Delays and percentage of total delays attributed to:

<table>
<thead>
<tr>
<th>Category</th>
<th>NR-on-TOC</th>
<th>TOC-on-Self</th>
<th>TOC-on-TOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delay minutes and % of total</td>
<td>390,142</td>
<td>211,431</td>
<td>109,199</td>
</tr>
<tr>
<td>54.9%</td>
<td>29.7%</td>
<td>15.4%</td>
<td></td>
</tr>
</tbody>
</table>

**Key Statistics - Table 2.13**

Publication date: 06 July 2017

Owner Group: Govia

Franchise start date: 11 November 2007

Franchise end date: 11 November 2017

Number of employees: 2,563

Number of stations operated: 150

Number of employees compared to last year: +4.1%

Passenger journeys (millions): 73.6 m +5.7%

Passenger kilometres (millions): 2,780.2 m +6.6%

Passenger train kilometres (millions): 25.2 m +0.7%

Route kilometres operated: 898.8 km +0.0%

**Punctuality and complaints**

Trains planned: 423,884 +0.4%

Complaints rate (per 100k passenger journeys): 35.5 +9.8%

Complaints answered within 20 working days: 97.9% -0.9 pp

Complaints rate (per 100k passenger journeys):

- **Within 5 minutes (MAA)**: 88.8% +0.7 pp
- **Within 10 minutes (MAA)**: 94.8% +0.2 pp
- **Right time (MAA)**: 65.3% +0.6 pp

Complaints answered within 20 working days:

- **CaSL (MAA)**: 2.9% +0.1 pp
- **Significantly late (MAA)**: 0.2% +0.0 pp
- **Cancelled (MAA)**: 2.8% +0.1 pp

**Significantly late (MAA)**

- 2010-11 Q1: 150
- 2016-17 Q4: 50

**Right time (MAA)**

- 2010-11 Q4: 0
- 2016-17 Q4: 0

**% Change on last year**

- **Green** - Less than last year
- **Red** - More than last year
Notes and definitions:

MAA = moving annual average.

**Passenger journeys** is based on travel from an origin station to a destination station. A train journey may include one or more changes of train, and one journey is generated for each train used. *Quarterly data is published on the data portal, table 12.12.*

**Passenger kilometres** are the number of kilometres travelled by passengers on the rail network. Passenger kilometres are calculated by multiplying the number of passenger journeys on a particular flow by the number of track kilometres between the two required stations. The track kilometres data are built into the LENNON system (the source for this data). *Quarterly data is published on the data portal, table 12.11.*

**Complaints rate** is the number of complaints per 100,000 passenger journeys. A complaint in the rail industry is any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy. All the complaints data contained within this release are sourced directly from the train operating companies. *Quarterly data is published on the data portal, table 14.9.*

**Complaints responded to within 20 working days** is the percentage of complaints answered within 20 working days for each train operating company. The standard industry target is to respond to 95% of complaints within 20 working days. Most TOCs have a complaints handling target of less than 20 days. *Quarterly data is published on the data portal, table 14.2.*

**Public performance measure (PPM)** shows the proportion of trains that arrive at final destination on time. On time is defined as within five minutes, or within ten minutes for the long distance train operators. *Quarterly data is published on the data portal, table 3.44.*

**Right time performance (RTP)** is a percentage measure of scheduled passenger trains which are arrive early or within 59 seconds of schedule. Scheduled passenger trains are based on the planned timetable which is agreed at 22.00 the day before. The RTP measure is the same for all TOCs and a higher score is better. *Periodic data is published on the data portal, table 3.47.*

**Significantly late** refers to trains that arrive at final destination between 30 and 119 minutes late.

**Cancelled trains** refers to both full and part cancellations. A full cancellation is when the train failed to run entirely or ran less than 50 per cent of booked mileage. Trains that arrive over 119 minutes late are counted as full cancellations. A part cancellation is when the train terminated short of destination or started beyond origin. Trains that fail to call/stop at a booked station are counted as part cancellations.

**Cancellations and Significant Lateness (CaSL)** is the percentage of trains that have been cancelled (in part or in full) and/or arrived at their final destination late by more than 30 minutes. A lower score is better. Quarterly data is published on the data portal, table 3.7.

**Delay minutes** are a performance measure for punctuality of passenger and freight trains. A delay is defined as a loss of time against a schedule between two consecutive locations on the train’s journeys.

All delays to scheduled passenger and freight trains are included within the measure – delays to empty coaching stock (ECS) and light locomotive moves are excluded. Only delays on Network Rail owned infrastructure are included.

**NR-on-TOC**, delays attributed to Network rail on train operating companies. **TOC-on-TOC**, delays attributed to train operating companies by other train operating companies. **TOC-on-Self**, delays attributed to train operating companies by the same train operating company. Periodic (4 weekly data is published on the data portal, table 3.46.

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Data portal: http://dataportal.orr.gov.uk/