

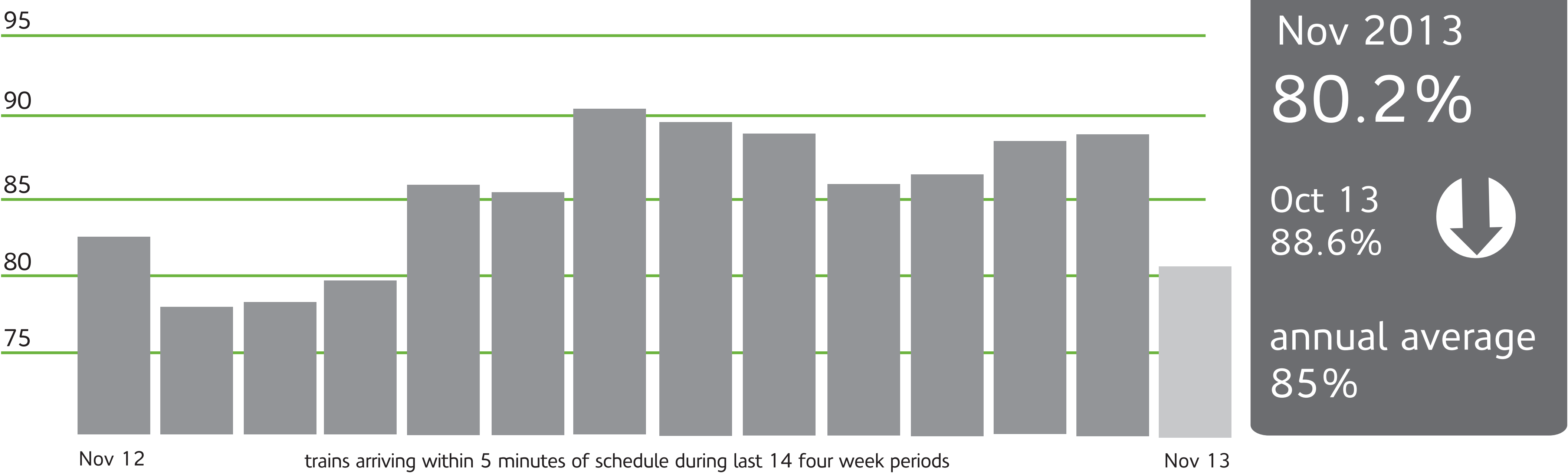


track record

13 October – 9 November 2013

Performance suffered throughout October, with punctuality falling by more than 10% on several routes. One of the key factors was slippery rails – caused by the black ice effect of crushed leaves – that meant our drivers were forced to accelerate and brake more cautiously. This underlying problem was exacerbated by a series of very disruptive incidents, including several line blockages following the storm on 28 October.

public performance measure (PPM)



performance by route

trains arriving within 5 minutes of schedule

	Nov 2013	annual average	trend
London Euston services*	74.9%	77.9%	↔
Birmingham interurban*	72.0%	79.4%	↓
New Street local*	69.4%	79.9%	↓
Snow Hill / Moor St local*	87.3%	89.0%	↑

Overall punctuality exceeded 90% on just 2 days during the period, but fell below 80% on 14 days, the majority of these in the last week of October and the first week of November. Overall, 8 of the top 20 incidents involved track and signalling equipment, 3 were caused by broken down freight trains, and another 3 were due to the weather (fallen trees and adhesion). Of these, the biggest causes of disruption were fallen trees blocking the line at Coventry (16/10) and Watford (28/10), a broken down freight train at Harrow (17/10), and a signalling problem at Barnt Green (16/10). However, services on the Cross City (Redditch-Lichfield) were particularly badly affected throughout October and November, with 9 of the top 20 incidents causing severe delays to services through Birmingham New Street. We continue to work closely with our industry partners to reduce the impact of disruption and apologise if you were caught up in any incident during the period.

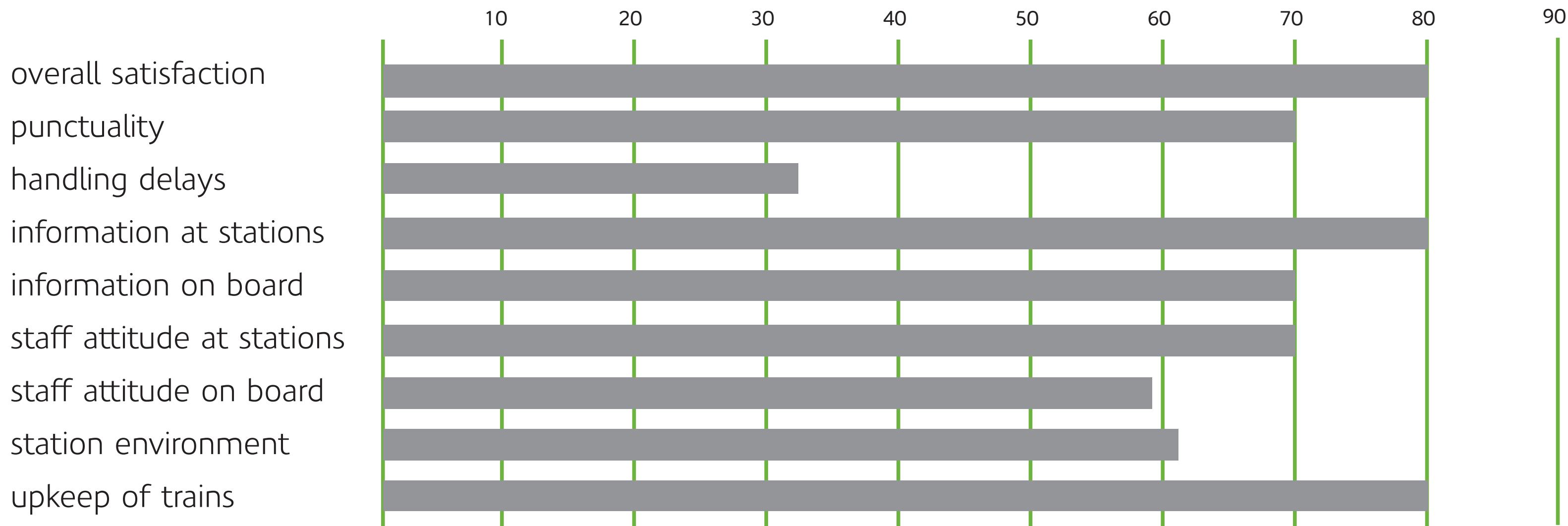
commuter train performance

am/pm

	Nov 2013	trend	annual average
London	72.3%	↔	77.2%
Birmingham	68.5%	↓	78.9%

what you think of us

% satisfied



Passenger Focus conducts the National Passenger Survey every 6 months, and the latest scores reflect your views on London Midland from spring 2013.

After some significant improvements over the past few years, 3 scores saw an increase in the latest survey (station facilities, train toilets and connections with other forms of public transport). However, the poor operational performance at the beginning of the year led to customer satisfaction falling in many areas, particularly regarding punctuality, coping with delays and train frequency.

Our focus continues to be on delivering a consistently reliable service. Extra processes, additional staff training and a closer working relationship with Network Rail have all been put in place to reduce the risk of cancellations and minimise disruption when things go wrong.

* London Euston services include all trains to/from Euston; Birmingham interurban routes include Birmingham New Street-Liverpool/Northampton/Worcester/Hereford/Shrewsbury; New Street local includes Birmingham New Street-Wolverhampton/Walsall/Rugeley/Lichfield/Redditch; Snow Hill local includes Birmingham Snow Hill-Kidderminster/Dorridge/Stratford-upon-Avon.