	4
2.2	Performance trends	6
2.3	Cancellations and significant lateness	13
2.4	Right time arrivals	14
3	London & South East passenger satisfaction	15
3.1	NRPS London	16
4	Passenger complaints	21
3.1	Complaints by operator.....	22
5	Passengers in excess of capacity (PiXC)	29
	Appendix – Glossary & references	32

1 Overview

This report focuses on the experience of passengers of the performance of the rail network in London and the South East (L&SE) during the first quarter (April to June) of 2015-16).

For definitions of the measures used, see Section 2.

London & South East train service performance

The L&SE train operators' overall *public performance measure* (PPM) result was higher than the previous quarter (Q4 2014-15) but lower than the same period a year ago, averaging 90.2% in Q1 2015-16 - which was 0.9 percentage points lower than a year ago (Q1 2014-15).

Characteristically, between 50 and 60 percent of delays are attributed to Network Rail. These include infrastructure delays, such as points and track circuit failures and operational delays such as possession over-runs.

Most operators' PPM scores decreased in this quarter, when compared with the same period year ago (Q1 2014-15). Operating on routes with minimal interaction with other TOC's, c2c had the highest average PPM in the first quarter of 2015-16 (with 97.3%), a 0.7 percentage point increase compared with the same quarter last year. Southern with a PPM of 85.3%, had the lowest score and recorded the largest fall, a 2.4 percentage point reduction compared to the same quarter in 2014-15.

In the last five quarters, Southern, Govia Thameslink Railway and London Midland have had the worst PPM scores compared to other L&SE operators. A proportion of Southern and Govia Thameslink Railway's poor performance can be attributed to, but is not exclusively dependant on, on-going works at London Bridge. Performance has also been affected by numerous major delays, such as, emergency engineering works, line blockages, a displaced conductor rail at Clapham Junction, a derailment at Brighton and loss of signalling at London Victoria.

London Midland had consistently been one of the poorest performers in previous quarters and was still the second worst performing operator throughout the quarter. This was, in part, due to major signalling problems near Watford, an emergency evacuation at Euston, track and signalling issues, power failures and emergency engineering works.

Of all the franchised peak services, which operate on weekdays between 0700 and 0959 and 1600 and 1859, c2c had the highest proportion of trains on time for Q1 2015-16, with a score of 95.5%. Southern recorded a score of 77.0%, the lowest peak PPM in Q1 2015-16.

The overall rate of cancellations and significant lateness was 3.0% in Q1 2015-16, which was 0.1 percentage points lower than the previous quarter but 0.5 percentage points higher than in Q1 2014-15.

c2c recorded the lowest percentage, with 1.0%, a 0.4 percentage point reduction. Govia Thameslink Rail and Southern had the worst levels, with 4.0%, and 4.6% respectively. Their performance is better than the previous quarter (Q4 2014-15), but worst than the corresponding quarter a year ago (Q1 2014-15).

TfL Rail had the largest increase for the quarter with 3.8% of its trains cancelled or significantly late, a 1.0 percentage point increase, compared to Q1 2014-15. Chiltern Railway had the largest reduction in Q1 2015-16, with 1.4% of its trains cancelled or significantly late, a 0.7 percentage point reduction compared to Q1 2014-15.

The overall rate of '*right time*' arrivals was 67.7% in Q1 2015-16, 2.6 percentage points higher than Q4 2014-15, but 0.4 percentage points lower than Q1 2014-15. C2c had the highest right time, with 85.5% of its trains arriving on time, the same percentage achieved in Q1 2014-15. In the last five quarters, Southern have had the worst RTA score compared to other L&SE operators, with 54.7% in Q1 2015-16, 0.9 percentage points lower than Q1 2014-15..

London Overground had the largest decrease in right time arrivals relative to the previous year, with 76.6%, 7.5 percentage point decrease compared to Q1 2014-15. The deterioration of right time performance can be attributed to the knock on effects of the works at London Bridge and the poor performance of other TOCs, such as Southern and Govia Thameslink Railway.

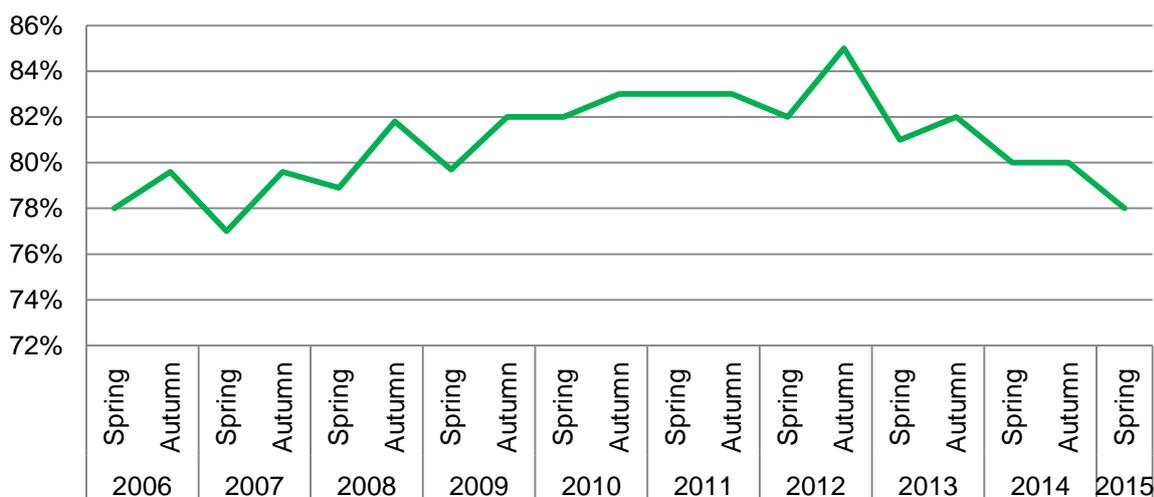
In September 2014, Govia Thameslink Railway became fully operational (previously First Capital Connect), and in December 2014, a small number of Southeastern services transferred to Govia Thameslink Railway, therefore the 2015-16 Q1 statistics for these two franchises are not wholly comparable with data from previous quarters.

The new franchise, 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.

London & South East (L&SE) passenger satisfaction

Overall passenger satisfaction has decreased since the last survey. The percentage of passengers satisfied in spring 2015, was 78% compared with 80% in autumn 2014 and 80% in spring 2014. The highest rate of passenger satisfaction in spring 2015 in London and South East was with Heathrow Express, at 94%. Southern had the lowest score and the highest reduction in satisfied passengers, with 72% compared to 78% in spring 2014.

Graph1 - L&SE Overall Passenger Satisfaction



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 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 London and South East (LSE) 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. Each train is recorded by the automated monitoring system which logs performance – usually using the signalling equipment. Late trains are banded according to the length of delay in reaching their final destination. In the case of London and south east 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 are run and which complete their journeys “on time”.

The timetable against which the trains are judged is known as the “plan of the day”. This generally reflects the published timetable as amended for planned engineering works or as a result of major incidents.

For L&SE operators, a large proportion of users are commuters, this information is also provided separately for weekday peak trains in the with-flow direction (towards London in the morning and away from London in the evening). Only trains running to/from or across central London are included in this statistic (so in the case of London Overground, it applies only to the Euston-Watford route). Because train frequencies are generally greater in the peak, the repercussive impact of delays and disruptions is greater, so peak performance is generally less reliable than that for the entire day.

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.

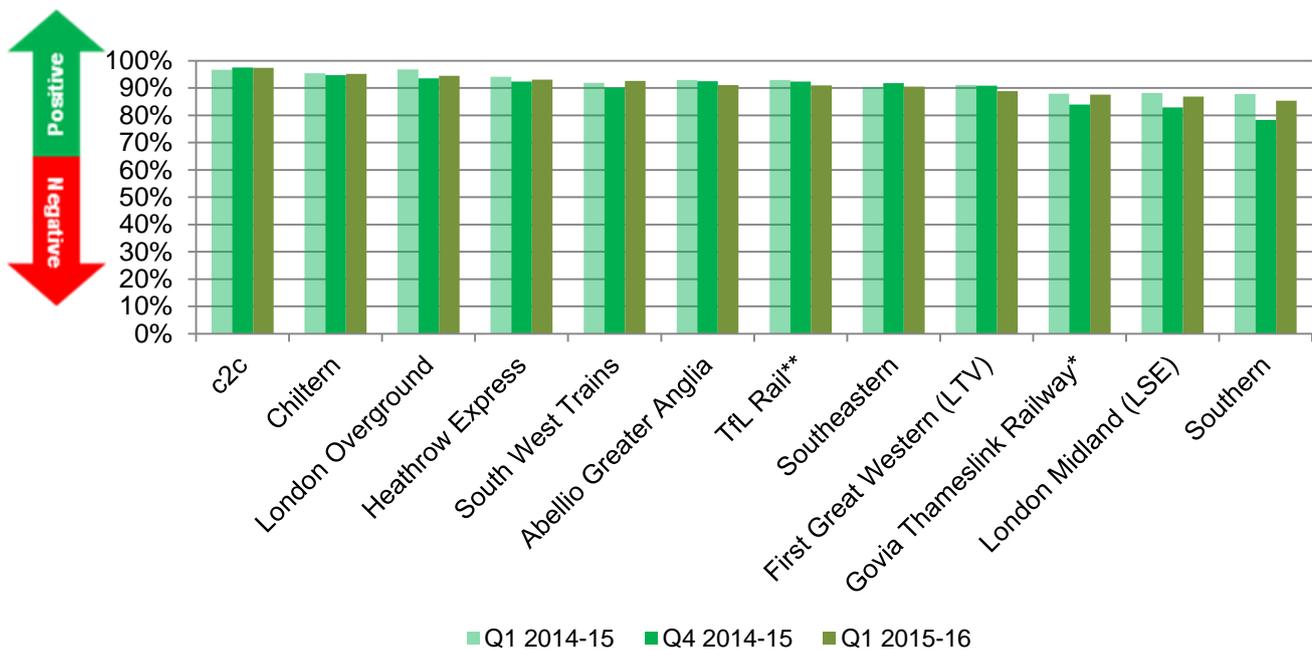
Most (nine out of eleven) operators' PPM scores decreased in this quarter, when compared with the same period year ago (Q1 2014-15). Operating on routes with minimal interaction with other TOC's, c2c had the highest average PPM in the first quarter of 2015-16 (with 97.3%), a 0.7 percentage point increase compared with the same quarter last year. Southern with a PPM of 85.3%, had the lowest score and recorded the largest fall, a 2.4 percentage point reduction compared to the same quarter in 2014-15.

In the last five quarters, Southern, Govia Thameslink Railway and London Midland have had the worst PPM scores compared to other L&SE operators. A proportion of Southern and Govia Thameslink Railway’s poor performance can be attributed to, but is not exclusively dependant on, on-going works at London Bridge. Performance has also been affected by numerous major delays, such as, emergency engineering works, line blockages, displaced conductor rail at Clapham Junction, a derailment at Brighton and loss of signalling at London Victoria.

London Midland had consistently been one of the poorest performers in previous quarters and was still the second worst performing operator throughout the quarter. This was, in part, due to major signalling problems near Watford, emergency evacuation at Euston, track and signalling issues, power failures and emergency engineering works.

Of all the franchised peak services, which operate on weekdays between 0700 and 0959 and 1600 and 1859, c2c had the highest proportion of trains on time for Q1 2015-6, with a score of 95.5%. Southern recorded a score of 77.0%, the lowest peak PPM in Q1 2015-16.

Graph 2 – Public performance measure Q1 2014-15, Q4 2014-15 & Q1 2015-16



1

¹ *Govia Thameslink Railway from 14 September 2014 (previously First Capital Connect)

** 1st June 2015, TfL Rail services previously managed by Abellio Greater Anglia

2.2 Performance trends

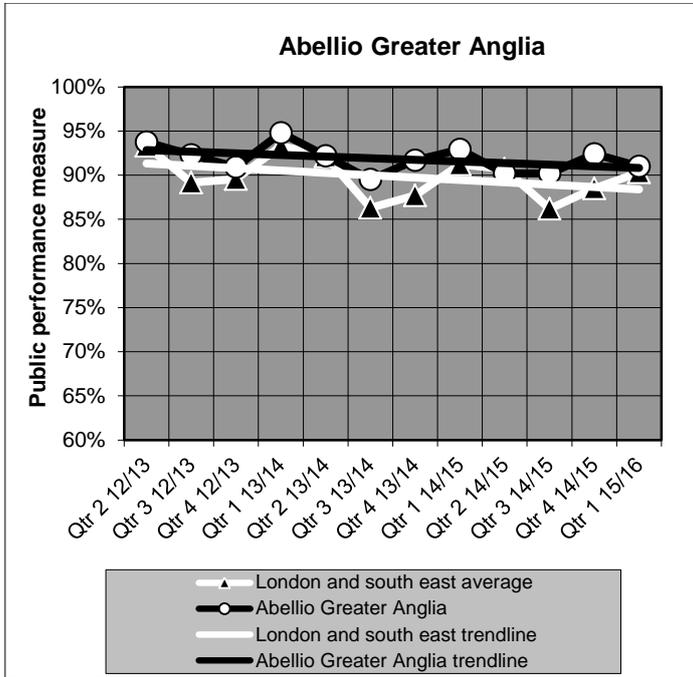
In the charts in this section, each train company's quarterly all-trains PPM results for the past three years are shown graphically, together with the results for with-flow peak period trains. In each case, the individual company's performance is shown alongside the combined result for the entire L&SE network. Trend lines are plotted to eliminate the impact of cyclical fluctuations.

The performance of individual train companies is partially dependent on the varying ability of Network Rail to deliver railway infrastructure on which their trains can operate reliably; but a second factor has also been the inability of some operators adequately to manage the service elements (such as rolling stock and train crews) for which they are wholly responsible.

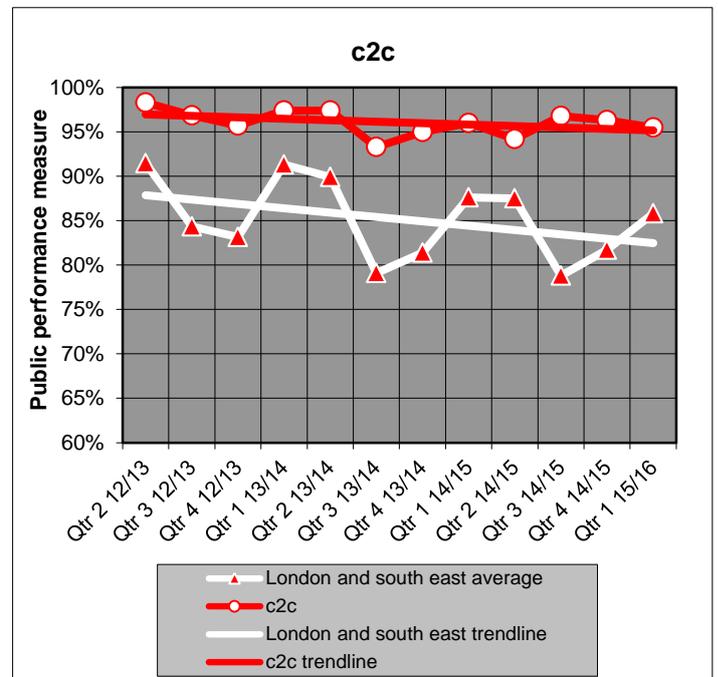
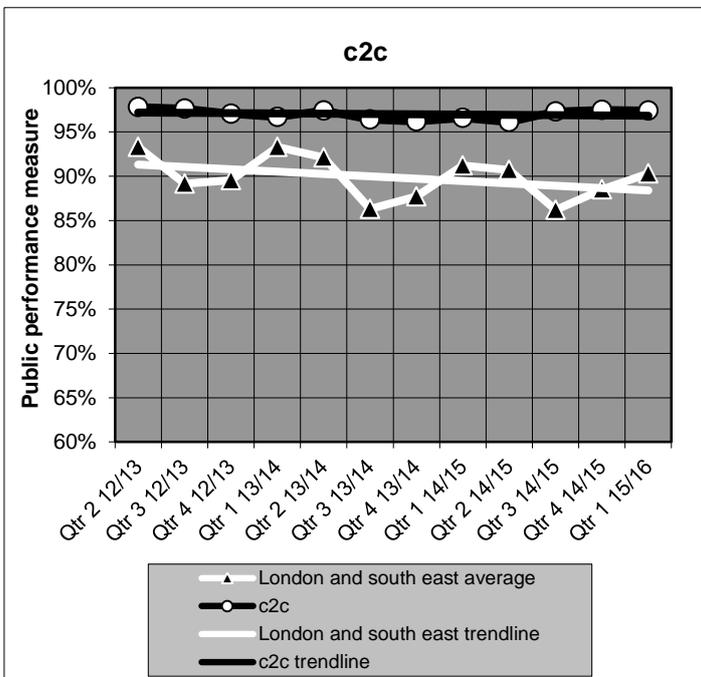
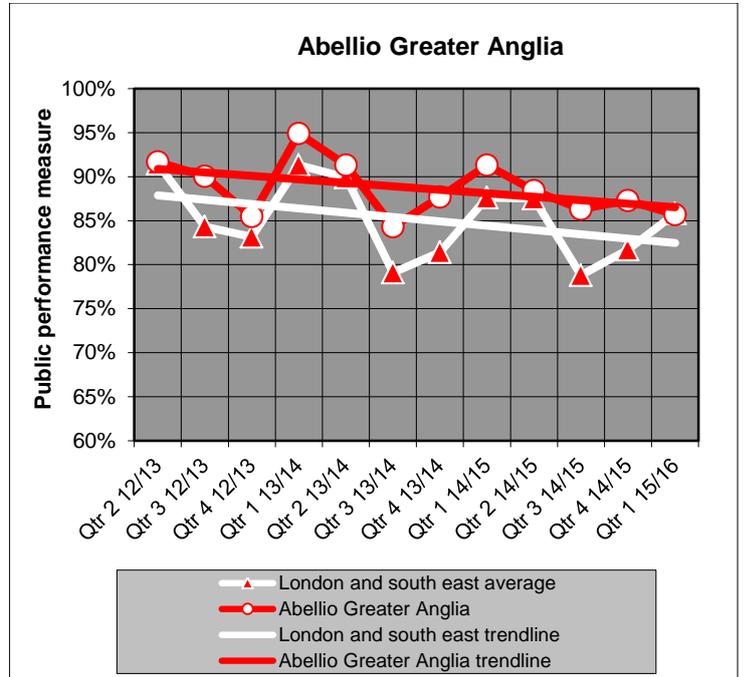
The performance of c2c, Chiltern, Abellio Greater Anglia and London Overground has been on a stable or upward trend over the three year period. Overall, there was an improvement in Abellio Greater Anglia's performance, which is attributed at least in part to increased investment in the infrastructure through a joint initiative with Network Rail. London Overground however, has seen a deterioration of performance attributed to the knock on effects of the works at London Bridge and the poor performance of other TOCs, such as Southern and Govia Thameslink Railway.

The performance of Govia Thameslink Railway, First Great Western, London Midland, Southeastern and Southern was below the average of the London & SE group as a whole.

All trains performance



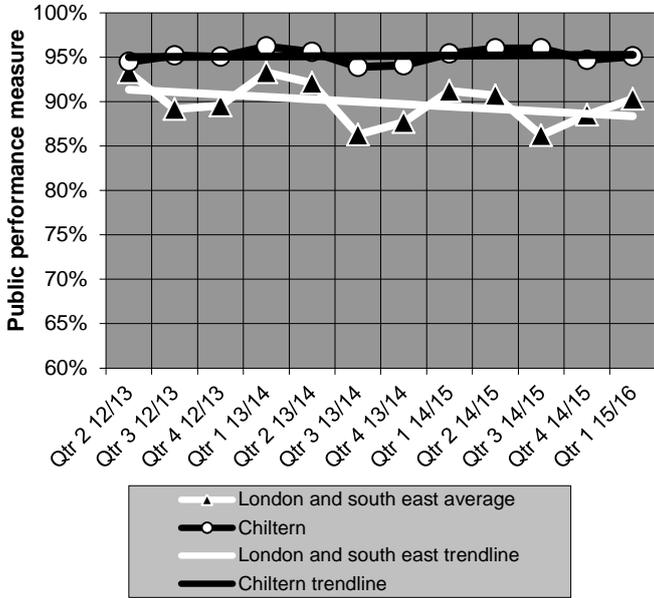
Peak trains performance



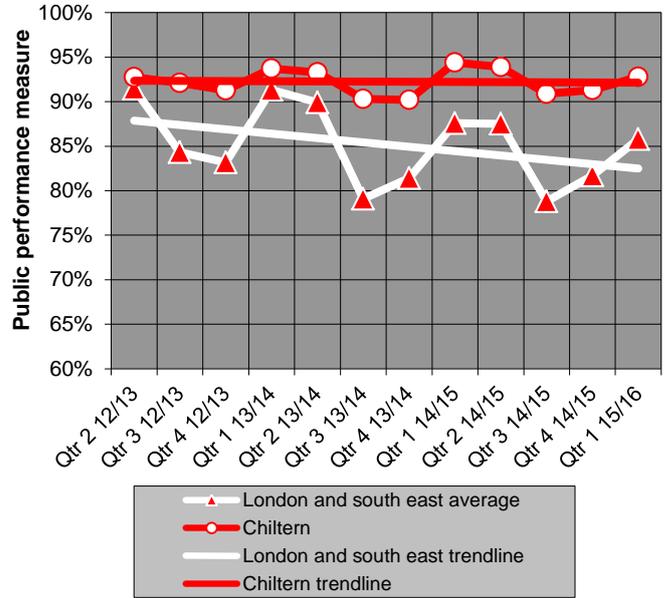
All trains performance

Peak trains performance

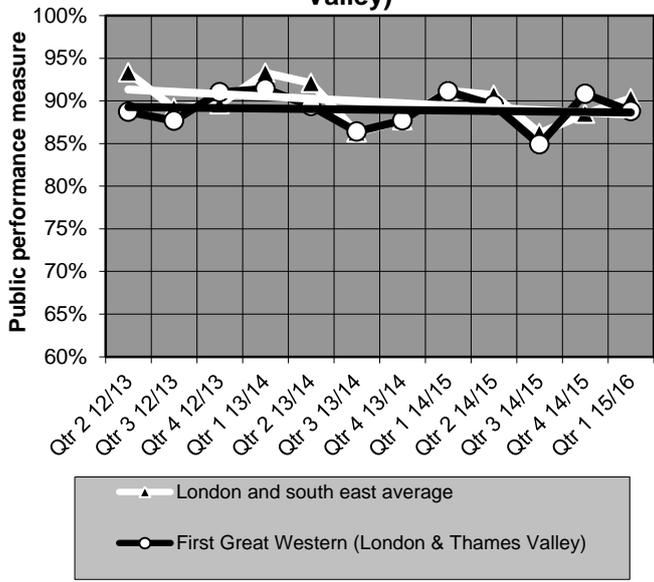
Chiltern



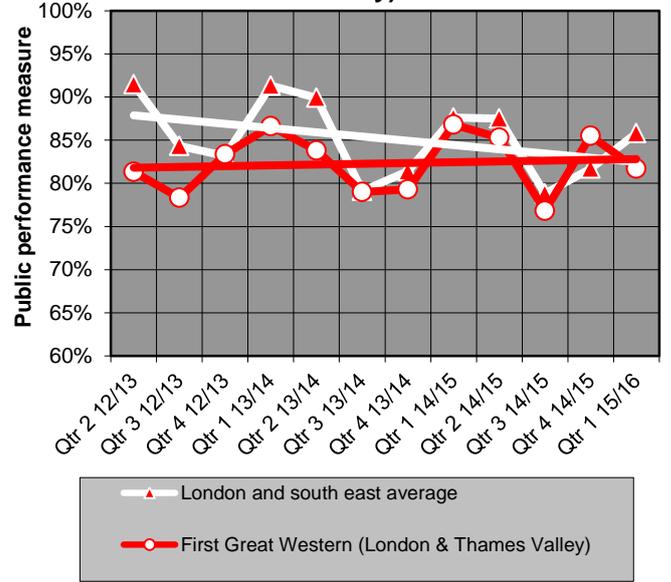
Chiltern



First Great Western (London & Thames Valley)

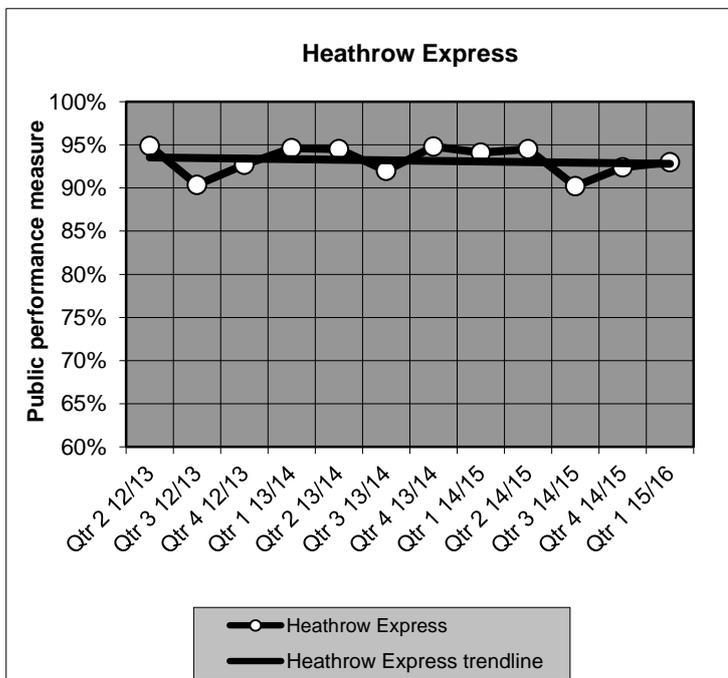
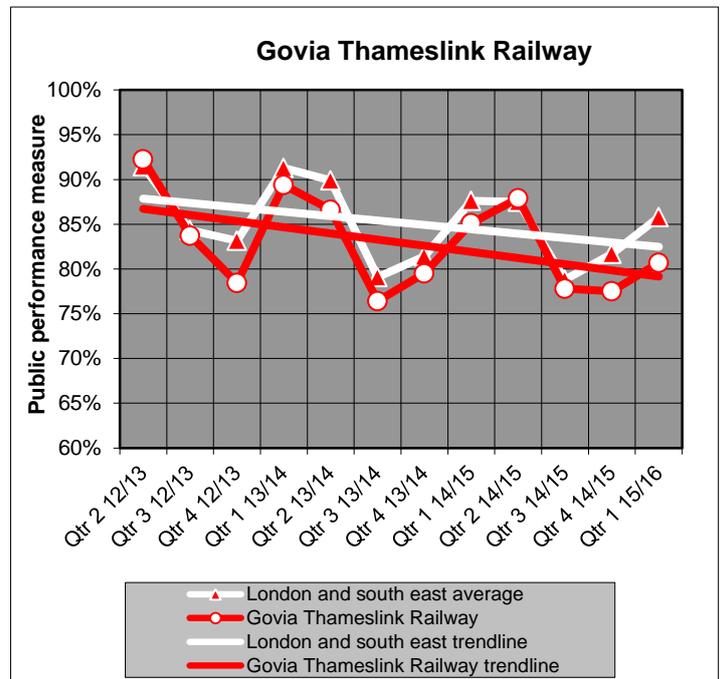
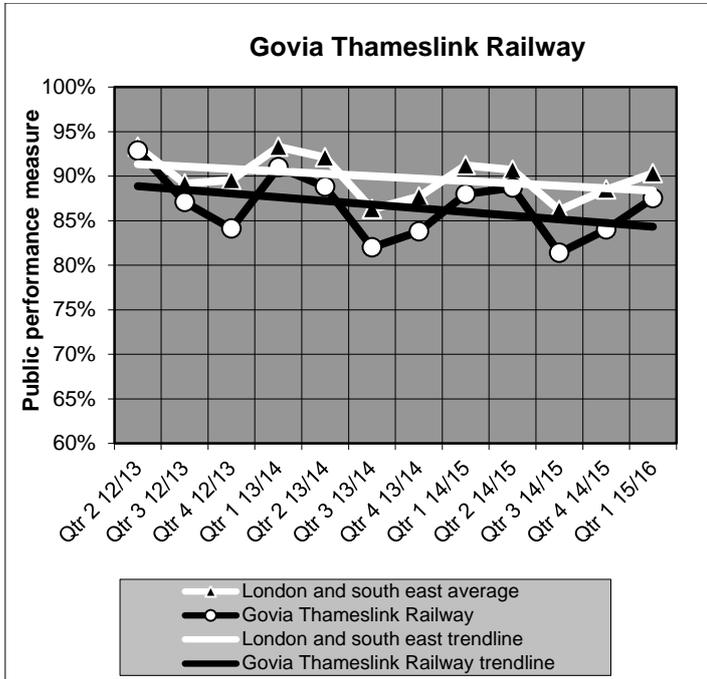


First Great Western (London & Thames Valley)



All trains performance

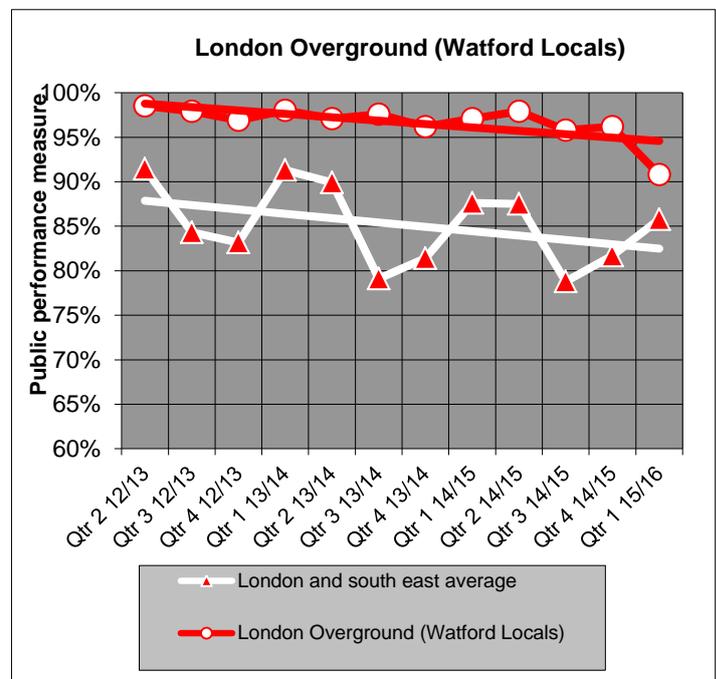
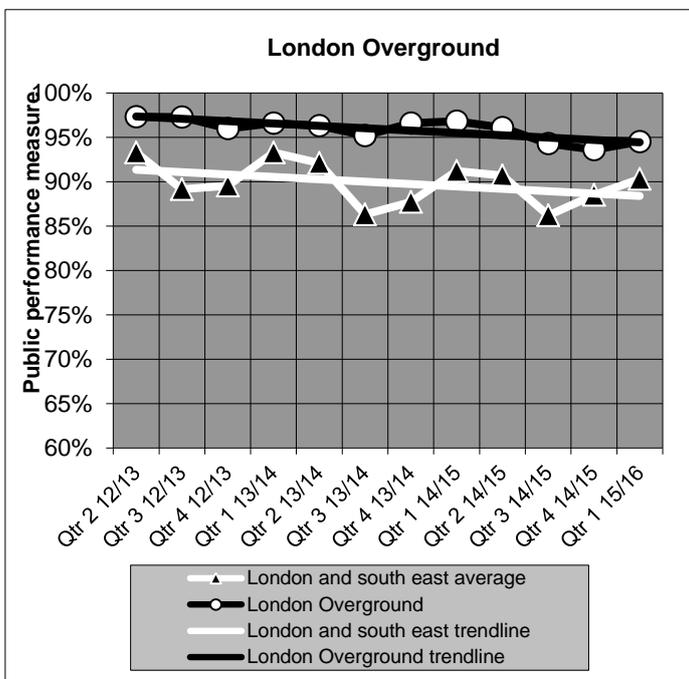
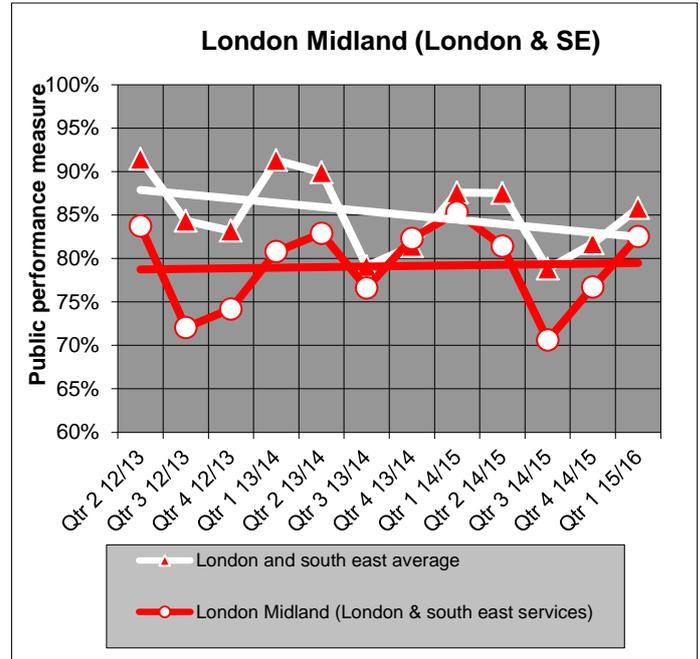
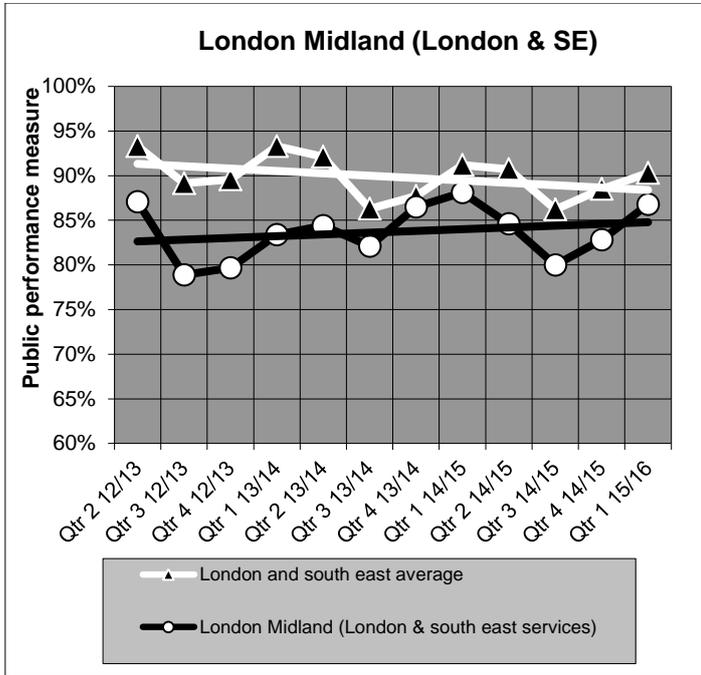
Peak trains performance



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

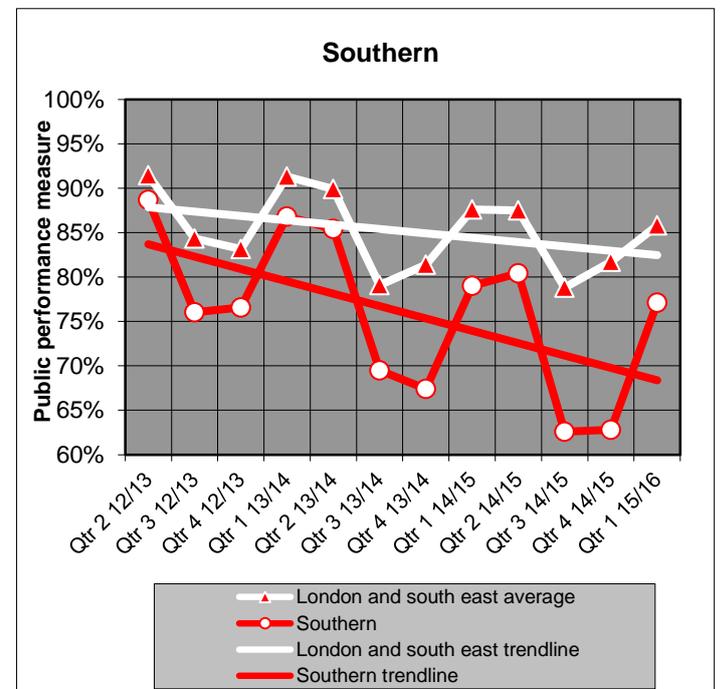
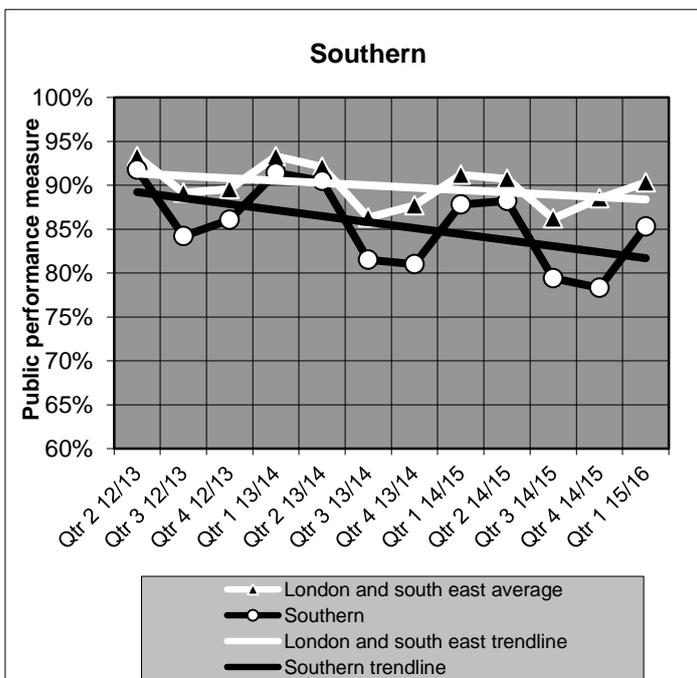
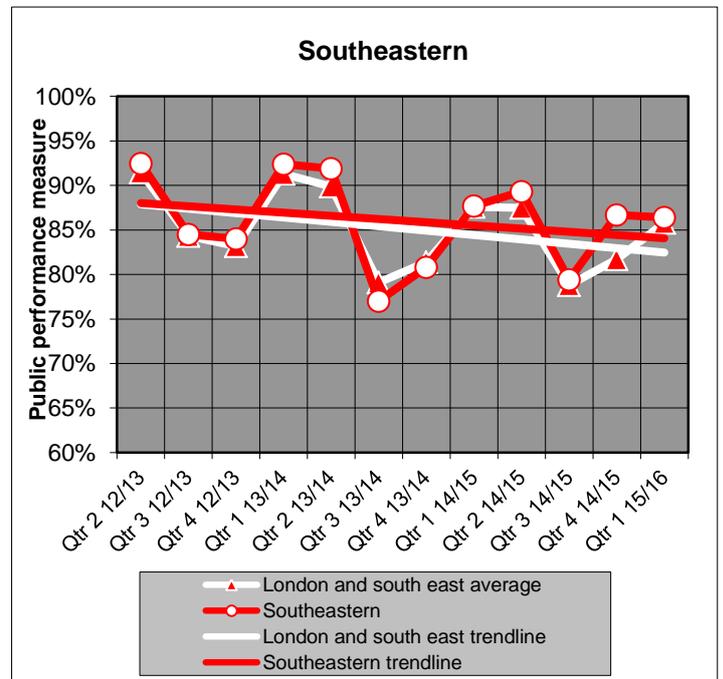
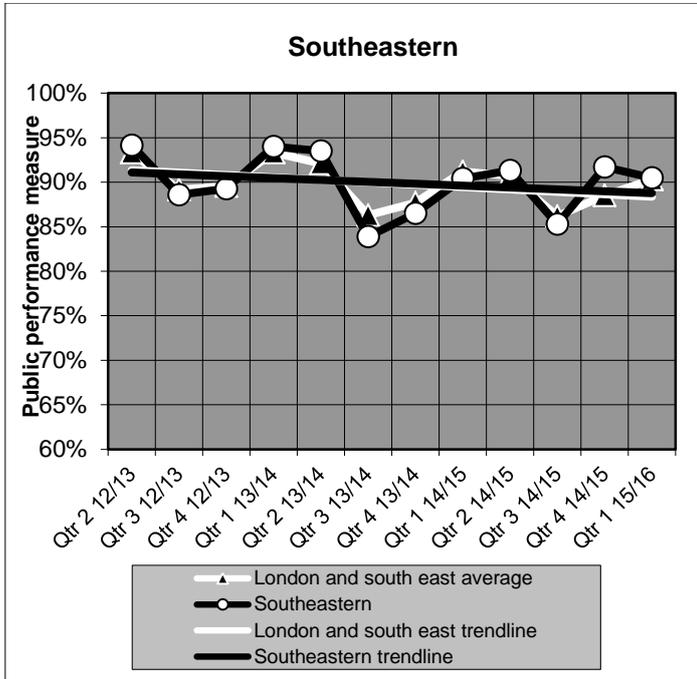
All trains performance

Peak trains performance



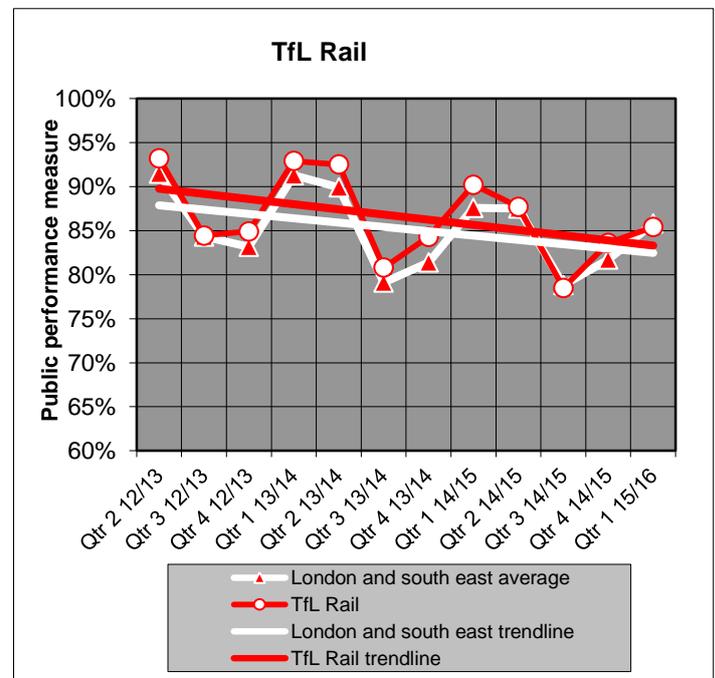
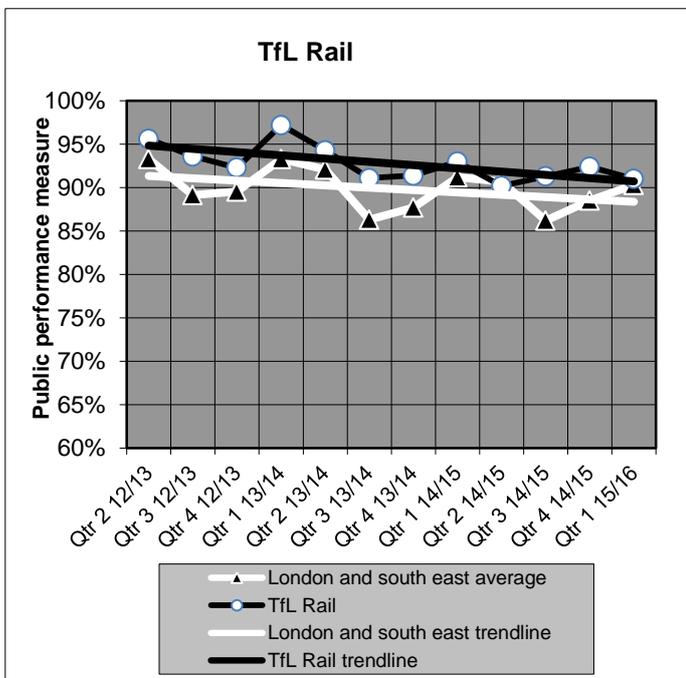
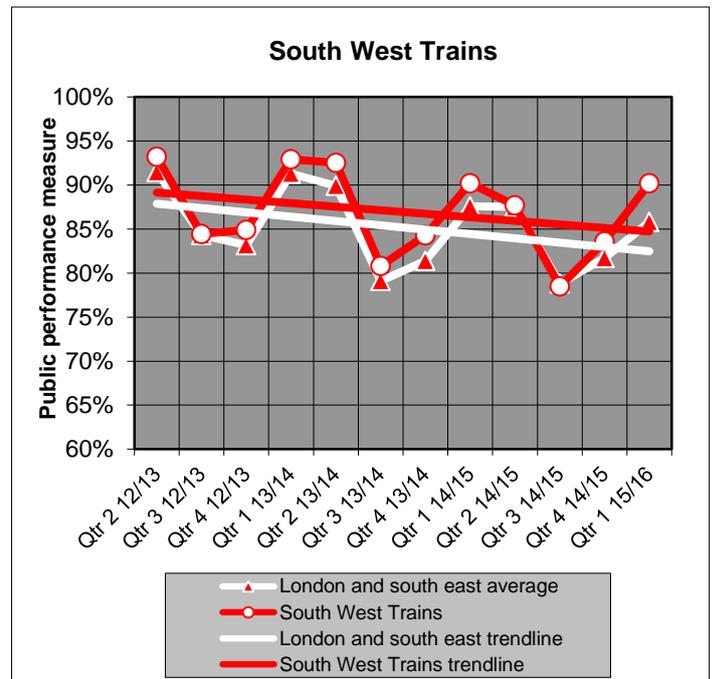
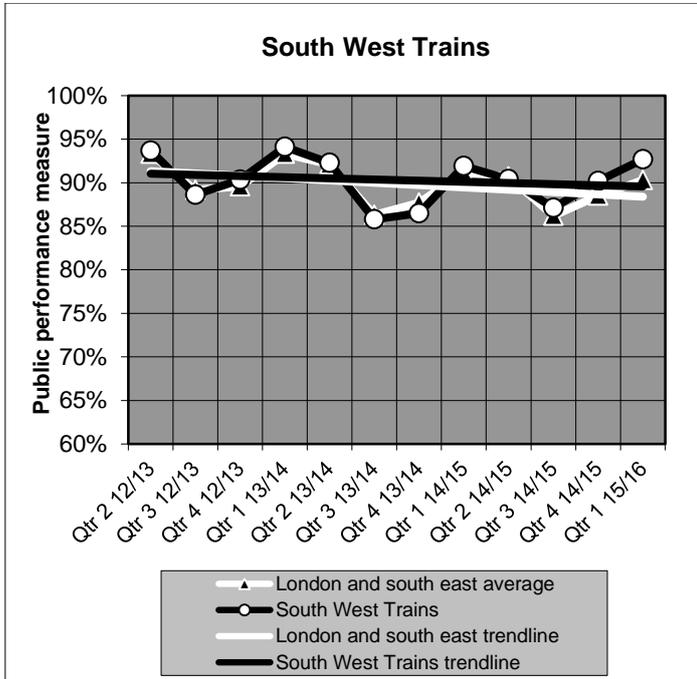
All trains performance

Peak trains performance



All trains performance

Peak trains performance



2.3 Cancellations and significant lateness

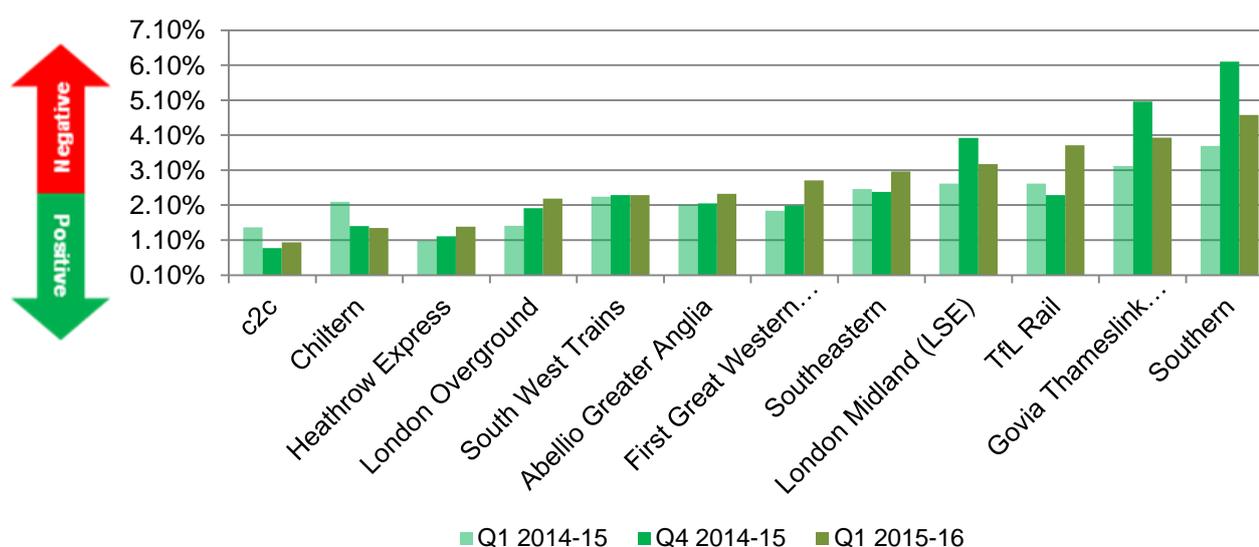
Cancellations and significant lateness is a measure of the percentage of trains which arrive 'significantly' late or do not run, expressed as a percentage of the total number of trains planned. A train is defined as significantly late if it arrives 30 or more minutes late at its planned destination or 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 cancellations and significant lateness was 3.0% in Q1 2015-16, which was 0.1 percentage points lower than the previous quarter but 0.5 percentage points higher than in Q1 2014-15.

c2c recorded the lowest percentage, with 1.0%, a 0.4 percentage point reduction. Govia Thameslink Rail and Southern had the worst levels, with 4.0%, and 4.6% respectively. Their performance is better than the previous quarter (Q4 2014-15), but worst than the corresponding quarter a year ago (Q1 2014-15). Performance was affected by numerous incidents throughout the quarter, including, a displaced rail conductor at Clapham Junction, a derailment at Brighton and loss of signalling at London Victoria.

TfL Rail had the largest increase for the quarter with 3.8% of its trains cancelled or significantly late, a 1.0 percentage point increase, compared to Q1 2014-15. Chiltern Railway had the largest reduction in Q1 2015-16, with 1.4% of its trains cancelled or significantly late, a 0.7 percentage point reduction compared to Q1 2014-15.

Graph 2 – Cancellations and significant lateness Q1 2014-15, Q 2014-15 & Q1 2015-16



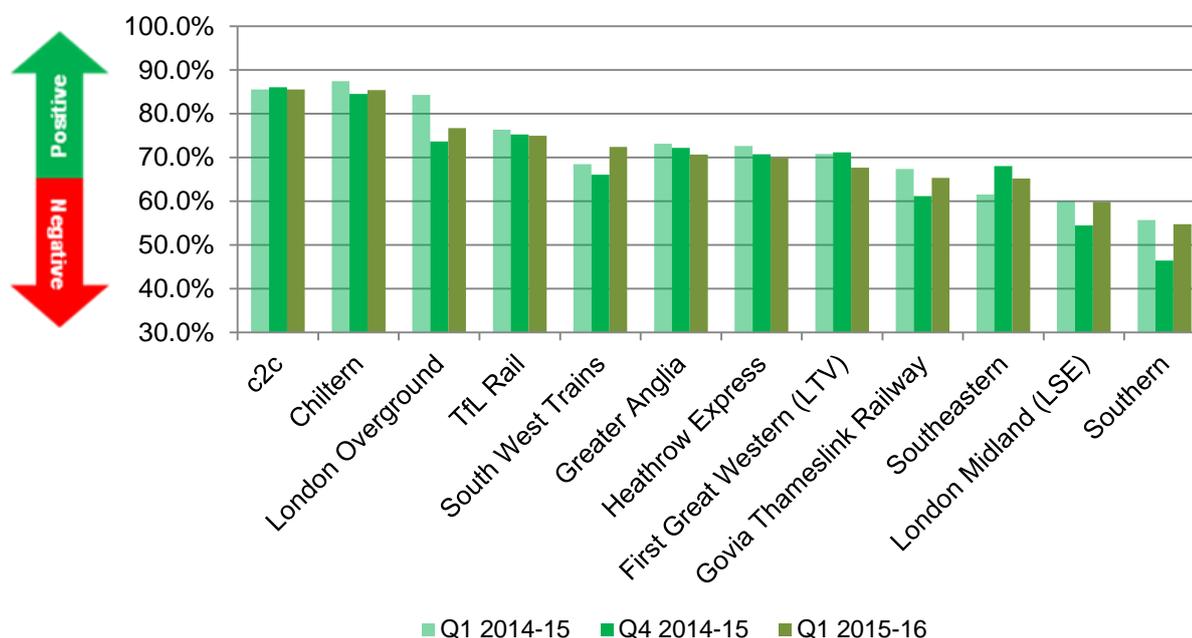
2.4 Right time arrivals

Right time arrival 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 ‘right time’ arrivals was 67.7% in Q1 2015-16, 2.6 percentage points higher than Q4 2014-15, but 0.4 percentage points lower than Q1 2014-15. C2c had the highest right time, with 85.5% of its trains arriving on time, the same percentage achieved in Q1 2014-15. In the last five quarters, Southern have had the worst RTA score compared to other L&SE operators, with 54.7% in Q1 2015-16, 0.9 percentage points lower than Q1 2014-15..

London Overground had the largest decrease in right time arrivals relative to the previous year, with 76.6%, 7.5 percentage point decrease compared to Q1 2014-15. The deterioration of right time performance can be attributed to the knock on effects of the works at London Bridge and the poor performance of other TOCs.

Graph 3 – Right time arrivals Q1 2014-15, Q4 2014-15 & Q1 2015-16

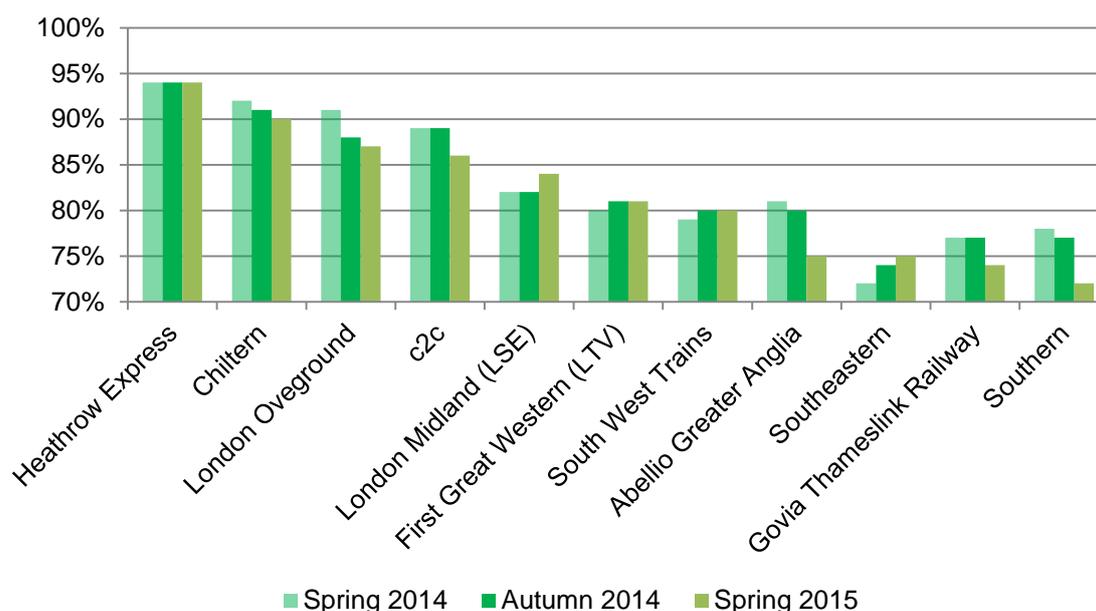


3 London & South East passenger satisfaction

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 2015 the percentage of satisfied passengers, taking all London and South East operators together, had decreased slightly since they were surveyed in spring 2014. The operator with the highest satisfaction rate was Heathrow Express, 94% of whose users rated the service as satisfactory or good. Abellio Greater Anglia and Southern had the highest decrease of any London & South East operator; a six percentage point reduction, compared to spring 2014 and five percentage points compared to autumn 2014.

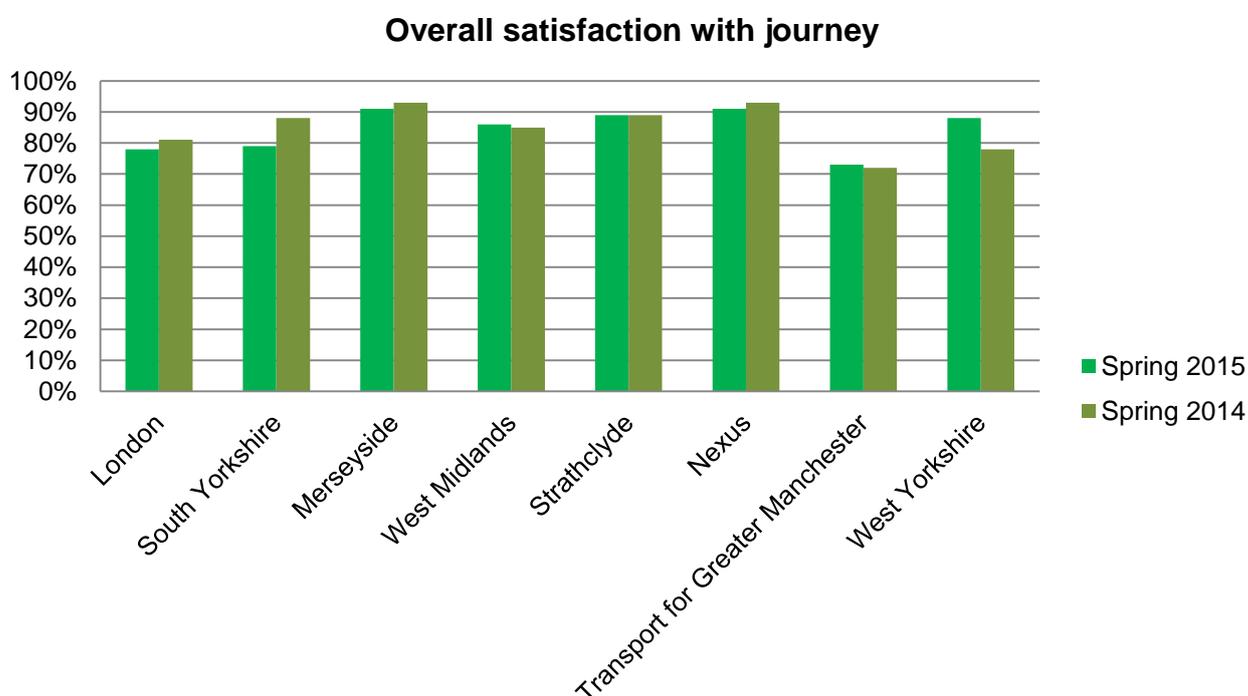
Southern also had the lowest level of passenger satisfaction with only 72% of its passengers satisfied. This decline in passenger satisfaction mirrored the decline in its latest punctuality scores.



3.1 NRPS London

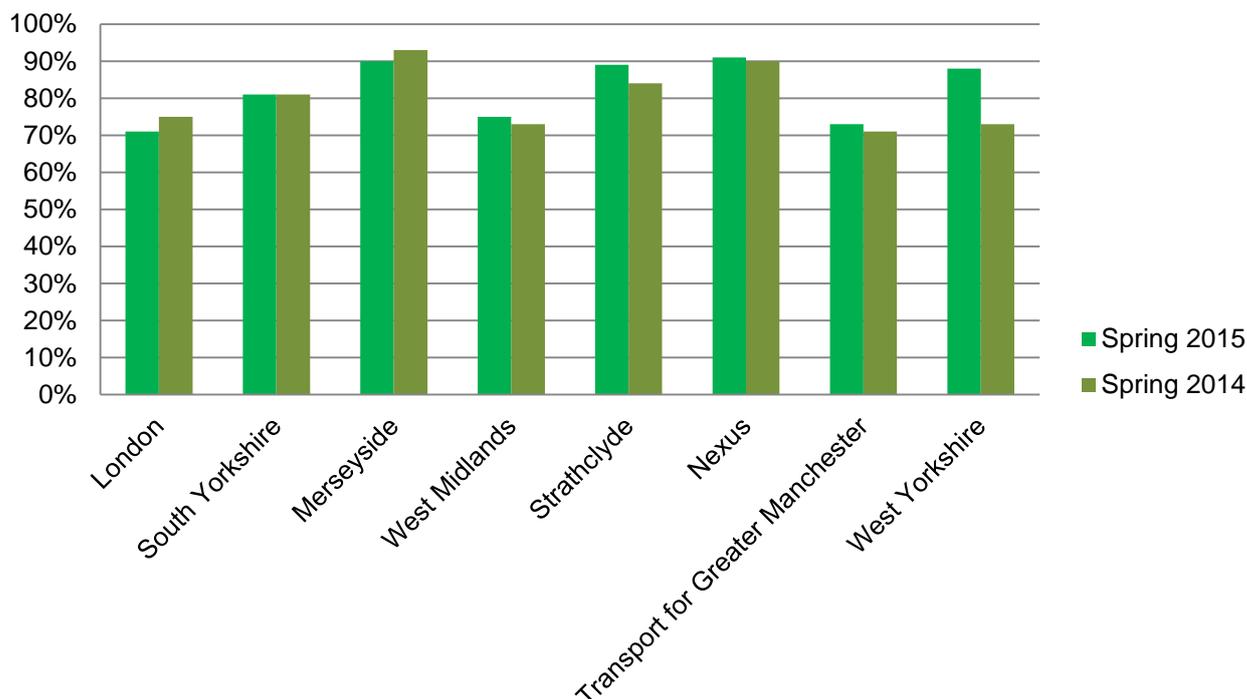
This section compares the satisfaction of London passengers with those in other conurbations covered by the survey. Topics covered include punctuality and reliability, value for money, staff availability, frequency of trains and toilet facilities on trains.

The overall satisfaction with journey table shows that passengers in Merseyside and those in the Nexus area (i.e. Tyne & Wear) were the most satisfied with their travel and those in Greater Manchester the least. London experienced a reduction in passengers satisfaction with journey, compared to spring 2014, and were the second least satisfied.



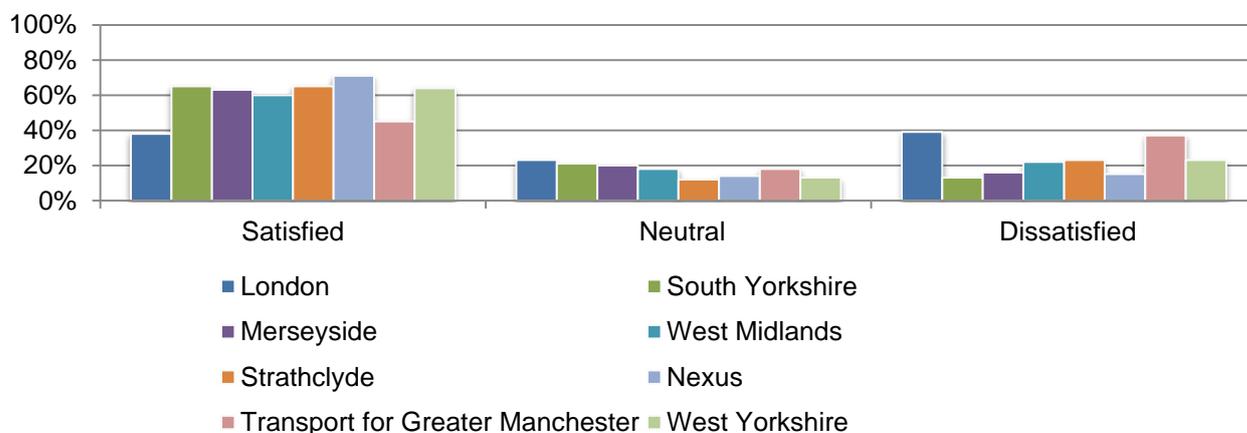
Compared with those in other metropolitan areas, London passengers were the least satisfied with the punctuality and reliability of their train service, when compared to the other regions. London also experienced a reduction in passengers' satisfaction compared to spring 2014.

Satisfaction with punctuality and reliability of the train



It is striking that 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 the higher level of fares paid by Londoners than those in other cities, a higher dependency on public transport, greater levels of crowding, and other environmental factors that affect passengers' perception of this measure. For further details please see London TravelWatch's *Value for Money* report².

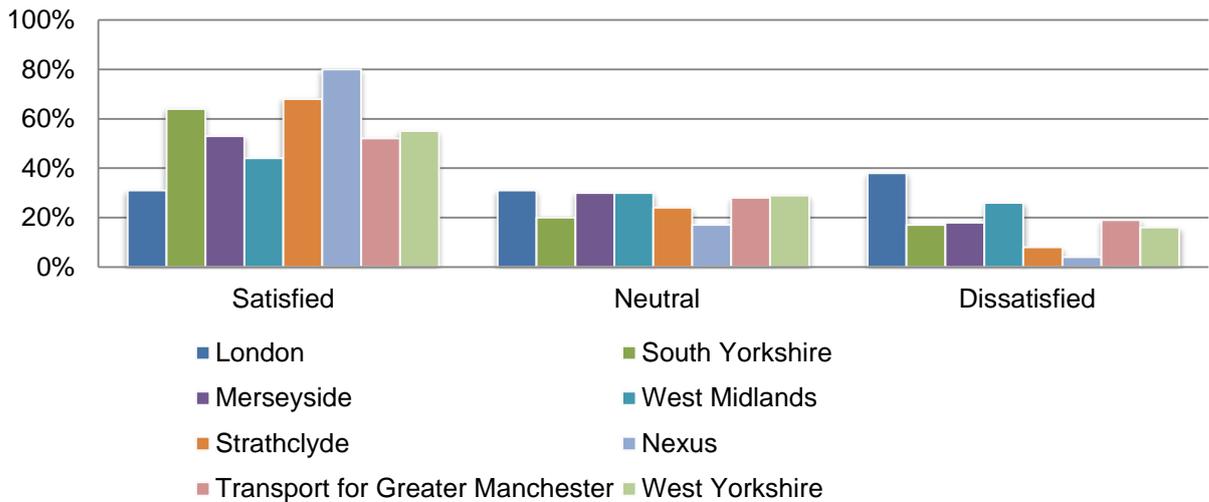
Satisfaction with value for money (of ticket price) spring 2015



² [Value for Money on London's transport services: what consumers think](#)

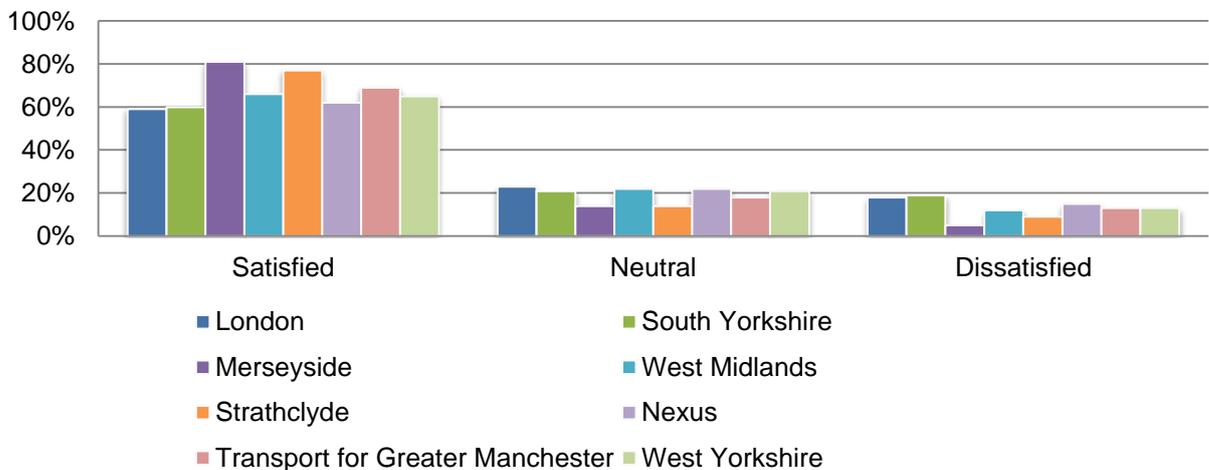
London passengers are more dissatisfied about the availability of staff on trains than passengers in other areas. This may be attributable to the fact that most metropolitan regions' trains are generally operated on 'pay train' principles, with a conductor passing through the train. This gives much greater staff visibility than London's method of operation, in which many trains have only a driver on board plus an occasional ticket inspector.

Satisfaction with availability of staff on train spring 2015



London passengers' satisfaction level with station staff availability is in stark contrast with the satisfaction levels for staff on trains. 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.

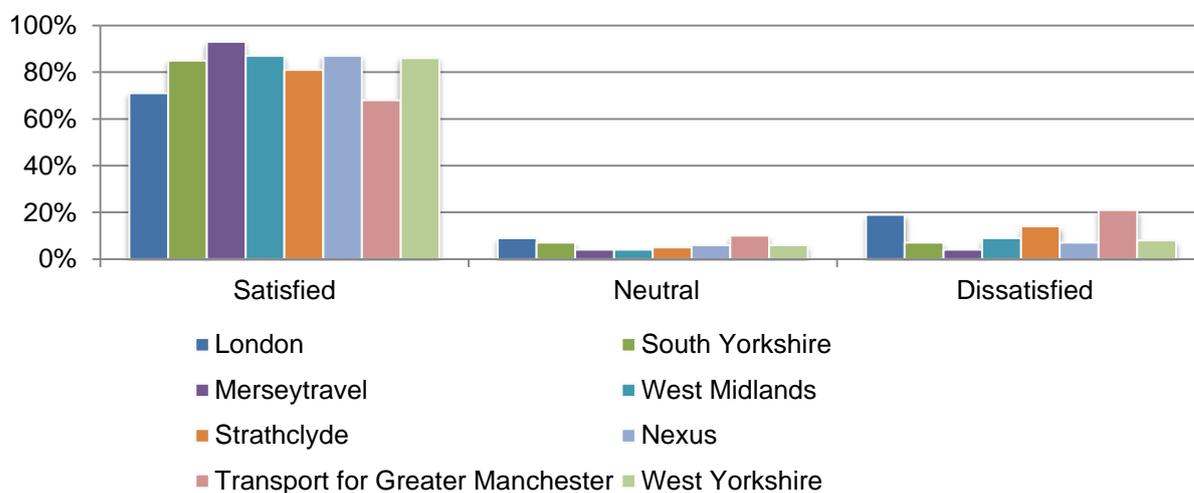
Satisfaction with availability of staff at station spring 2015



London passengers are at the lower end of reported satisfaction levels with service frequency, when compared with other metropolitan areas, because many suburban routes have services that run only every 30 minutes or less. 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).

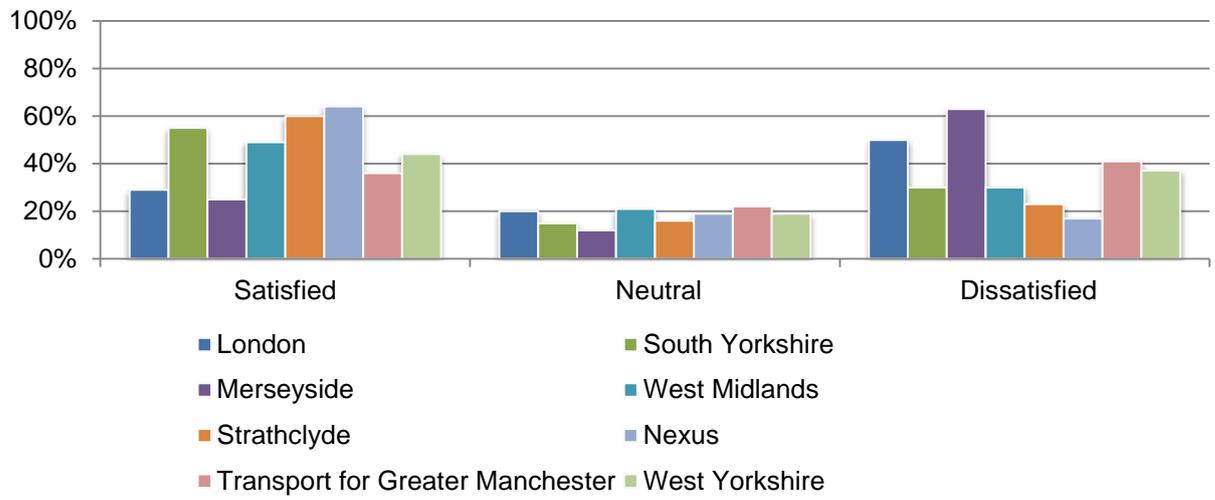
There is a correlation between this measure and that for value for money. It should be noted that operators with a higher frequency of service achieve much better satisfaction with value for money (e.g. London Overground, c2c, First Great Western).

Satisfaction with the frequency of trains on route spring 2015



The poor level of satisfaction with on train toilet facilities in London is a reflection of the level of crowding on many London trains, and the short length of most journeys, which means that space is generally not used to provide toilets. Only Merseyside users were less satisfied.

Satisfaction with on train toilet facilities spring 2015



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 the charts 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. 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. 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 less frequent, and passengers are more likely to be accompanied by luggage.

Not all operators control all or most (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 Q1 2015-16 (Apr to Jun 2015). 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. For some operators (e.g. London Midland) this disguises sharp quarter-on-quarter fluctuations. 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.

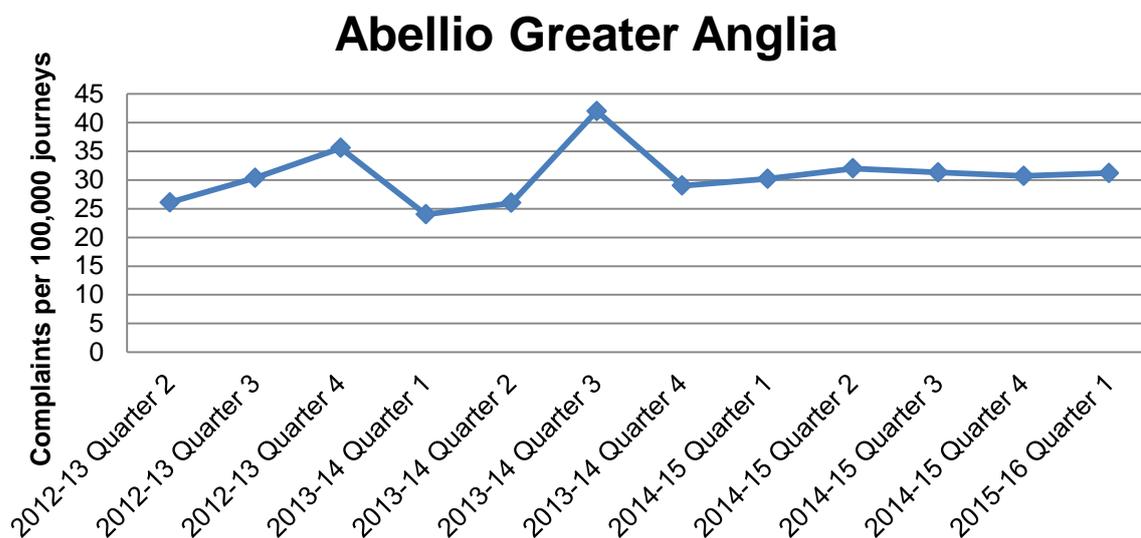
London Overground is conspicuous for its comparatively low rate of complaints. A number of factors probably contribute to this, including high service frequencies, short journeys, a simple ticketing system, fully staffed stations, and a generally high level of reliability. It is noteworthy that Chiltern 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 solid make up of its community base, and the inclusion of "delay-repay" applications in its complaint totals, a practice which is not universal among other TOCs.

Quarterly passenger complaints per 100,000 journeys

TOC	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Average
	.12-13	.12-13	.12-13	13-14	13-14	13-14	13-14	14-15	14-15	14-15	14-15	15-16	
Chiltern Railways	36	37	39	31	76	84	127	63	78.5	60.5	94.8	102.2	69.1
London Midland	77	149	96	57	35	40	40	28.6	27.6	32.6	30.0	27.3	53.3
First Great Western	59	81	89	44	48	56	68	41.8	38.3	37.9	36.9	28.7	52.4
Abellio Greater Anglia	26	30	36	24	26	42	29	30.2	35.0	33.8	28.4	34.5	31.2
Govia Thameslink Railway	18	18	30	21	16	20	33	14.8	10.5	16.8	20.5	13.8	19.9
c2c	8	10	21	11	14	13	16	12.6	24.8	25.0	17.7	15.5	15.7
South West Trains	9	17	18	9	11	15	17	13.2	15.2	21.7	18.2	12.0	14.7
Southeastern	12	13	15	9	9	14	20	8.1	9.2	13.8	23.4	14.7	13.4
Southern	5	3	6	5	6	9	9	9.5	8.9	10.6	9.3	7.3	7.4
London Overground	3	2	3	3	2	3	3	2.8	2.8	3.1	2.8	3.3	2.8

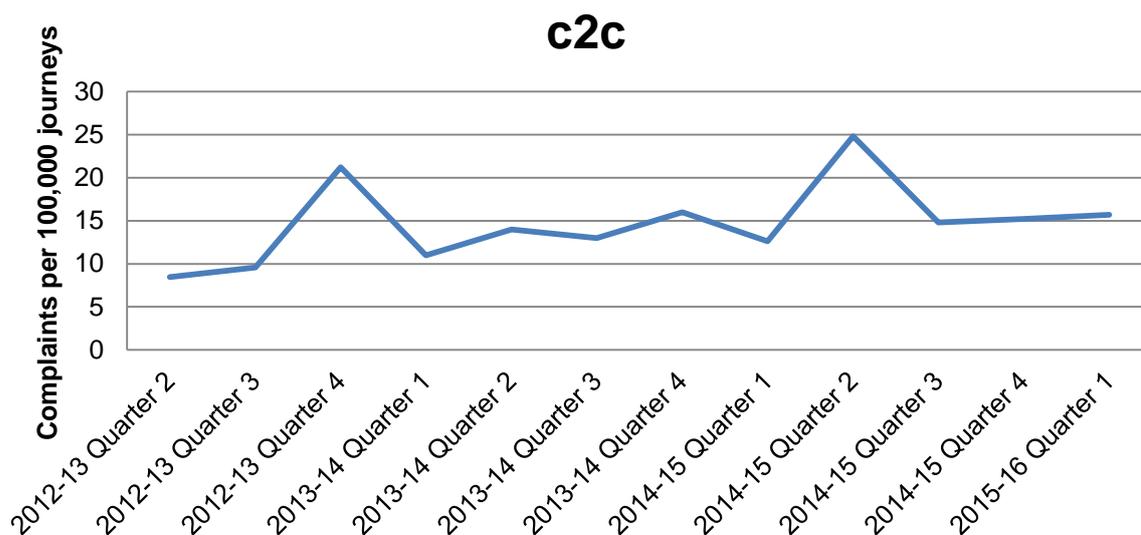
Abellio Greater Anglia

On average, there were 31.2 complaints to Abellio Greater Anglia per 100,000 journeys over the previous 12 quarters. Complaints about service performance, and ticketing were the most common. Abellio Greater Anglia took over the franchise from National Express East Anglia in February 2012.



c2c

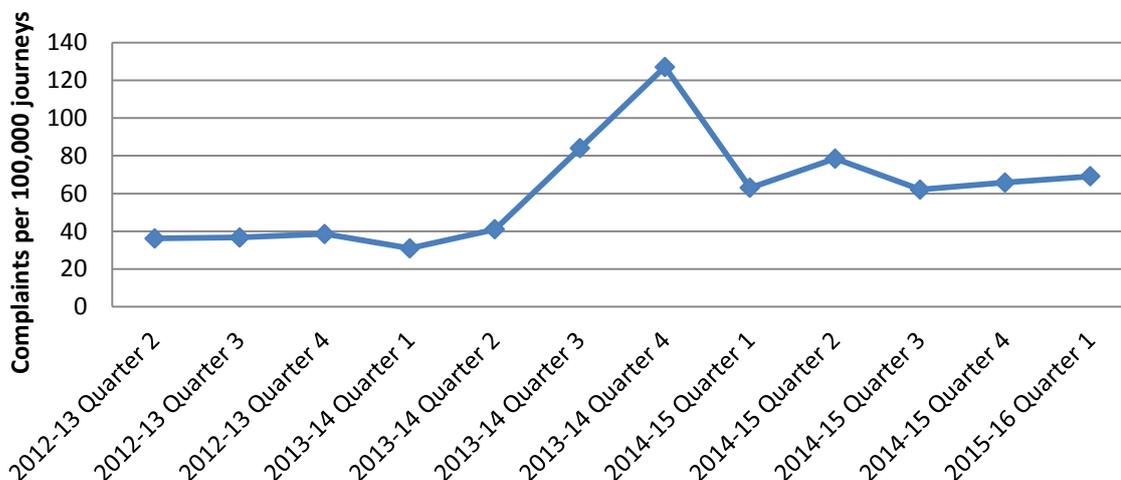
On average, there were 15.7 complaints to c2c per 100,000 journeys over the previous 12 quarters. Issues about service performance and ticketing were the most frequent categories.



Chiltern

On average, there were 69.1 complaints to Chiltern per 100,000 journeys over the previous 12 quarters. Complaints about service performance and ticketing were the most frequent categories.

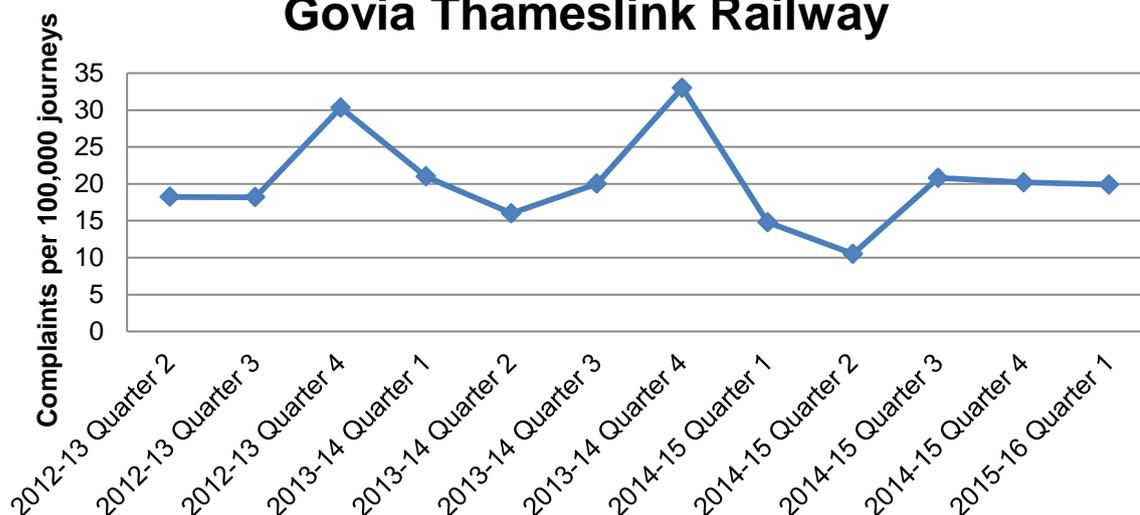
Chiltern



Govia Thameslink Railway

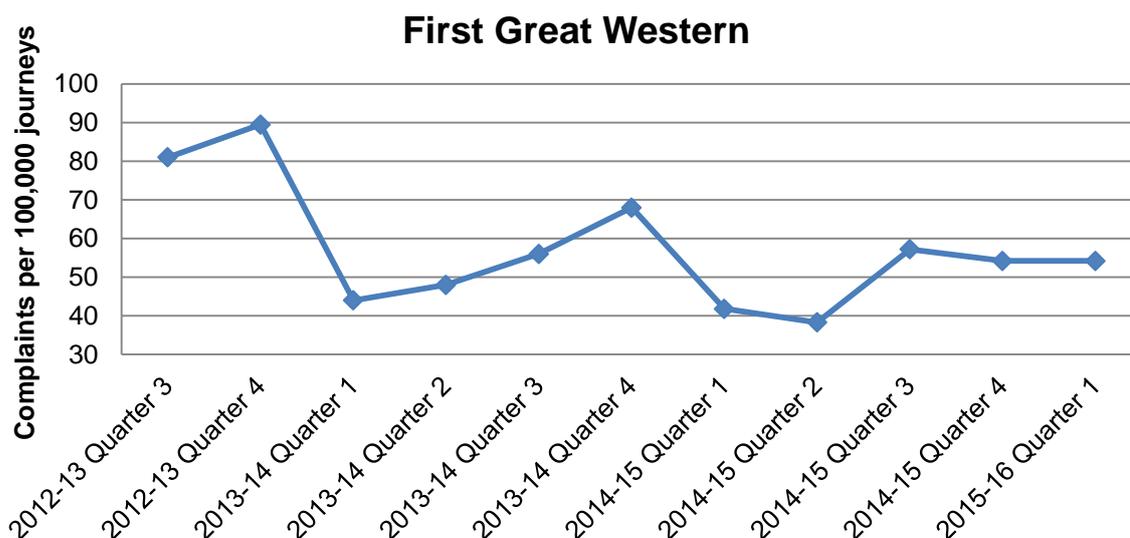
On average, there were 19.9 complaints to Govia Thameslink Railway per 100,000 journeys over the previous 12 quarters. Complaints about service performance, ticketing. During Q2 2014-15, the First Capital Connect franchise was replaced by Govia Thameslink Railway. This came into effect on 14 September 2014.

Govia Thameslink Railway



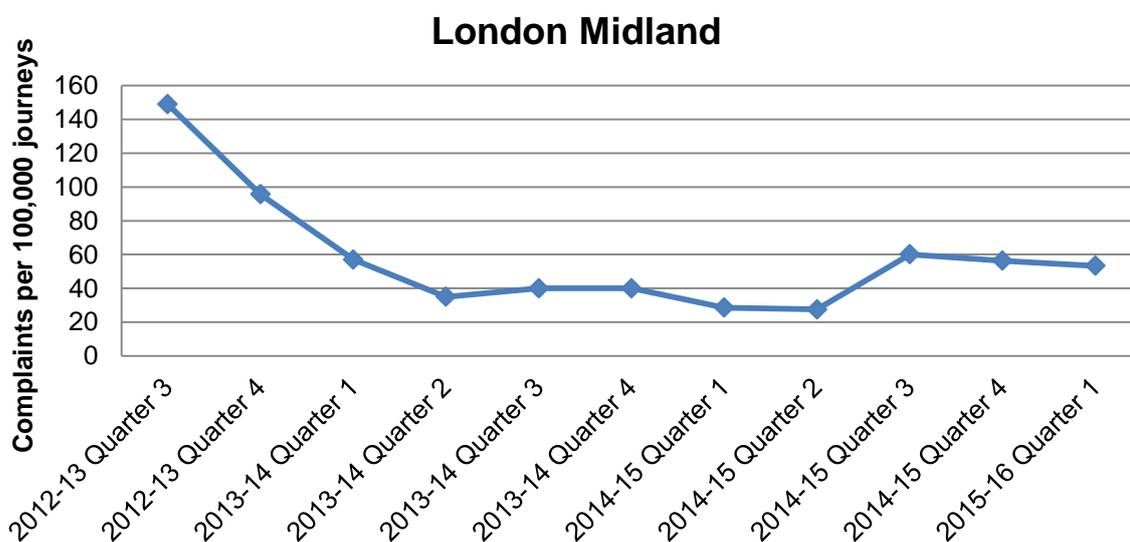
First Great Western

On average, there were 54.2 complaints to First Great Western per 100,000 journeys over the previous 12 quarters. Complaints about service performance, sufficient sitting/standing room on train and attitude and helpfulness of staff were the most common.



London Midland

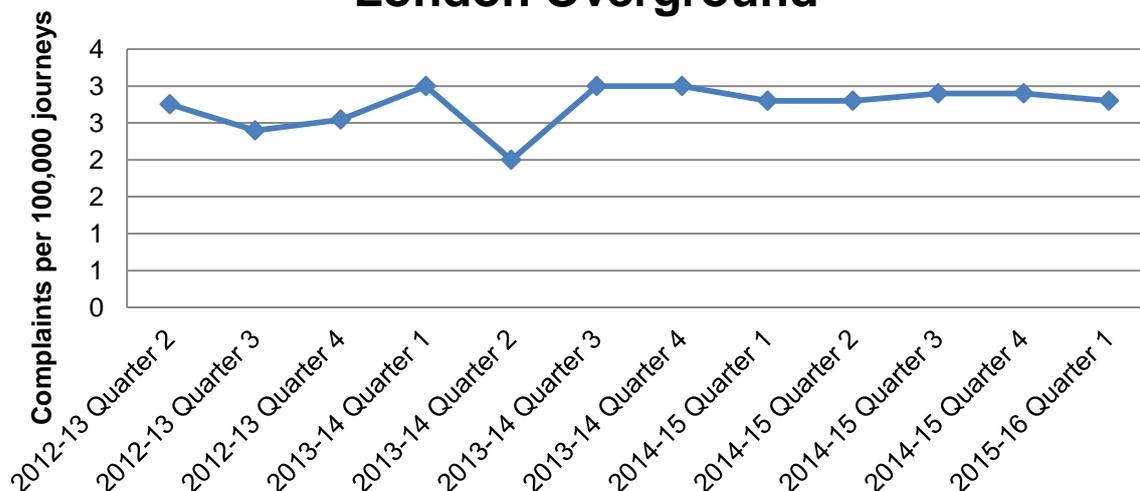
On average, there were 53.3 complaints to London Midland per 100,000 journeys over the previous periods. Complaints about service performance and sufficient room for all passengers to sit/stand were the most common.



London Overground

On average, there were 2.8 complaints to London Overground per 100,000 journeys over the previous periods. Train performance, ticketing and staff attitudes and helpfulness at stations are the most common categories of complaint.

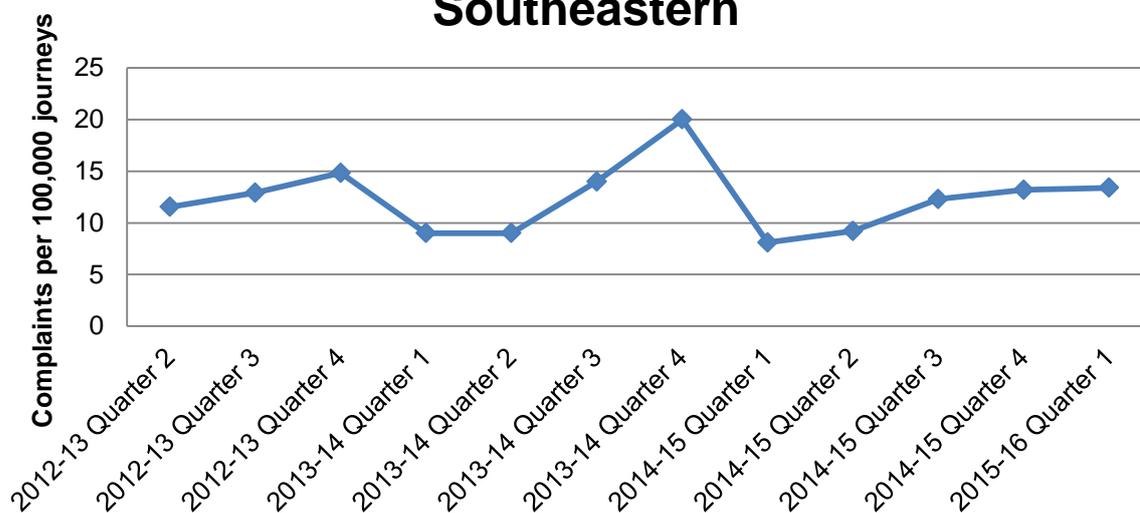
London Overground



Southeastern

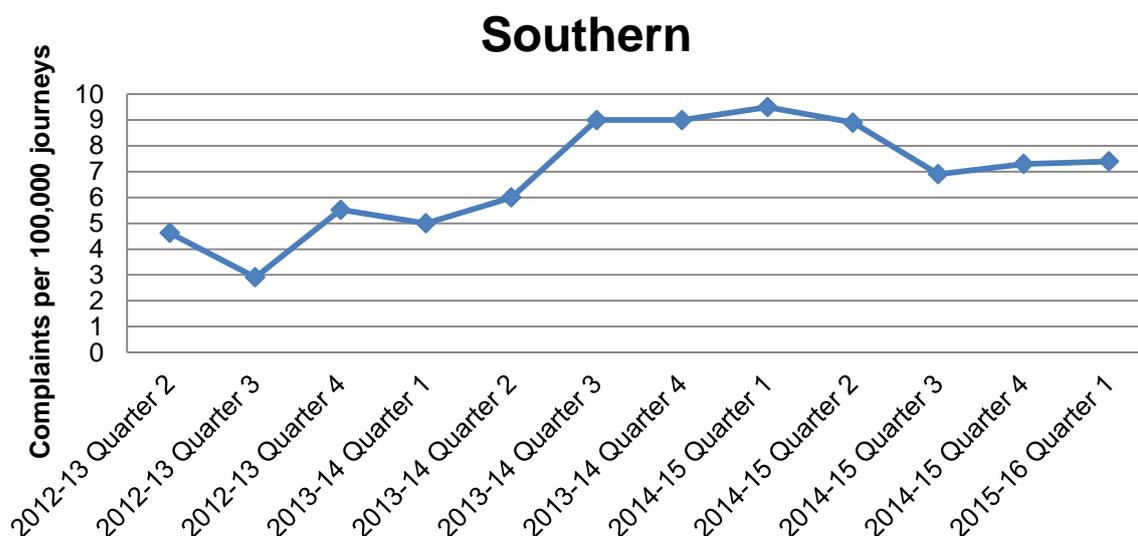
On average, there were 13.4 complaints to Southeastern per 100,000 journeys over the previous periods. Complaints about service performance and ticketing and refund policy, ticket buying facilities were the most common.

Southeastern



Southern

On average, there were 7.4 complaints to Southern per 100,000 journeys over the previous periods. Complaints about service performance, provision of information about train times/platforms, ticketing and refund policy and attitudes and helpfulness of staff at station were the most common.



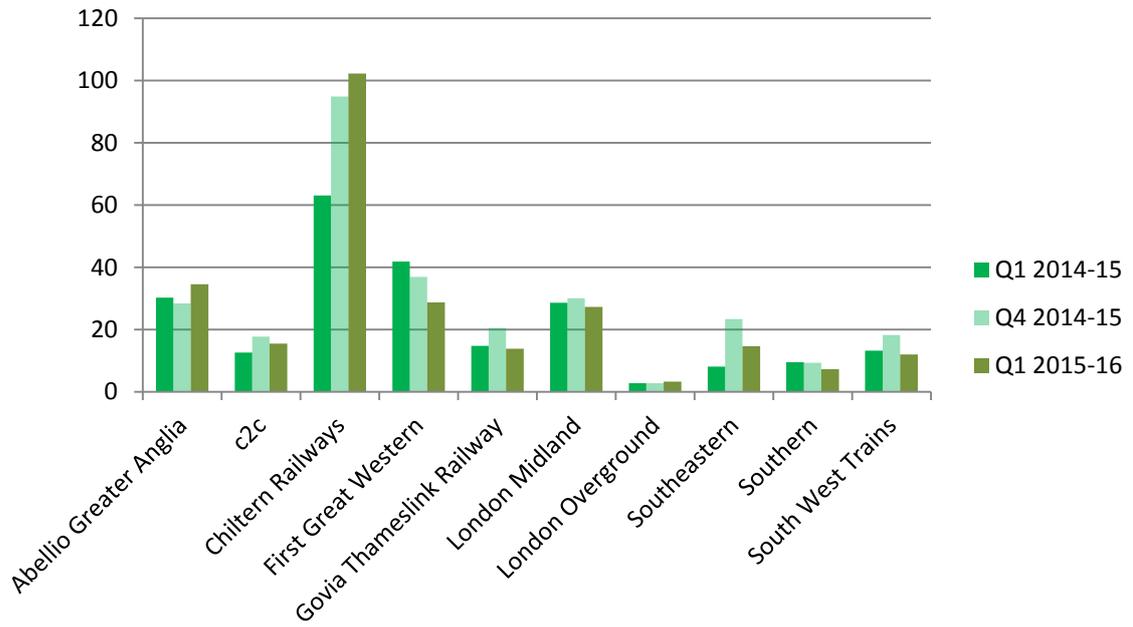
South West Trains

On average, there were 14.4 complaints to South West Trains per 100,000 journeys over the previous 12 quarters. Complaints about service performance, ticket buying facilities, sufficient room for passengers to sit/stand were the most common.



In the London & SE area, Chiltern Railways received the highest number of complaints per 100,000 passenger journeys in Q1 2015-16 with 102.2 complaints. London Overground had the lowest complaints rate in Q1 2015-16 with 3.3 complaints per 100,000 passenger journeys. London Overground has had the lowest rate of complaints of all the train operating companies in London & SE for every quarter since Q1 2011-12.

Between Q1 2014-15 and Q1 2015-16, five TOCs experienced an increase in the number of complaints per 100,000 passenger journeys. Chiltern Rail saw the largest percentage increase in passenger complaints.



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. New measures are in place to monitor crowding on trains and this is no longer done solely via the PIXC system.³

Definition of passengers in excess of capacity

Passengers in excess of capacity (PiXC) is the difference between the planned capacity of each National Rail service arriving in central London and the actual number of passengers (excluding first class) on the service at its most crowded point on the journey.

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.

The PiXC measure compares the planned standard class capacity of each service arriving at or departing from London with the actual number of standard class passengers on the service at the point where the passenger load is highest. PiXC is the total number of standard class passengers in excess of the planned standard class capacity for the service, expressed as a percentage of the total standard class load. No allowance is made for "undercrowding" on trains where the number of standing passengers is less than the planned capacity.

The standard class capacity is based on the booked formation of the service. It includes the number of standard class seats on the train and may include an allowance for standing room. No allowance for standing is made when a service has no stops for more than 20 minutes before (AM) or after (PM) the point where the passenger load is highest, but it is allowed when there is a stop within 20 minutes.

For most train operators the standing allowance is based on of 0.45m² of floor space per passenger. However, for South West Trains a figure of 0.25m² is used and for Southeastern's class 376 'metro' style stocks and for London Overground

³ [Rail passenger numbers and crowding statistics](#)

a figure of 0.35m² is used. In some cases train operators do not have standing capacities calculated for their rolling stock based on the available floor area. In these cases the standing capacities have been estimated as 20 per cent of the number of standard class seats for long distance rolling stock, and 35 per cent of the number of standard class seats for commuter rolling stock. Under the historic PiXC system, the DfT set limits on the acceptable level of PiXC at 4.5 per cent in one peak (morning or afternoon) and 3.0 per cent across both peaks. The DfT now sets specific performance targets for individual franchise holders.

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 2012, with 2013 as a comparison, expressed in percentages. No similar data are collected for Heathrow Express.

Passengers in excess of capacity (PiXC): London & South East train operators: 2013 & 2014

Train operating company	AM peak PiXC			PM peak PiXC			Overall PiXC		
	2013	2014	Change	2013	2014	Change	2013	2014	Change
c2c	6.0%	7.0%	1.0%	1.6%	2.4%	0.8%	4.0%	4.9%	0.9%
Chiltern Railways ¹	3.5%	4.9%	1.4%	1.2%	2.8%	1.6%	2.4%	3.9%	1.5%
Govia Thameslink Railway	3.6%	7.4%	3.8%	1.1%	5.1%	4.0%	2.5%	6.3%	3.8%
First Great Western ^{2 LTV}	9.7%	13.5%	3.8%	8.7%	6.0%	-2.7%	9.2%	10.1%	0.9%
Abellio Greater Anglia ¹	3.5%	5.5%	2.0%	1.5%	2.1%	0.6%	2.6%	3.9%	1.3%
London Midland ^{LSE}	7.0%	5.7%	-1.3%	8.3%	7.4%	-0.9%	7.7%	6.5%	-1.2%
London Overground ^{3,4}	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Southeastern ^{4,5}	1.7%	2.8%	1.1%	0.2%	0.3%	0.1%	1.0%	1.6%	0.6%
Southern ⁶	4.5%	4.9%	0.4%	1.1%	0.7%	-0.4%	3.0%	3.0%	0.0%
South West Trains ⁴	5.0%	5.5%	0.5%	2.9%	3.6%	0.7%	4.0%	4.6%	0.6%
All London & South East operators	4.0%	5.4%	1.4%	2.0%	2.5%	0.5%	3.1%	4.1%	1.0%

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

2. Includes Heathrow Connect services.

3. Includes services to and from London Euston (Watford DC line services) only and excludes services on other London Overground lines.

4. London Overground, Southeastern and South West Trains use a different standing allowance per passenger to other operators on some or all of their rolling stock (see *Notes and definitions* for details).

5. From 2010 includes the high speed services which were introduced in December 2009.

6. From 2009 includes Gatwick Express services.

Overall, in London and the south east, 4.1% of all passengers travelled in excess of train capacity. This is an increase from 3.1% in 2013. In the morning peak, crowding was 5.4%, an increase from 4.0%, but in the evening peak, it increased from 2.0% in 2013, to 2.5% in 2014. The morning peak is traditionally more concentrated than in the evening, so crowding is always more acute.

First Great Western had the highest level of crowding of any L&SE operator with a PiXC of 10.1% across both peaks. This increase occurred mainly in the morning peak, increasing from 9.7% in 2013, to 13.5% in 2014.

It is pleasing to note that there have been some reductions in levels of PiXC, particularly on London Midland, who previously had the second highest increase in 2013. However, continued growth in passenger numbers mean that there needs to be a continued focus on achieving a reduction in the number of trains that experience significant levels of PiXC.

London TravelWatch will continue to press the operators with the most significant problems with this issue (First Great Western, London Midland) to make efforts to reduce this.

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